

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

End User Guide

Monitor Collection Reminder with SAP Workflow Management

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Overview

This document provides information about how to use the Monitor Collection Reminders package using SAP Workflow Management. Collection team, legal team and insurance team are the approvers, and these roles are the target users of this document.

Automated workflow to send dunning notice details to different internal teams to ensure timely payment from customer

Key features

- Fetch overdue invoice and customer details from S/4HANA system and derive the approvers based on data fetched.
- Approval flow to different internal teams.
- Update dunning block based on the communication with customer

My Inbox Task

The Monitor Collection Reminders package enables the Collection Team, Legal Team and Insurance Team to view the approval tasks in My Inbox for customer invoice collection whenever dunning notice is generated. The participants in the workflow can do the relevant follow up for the invoice collection and approve the workflow if the payment is made, or reject the workflow if they are not able to get the payment made or postpone the dunning notice creation based on custom input

SAP Workflow Management's "My Inbox" application enables line of business users to claim and complete their task. Please go through [SAP My Inbox documentation](#) for more details.

When the dunning notice is generated in S/4 HANA, the process of collection starts. The Workflow is triggered based on periodic CPI job. Once the workflow is triggered, based on the dunning level, request is sent to the right team. If the dunning level has reached the maximum, the request is sent to legal team, followed by insurance team. Else the request is sent to collection team.

Approval Task

The approval user interface to approve/reject the collection reminder is shown to the user on MyInbox. The application uses a custom Fiori user interface for interaction. The screen consists of the following sections:

- Header Section
- Invoice Details
- History Details
- Comments

1. Header Section

Shows the details about the customer.

Customer Name, Number and Date of generation of Dunning Notice. This section is highlighted in the figure below

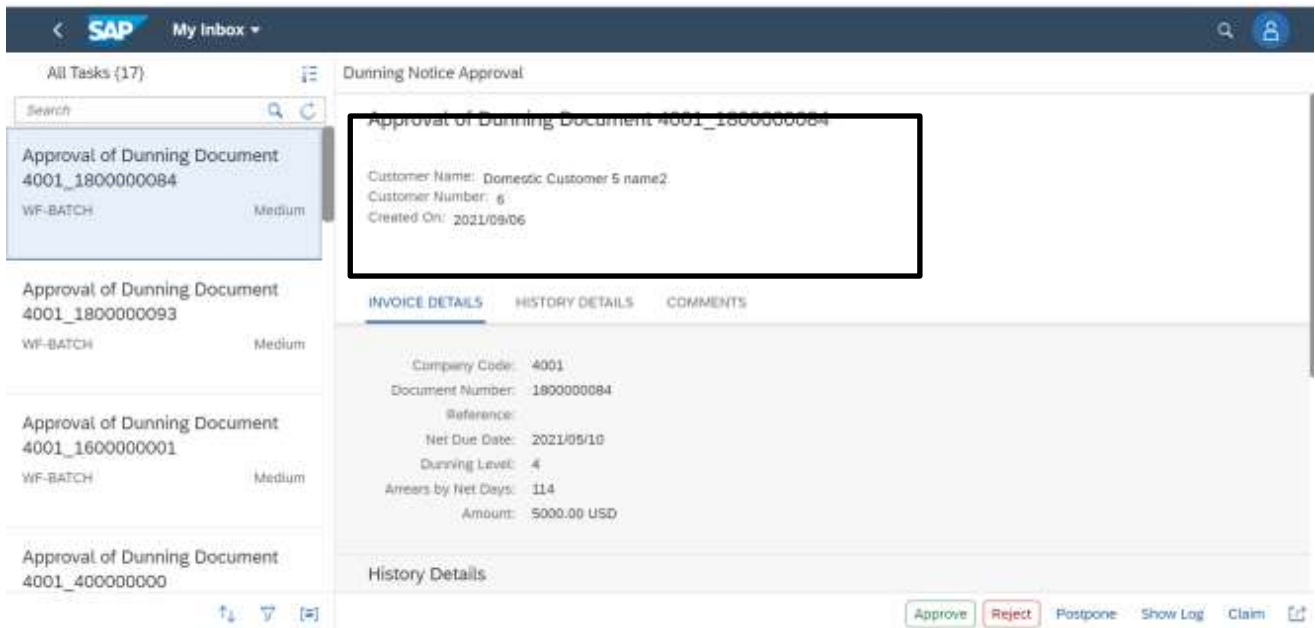


Fig 1 – Header Details

2. Invoice Details

Shows details of the invoice.

