

Integrating SAP Commerce with Claims Management in SAP S/4HANA

Document History

Version	Date	Change
1.0	2019-01-30	Initial version
1.1	2020-10-07	Changes in iflow for Clam replication and FNOL
1.2	2021-02-24	New importing parameters in RFC ICL_HYBRIS_FNOL for SFC and Claim supporting documents

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1 Introduction

You can connect Claims Management in SAP S/4HANA (FS-CM) to a customer portal, such as SAP Commerce. A policyholder can log on to this portal to create a notice of loss for an auto claim or to get information about their current auto claims. SAP Commerce provides the financial services accelerator (FSA) for this purpose.

For more information, see:

- [Display of Specific Claim Data for External Portal](#)
- [Notice of Loss Using External Portal](#)

When a new claim is created, or an existing claim is changed in FS-CM, the system triggers a notification for the user of a customer portal, such as SAP Commerce.

By using the Financial Services Accelerator portal, the users can also create first notice of loss (FNOL) claims in the FS-CM system.

The connection between Claims Management in SAP S/4HANA and SAP Commerce Financial Services Accelerator is enabled by an integration flow (iFlow) and an OData service (SAPCommerce) that is in the integration package *SAP Commerce Financial Services Accelerator integration with Claim Management in SAP S/4HANA*. The iFlow provides the integration for claim change updates, whereas OData service allows a claim creation from Financial Services Accelerator into Claims Management.

Both of the above integration artifacts are available in [SAP API Business Hub](#).

2 Technical Prerequisites

2.1 System Landscape

SAP S/4HANA - Claims Management (FS-CM)

Claims Management in SAP S/4HANA manages the whole life cycle of insurance claims, starting from the creation of a claim, processing and up to closing of the claim.

SAP Open Connectors

SAP Cloud Integration

SAP Cloud Integration helps you to connect cloud and on-premise applications with other SAP and non-SAP cloud and on-premise applications.

For more information about operating and monitoring CPI, see [Operating and Monitoring Cloud Integration](#).

SAP Commerce, financial services accelerator (FSA)

For general information, see [SAP Commerce, financial services accelerator](#).

Note

You do not have to perform any steps in SAP Commerce, FSA to enable the import of claims from FS-CM.

2.2 Supported and Required Releases

The following releases (or higher) are required for setting up the integration of SAP Commerce, FSA and FS-CM:

- SAP Commerce, financial services accelerator 2008
- SAP S/4HANA 2020
- Integration package *SAP Commerce Financial Services Accelerator integration with Policy Management in SAP S/4HANA*, 1.1
- SAP Open Connectors 2.12.3

3 Configuration

3.1 Configuring FS-CM

Define the Claim Data That Triggers a Notification If Changed (for "Display of Specific Claim Data for External Portal" scenario only)

You define in Customizing for *SAP Insurance* under *Claims Management -> Claim -> Technical Settings -> Define Context-Specific Data Selection* for the `HYBRIS` context which FS-CM fields trigger a notification when they are changed.

Define the Claim Data That Is Transferred to SAP Commerce (for "Display of Specific Claim Data for External Portal" scenario only)

You define in Customizing for *SAP Insurance* under *Claims Management -> Claim -> Technical Settings -> Define Context-Specific Data Selection* for the `HYBRIS_CLAIM_DETAIL` context which FS-CM fields are transferred to SAP Commerce.

Configure the Web Service in SOA Management for Consumer Proxy Commerce (for "Display of Specific Claim Data for External Portal" scenario only)

Call the `SOAMANAGER` transaction in the FS-CM system and configure the SOAP API service for the notification service *InsuranceClaimChangeNotification_Out*.

Configure the Remote Function Calls (RFC)

In the integration flow, the following RFCs are called. You must ensure that the technical users who execute these calls need to have the required authorization.