Company Code, Document Number, Reference, net Due Date, Dunning Level, Arrears by Net Days, Amount are shown to the user. This section is highlighted in the figure below

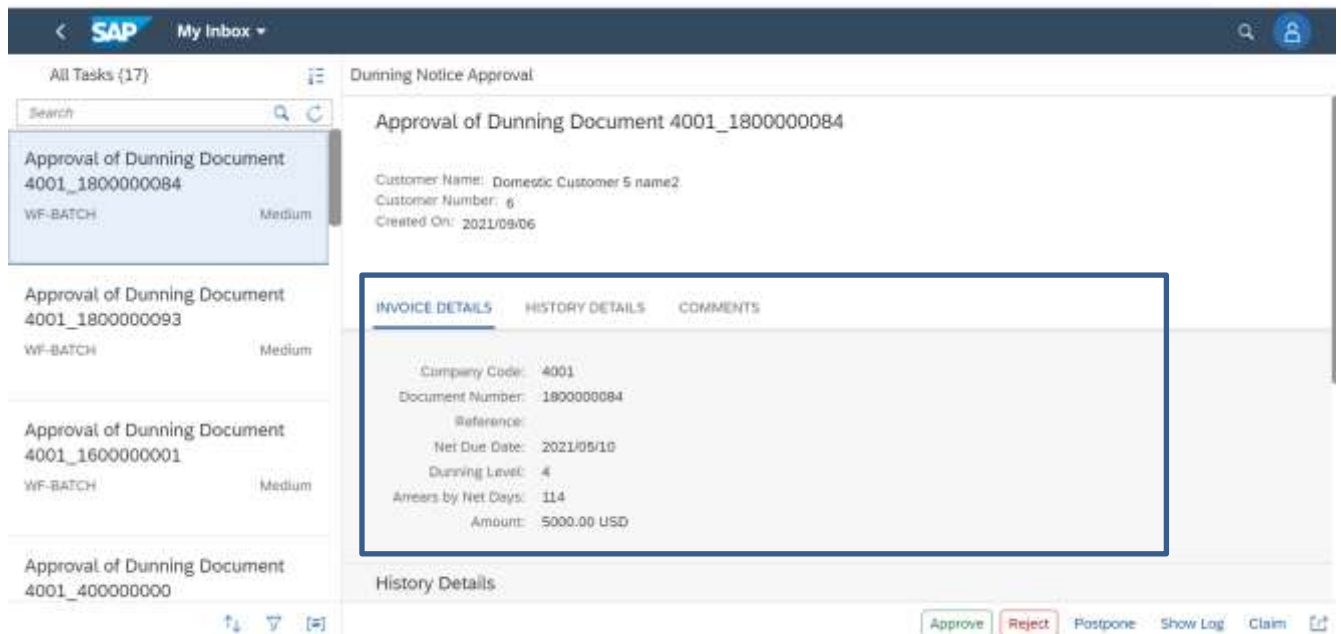


Fig 2 – Invoice Details

3. History – to view the record of the previous approval levels with comments, if any.

4. Comments – to capture comments from Approvers.

Based on the dunning level, request is sent to the one of the below three teams.