RFC	Description	Input Parameter	Target System
<code>ICL_CLAIM_DATA_RETRIEVE</code>	Reads detailed information for a certain claim.	<ul style="list-style-type: none">• <code>IV_CLAIM</code>• <code>IT_WHERE_CONDITION</code>	FS-CM
<code>ICL_USER_GET_NAME_AND_ADDRESS</code>	Reads detailed information for a claim handler.	<ul style="list-style-type: none">• <code>IV_USERNAME</code>	FS-CM
<code>ICL_HYBRIS_FNOL</code>	Creates a claim, returns claim number and claim handler information.	<ul style="list-style-type: none">• <code>IV_EXTERNAL_CLAIM_NUMBER</code>• <code>IV_CONTRACT</code>• <code>IV_LOSSTYPE</code>• <code>IV_LOSSDATE</code>• <code>IV_LOSSTIME</code>• <code>IV_PLATENO</code>• <code>IV_MAKE</code>	FS-CM

RFC	Description	Input Parameter	Target System
		<ul style="list-style-type: none"> • IV_MODEL • IV_MODELTY • IV_CONSTYEAR • IV_SKIP_DUPLICATE_CHECK • IV_LOSSLOCCITY • IV_LOSSLOCSTREET • IV_LOSSLOCPOSTALCODE • IV_LOSSLOCREGION • IV_LOSSLOCCOUNTRY • IV_LOSSLOCDETAILS • IV_DESCRIPTIONOFLOSS • IV_REPORTED_TO_POLICE • IV_WITNESSES_EXIST • IV_SFC • IV_DOCUMENTS 	

Monitoring/Restarting the SAP Cloud Integration Service Call

You can use the web service message monitor to monitor or restart service calls to SAP Cloud Integration (transaction SRT_MONI). For more information, see [Monitoring the Web Service Runtime](#).

3.2 Configuring SAP Open Connectors

3.2.1 Connecting SAP Open Connectors to SAP Cloud Integration Tenant

To connect SAP Open Connectors to the SAP Cloud Integration tenant, proceed as follows:

1. Get the access data (URL, user/password) from your SAP Cloud Appliance Library administrator.
2. Enter the URL.
3. Enter the user name and password and choose *Login*.

Note:

If you have a valid URL from a trusted source, you can ignore the security warning in the browser.

4. Choose *Account Dashboard* then choose *Add*.
5. Enter the account details.
6. Save your data.
7. Check the status of the new account in the *Status* column. The connection status must be *Operational*.

3.2.2 Defining a Back-End System in SAP Open Connectors (Mapping Virtual System to Internal System)














You must define a back-end system in SAP Open Connectors by mapping the virtual system to the internal system.

Note:

A prerequisite is that you have connected SAP Open Connectors to the SAP BTP account.

3.2.3 Defining the Mapping Virtual to Internal Systems

1. On the *Administration* screen, select your account from the dropdown list and then choose *Access Control*.
2. Choose *Add* and enter the required data.
3. Define the accessible resources, which means you must define the path (and optionally the sub-path) that leads to the resource of the host.
 - o RFCs

Resources Accessible On Idciemo.wdf.sap.corp:sapmsEMO			
 Add...  Edit...  Enable  Disable  Delete			
	State	Function Name	Naming Policy
			Exact Name
			Exact Name
			Exact Name
		ICL_CLAIM_DATA_RETRIEVE	Exact Name
		ICL_HYBRIS_FNOL	Exact Name
			Exact Name
		ICL_USER_GET_NAME_AND_ADDRESS	Exact Name

- FSA Services

Mapping Virtual To Internal System				
<a>Add... <a>Edit... <a>Import... <a>Export <a>Delete <a>Check				
State	Virtual Host	Internal Host	Protocol	Back-end Type
●	financialservices.██████████hybris██████████	financialservices.██████████hybris██████████	HTTPS	Non-SAP System
Resources Accessible On ██████████				
<a>Add... <a>Edit... ● <a>Enable ● <a>Disable <a>Delete				
State	URL Path	Access Policy		
●	/	Path and all sub-paths		

3.3 Configuring SAP BTP Destinations

This section describes how you define the SAP BTP destinations for RFC based communication between the integration package and the back-end system SAP S/4HANA:

1. Open the SAP BTP cockpit of your tenant account.
2. Choose *Connectivity Destinations*.
3. Choose *New Destination* and enter the destination configuration data, using the virtual hosts defined in chapter 3.2.3.