- Collection Team
- Legal Team
- Insurance Team

The Collection/Legal/Insurance Team can make one of the following decisions:

1. Approve - Click **Approve** (Fig 3) to approve and acknowledge a payment made by customer status in S/4 HANA. Comments must be mandatorily provided for this action.
2. Reject - Click **Reject** (Fig 3) to indicate that the respective Team was not able to get the payment done. Comments must be mandatorily provided for this action.
3. Postpone - Click **Postpone** (Fig 3) indicating that the customer has requested for additional time for making the payment and the dunning notice generation can be paused (Fig 4). The user has to mandatorily enter the following information: Dunning Block – The Dunning Block reason code has to be selected by the user (Fig 5). Postpone duration (Postpone input field) – Number of days the dunning block is applied for. User can click postpone button to post the data to SAP S/4HANA. Cancel closes the dialog box.

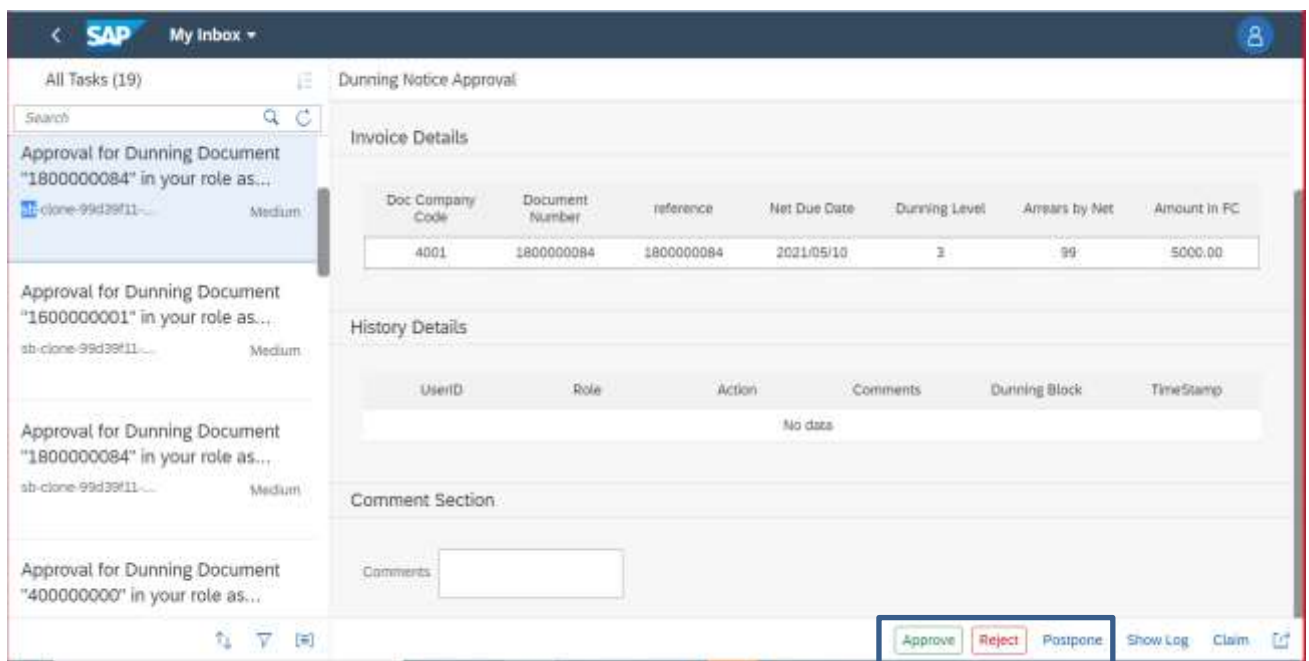
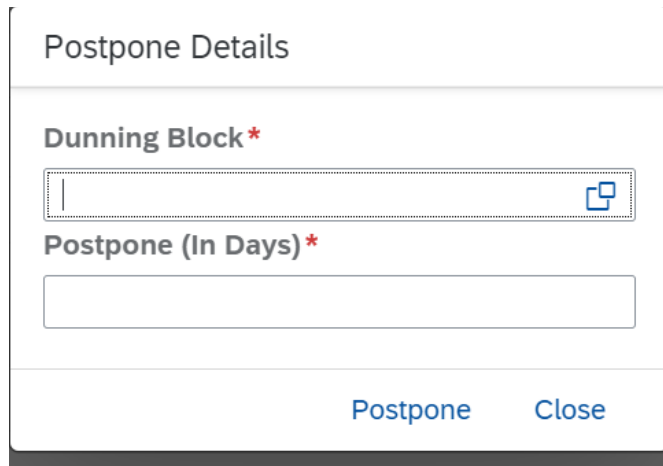