Destination Configuration

<p>*Name: S4HANA_RFC</p> <p>Type: RFC</p> <p>Description: RFC Connection to S/4HANA</p> <p>Location ID:</p> <p>User: ██████████</p> <p>Password: ●●●●●●</p> <p>Repository User:</p> <p>Repository Password:</p>	<p>Additional Properties</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid #ccc; padding: 2px;">jco.client.client</td> <td style="border: 1px solid #ccc; padding: 2px;">██████████</td> <td style="text-align: right; padding: 2px;">🗑️</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">jco.client.mshost</td> <td style="border: 1px solid #ccc; padding: 2px;">██████████████████</td> <td style="text-align: right; padding: 2px;">🗑️</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">jco.client.r3name</td> <td style="border: 1px solid #ccc; padding: 2px;">██████████</td> <td style="text-align: right; padding: 2px;">🗑️</td> </tr> </table>	jco.client.client	██████████	🗑️	jco.client.mshost	██████████████████	🗑️	jco.client.r3name	██████████	🗑️
jco.client.client	██████████	🗑️								
jco.client.mshost	██████████████████	🗑️								
jco.client.r3name	██████████	🗑️								

4. Save the destination.

3.4 Configuring SAP Cloud Integration and Integration Content

The connection from FS-CM to SAP Commerce is enabled by an integration flow (iFlow) provided in the integration package *SAP Commerce Financial Services Accelerator integration with Claims Management in SAP*

S/4HANA in SAP Cloud Integration, available in SAP API Business Hub (<https://api.sap.com>). This integration package enables you to connect FS-CM to SAP Commerce, FSA.

The integration from SAP Commerce to FS-CM is enabled by an OData service provided in the integration package *SAP_Hybris_FNOL* in SAP Cloud Integration, available in SAP API Business Hub (<https://api.sap.com>). This OData Service enables you to create claims from SAP Commerce, FSA in FS-CM.

3.4.1 Deploying the Integration Content from SAP Cloud Integration

1. Open the SAP Cloud Integration tenant Web UI (for example, <https://<your SAP Cloud Integration tenant URL/itspaces>>).
2. Select *All* to see all published integration packages.
3. Search for the *SAP Commerce Financial Services Accelerator integration with Claims Management in SAP S/4HANA* Integration package.
4. To copy the integration package from the catalog to your customer workspace, mouse-over the integration package tile and click *Copy to Workspace*.

3.4.2 Configuring the Integration Package and its Artifacts

This section briefly describes the content of the integration package and the necessary configurations.

3.4.2.1 Prerequisites

You need to know the connection details (URL/Credentials) for the SAP Commerce system to do the following:

- Retrieve the OAuth token needed by the relevance check.
- Call the Webservice for the claim relevance check.
- Call the OData Service for the import claim service.

Additionally, you need the name of the destinations within your SAP Cloud Integration tenant pointing to the following:

- SAP S/4HANA Claims Management (FS-CM) system
- Sender security details like client certificate or OAuth settings.

3.4.2.2 Artifact Integration Flow

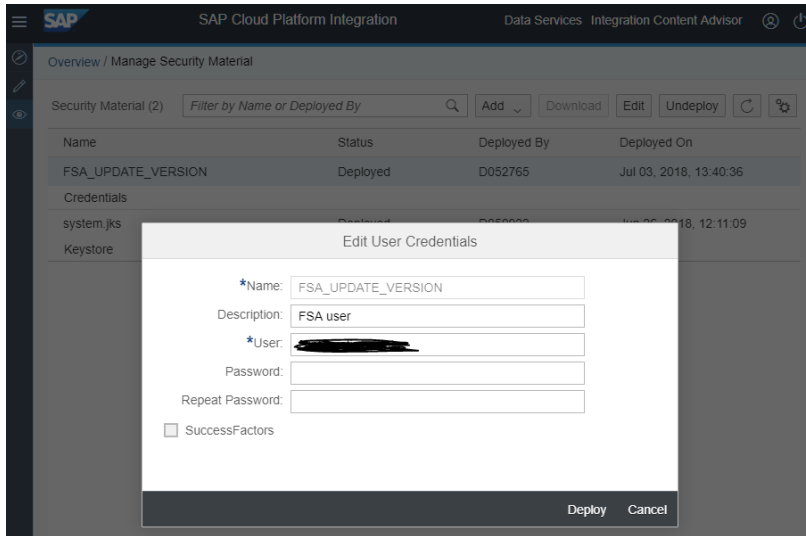
This artifact is responsible for replicating claim data from FS-CM to SAP Commerce, FSA. The execution of this iFlow is initiated by FS-CM whenever a claim change requires a notification in SAP Commerce. The iFlow first checks if the changed claim is relevant for SAP Commerce by calling the appropriate Web service. If this is the