Fig 3 – Screen showing the action buttons



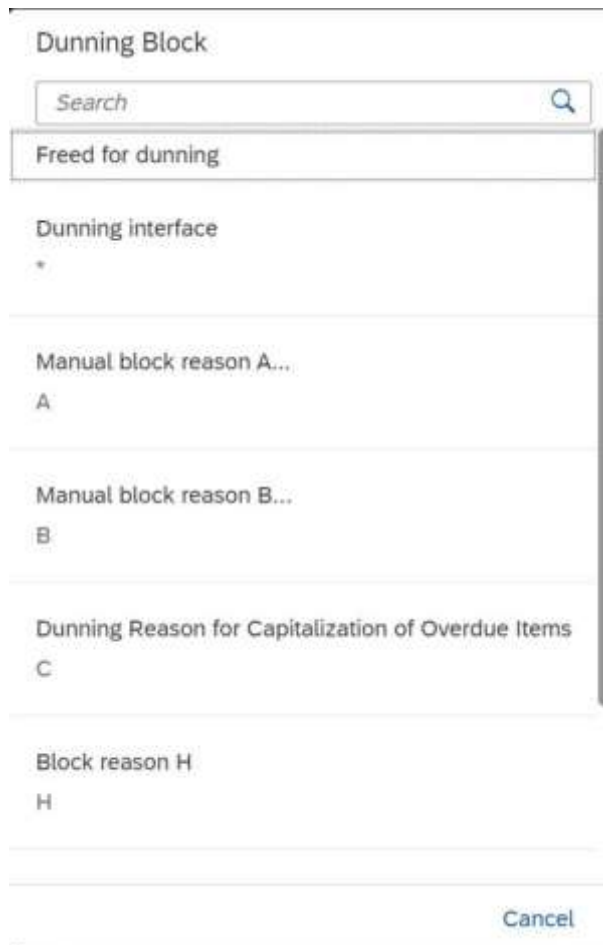
Postpone Details

Dunning Block*

Postpone (In Days)*

Postpone Close

Fig 4 – Popup on clicking the Postpone action



Dunning Block

- Freed for dunning
- Dunning interface *
- Manual block reason A...
A
- Manual block reason B...
B
- Dunning Reason for Capitalization of Overdue Items
C
- Block reason H
H

Cancel

Fig 5 – Choose Dunning block reason

Assign Final Dunning Level Task

User can use the “Assign Final Dunning Level” to manually maintain the final dunning level for the Dunning Notice as per business requirement.

Clicking “Retry” will retry final dunning level fetch from business rules.

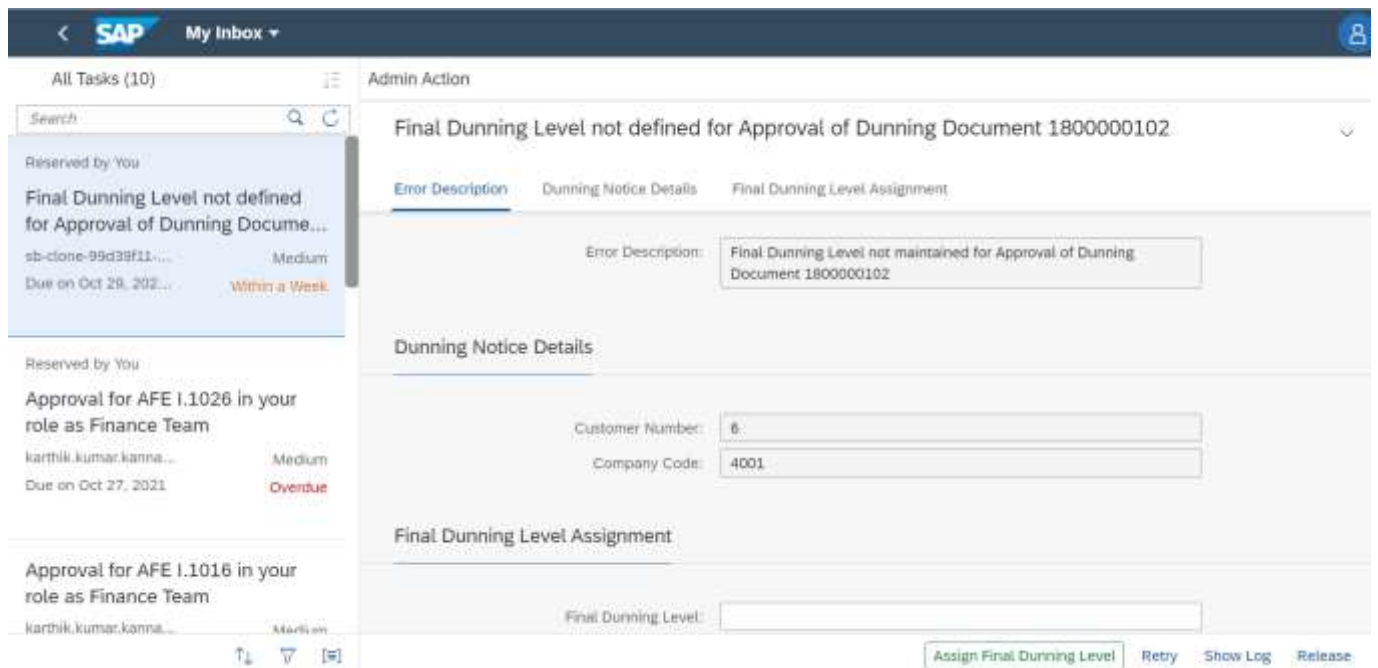


Fig 6 - Assigning Final Dunning Level user task

Assign Approvers Task

User can use the “Assign Processor” to manually maintain the approver for the Dunning Notice as per business requirement.

Clicking “Retry” will retry approver fetch from business rules.