case, it gathers all required information from FS-CM to send claim details to SAP Commerce by using the import policy OData service.

Therefore, multiple services and RFCs are called. Some calls depend on the results of previous calls. The following table gives an overview of the services involved:

Name in iFlow	Technical Name (Service Path or RFC Name)	Description	Input Parameter	Type	Target System
FSA_Hybris_Get_Token	/authorizationserver/oauth/token	Gets the access token needed for checking the relevance.	-	HTTP	SAP Commerce FSA
FSA_Hybris_Check_Relevance	/financialwebservice/v1/sites/insurance/catalogs/financialProductCatalog/versions/Online/claims/relevance	Checks whether a claim is relevant for SAP.	<ul style="list-style-type: none"> • Claim ID • Policy holder ID • Product ID • Contract ID 	HTTP	SAP Commerce FSA
FSA_Hybris_Claim_Import	odata2webservices/ClaimIntegrationObject/FSClaims	Provides data for the claim to SAP Commerce.	<ul style="list-style-type: none"> • Claim details 	OData	SAP Commerce FSA
FS-CM_Retrieve_Claim_Detail	ICL_CLAIM_DATA_RETRIEVE	Reads detailed information of claim.	<ul style="list-style-type: none"> • Claim number • Where condition 	RFC	SAP S/4HANA FS-CM
FS-CM_Read_User_Details	ICL_USER_GET_NAME_AND_ADDRESS	Reads claim handler details.	<ul style="list-style-type: none"> • User name 	RFC	SAP S/4HANA FS-CM

Before you configure the iFlow, deploy the user credentials within the security material of the SAP Cloud Integration. Click on the [Manage Security Material](#) tile and add new user credentials, which are needed for the OData Service call to import policies. You can use the name **FSA_UPDATE_VERSION** or any other name. Enter the user and password.



The iFlow deployment requires a configuration with your individual network and product settings. For more general information about the configuration, see [Configure Externalized Parameters of an Integration Flow](#).

The configuration can be done by choosing the configuration menu item in your iFlow artifact.

3.4.2.3 Configuring the Receiver

Get_Claim_Details

Adapter for the business partner system to retrieve bank details:

Parameter Name	Value
FSCM RFC_CONN	<Tenant Destination to SAP S/4 HANA FS-CM system>

FSA_Hybris_Check_Relevance

Adapter for the SAP Commerce system Web service for checking the relevance of a policy:

Parameter Name	Value
FSA_HostPort	<Host and Port of the SAP Commerce system (or virtual port in SAP Open Connectors pointing to SAP Commerce system)>

Parameter Name	Value
FSA_RelevanceCheck	<Webservice Path pointing to the relevance check in the SAP Commerce system>

FSA_Hybris_Get-Token

Adapter for the SAP Commerce system for OAuth token retrieval:

Parameter Name	Value
FSA_HostPort	<Host and Port of the SAP Commerce system (or virtual port in SAP Open Connectors pointing to SAP Commerce system)>
FSA_OAuthServicePath	<Web service path pointing to the service for the OAuth Token retrieval>

FSA_Hybris_Claim_Import

Adapter for the SAP Commerce system for the import policy service:

Parameter Name	Value
FSA_HostPort	<Tenant destination to SAP S/4 HANA FS-CM system>
FSA_ClaimIntegrationPath	<Web service path pointing to the service for the OAuth Token retrieval>
Authentication	<Authentication method>
FSA_OData_Credential_Name	<Name of the deployed user credential within SAP Cloud Integration. Required for the authentication method <code>BASIC</code> >

3.4.2.3.1 More Parameters

Parameter Name	Value
FSA_Version	<Version number of the connected SAP Commerce system. This Version must correspond to the version used in the Value Mapping Artifact>
FSCM_Version	<Version number of the connected FS-CM system >

3.4.2.3.2 Rules and Credentials for Remote Users

The RFC-user that executes the calls (see Configuring SAP BTP Destinations) needs full authorization to access the required data in the SAP S/4HANA system.