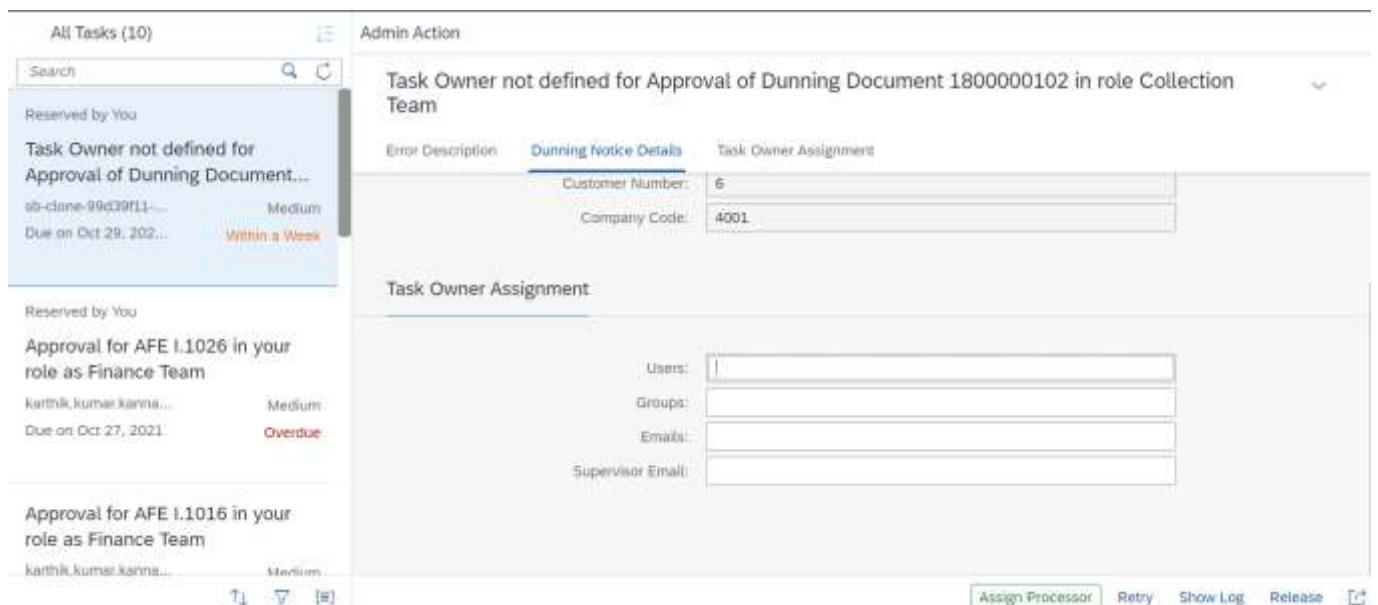


Fig 7- Assigning Approver user task by Admin if approver is not maintained in rules

Process Visibility Workspace

Process Visibility capability in SAP Workflow Management enables Process Owners and Process Operators to gain real time visibility on processes and key process performance indicators. It also enables customers gain out of the box process visibility into their deployed processes. Please refer [help documentation](#) for more details.

The monitor collection reminder package provide out of the box visibility to process performance indicators for all the deployed process variants in SAP Workflow Management. A process owner or line of business expert will be able to enhance the visibility scenario.

Access Process Workspace

1. Go to Process Flexibility Cockpit.
2. Select Collection Reminder Approval tile.
3. Click Live Process Insights Collection Reminder Approval
4. User will see the below detailed process visibility screen.