The user who passes the information to SAP Commerce (FSA_Hybris_Claim_Import), FSA needs the authorization to execute the OData-call.

3.4.2.4 Artifact OData Service

This artifact is responsible for creating a claim from SAP Commerce, FSA to FS-CM. The execution of this iFlow is initiated by SAP Commerce, FSA. The OData Service response for successful claim creation consists of claim number and the claim handler information.

The following table shows the used service:

Name in iFlow	Technical Name	Description	Input Parameter	Type	Target System
FS-CM_Create_Claim	ICL_HYBRIS_FNOL	Provides data for the claim creation to FS-CM.	-	RFC	SAP S/4HANA FS-CM

3.4.3 Authorizations in SAP BTP Account

To authorize a user to call the SAP Cloud Integration tenant (using HTTPS/basic authentication), assign the role `ESBmessaging.send` as follows:

The screenshot displays the SAP Cloud Platform Cockpit interface for managing authorizations. The left sidebar contains navigation options such as Overview, Applications, Services, Solutions, Virtual Machines, SAP HANA / SAP ASE, Connectivity, Security, Trust, Authorizations, OAuth, and Solutions. The main content area is titled 'Authorizations' and shows the 'Authorization Management' section. The 'Users' tab is selected, and the page is titled 'Assign Web Roles and Groups to Individual Users'. A search bar for 'User: *' is present, along with a 'Show Assignments' button. Below this is a table with columns 'Subaccount', 'Application', 'Role', and 'Actions'. One row is visible with 'Subaccount' (redacted), 'Application' 'ffimap', and 'Role' 'ESBmessaging.send'. An 'Unassign' button is next to the role. At the bottom, it says 'Subscribed HTML5 Applications (All: 0)'. The table data is as follows:

Subaccount	Application	Role	Actions
[Redacted]	ffimap	ESBmessaging.send	Unassign

3.5 Configuring Financial Services Accelerator

Prerequisite

Include the `sapfscmintegrationfacades` extension in your local extensions.

Note

The extension is available out of the box if you have installed FSA with the `financial_sap_integrations` recipe.

Procedure

1. Navigate to SAP Commerce platform and start *SAP Commerce* server.
2. Install Financial Services Accelerator.
For more information, see [Installing Financial Services Accelerator](#).
3. Navigate to <https://financialservices.local:9002> and log in to *Administration Console* with your credentials.
4. Choose *Console->Impex Import*, and import this `ImpEx` file.

Make sure to set the correct values for FS-CM endpoint and consumed destination. The sample FS-CM basic credentials are already provided.

Note that the basic credentials for accessing FS-CM are given for demonstration purposes and should be replaced in the implementation project

5. If the `ImpEx` file was imported successfully, log in to Backoffice and choose *System API Destinations -> Consumed Destination*.
6. Add the following two parameters in additional properties list of your consumed destination:

The screenshot displays the SAP Administration Console interface for configuring a destination. The left sidebar shows a navigation menu with 'Destinations' expanded to 'Consumed Destination'. The main content area shows the configuration for 'FS-CM-platform' under 'DESTINATION CONFIGURATION'. The 'ESSENTIAL' section includes fields for 'Destination Id' (FS-CM-platform), 'Url' (redacted), 'Destination Target' (FS-CM-target), and 'Active' (True). The 'Endpoint' is set to 'FS-CM-endpoint' and the 'Credential' is 'fsintegrationCredential'. The 'Additional Properties' section, highlighted with a yellow box, contains two entries: 'oAuthUrl' and 'csrfTokenUrl', both with redacted values. An 'Add new Item' button is located at the bottom of the list.



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