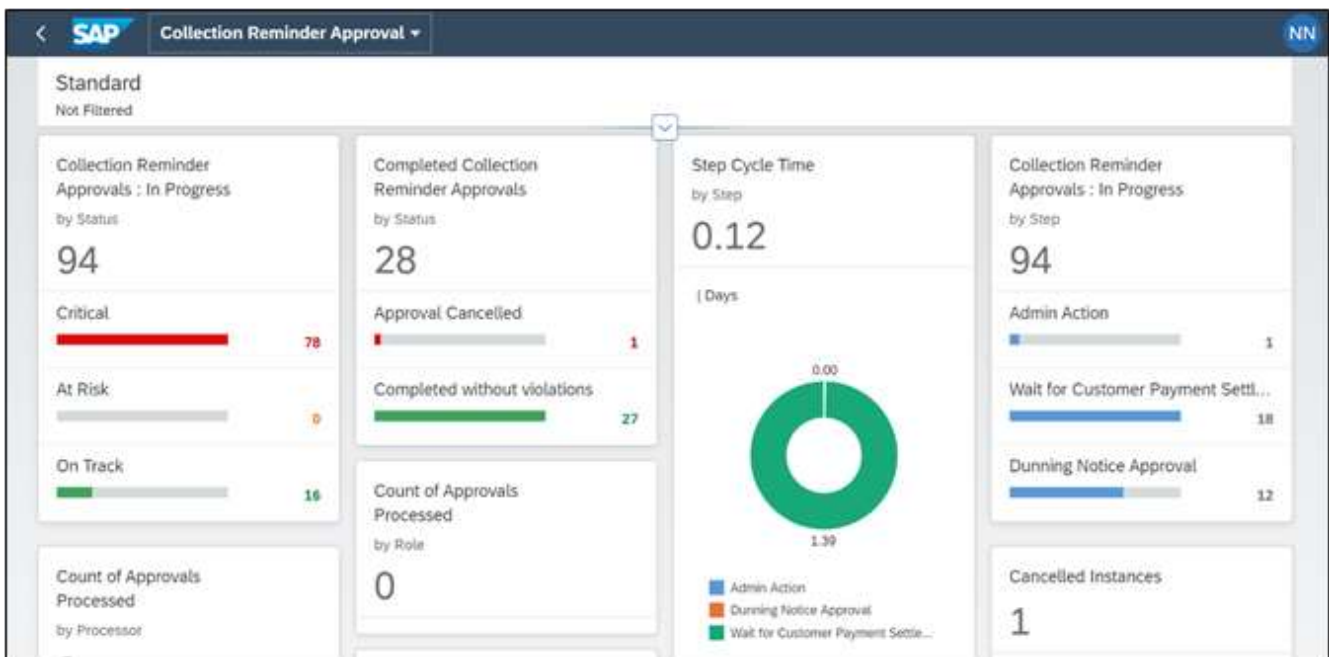


Fig 8 – Dashboard of Collection Reminders process visibility

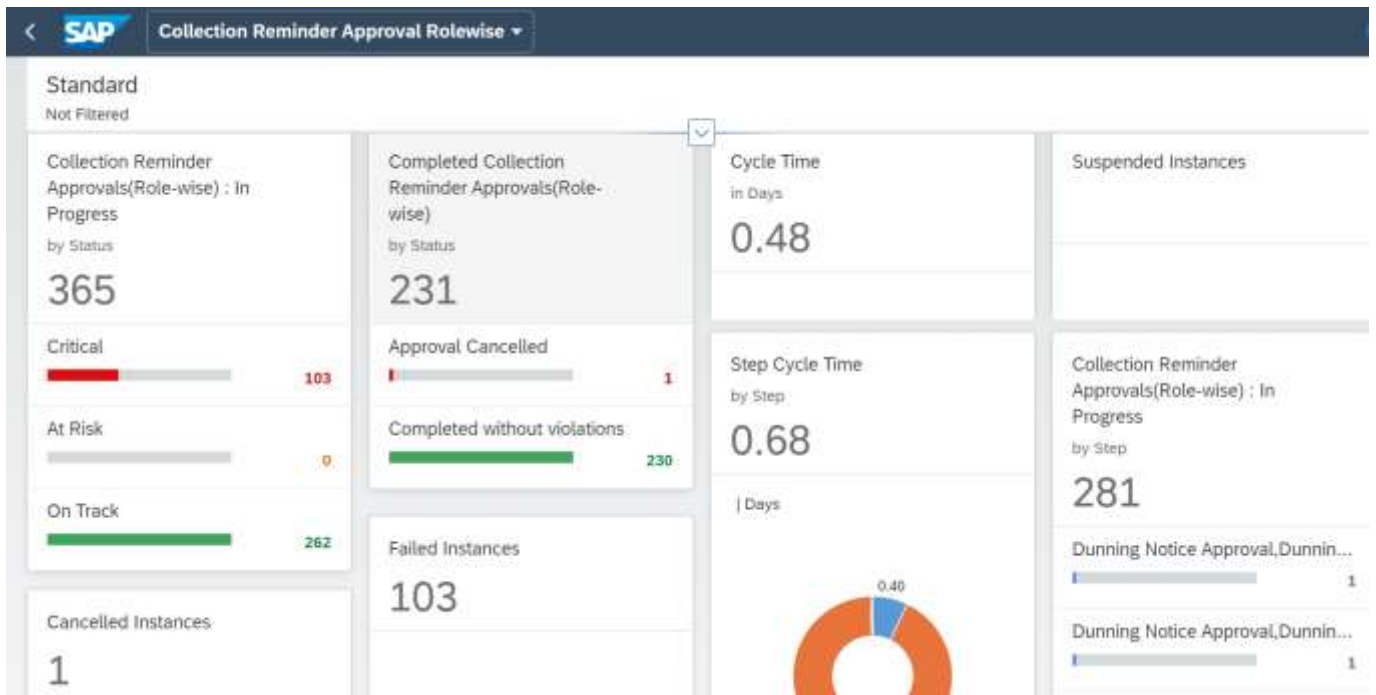


Fig 9 – Dashboard of Collection Reminders, approval team wise drill down

Please go through [help documentation](#) on how to access process workspace.