|  |  |
| --- | --- |
|  |  |
| Test Script  SAP S/4HANA - 15-09-20 | public |
| Collections and Dispute Management (BFC\_DE) |

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# Purpose

This scope item helps you to streamline debt collection processes, resolve customer invoice disputes, and manage overdue receivables. You can also reduce your exposure to the risks and costs of bad debt.

Dispute Management provides dispute managers with tools to process disputes centrally and protect customer relationships. They can effectively manage disputes by using dispute resolution tools, dunning integration, and workflow integration.

Collection specialists can proactively manage and collect overdue receivables by using receivables collections tools and dunning integration. The specialists have all the information and support they need to collect payments faster and provide improved customer service. They can identify bad debt risk potential and take preventative steps to reduce further exposure.

This document provides a detailed procedure for testing this scope item after solution activation, reflecting the predefined scope of the solution. Each process step, report, or item is covered in its own section, providing the system interactions (test steps) in a table view. Steps that are not in scope of the process but are needed for testing are marked accordingly. Project-specific steps must be added.

# Prerequisites

This section summarizes all prerequisites required to conduct the test in terms of system, user, master data, organizational data, and other test data and business conditions.

To execute Collections Management steps:

* Customer Master Data exists.
* Invoices have been created and posted to accounting.
* A specialist has been assigned to a collection group.
* A collection profile and a collection specialist have been assigned to a customer.
* Sending of FI-AR-Relevant Data to Collection Management has been executed.
* A worklist has been created.

Note A worklist created is the last step executed by the Collections Management.

## System Access

|  |  |
| --- | --- |
| System | Details |
| System | Accessible via SAP Fiori launchpad. Your system administrator provides you with the URL to access the various apps assigned to your role. |

## Roles

Assign the following business roles to your individual test users. Alternatively, if available, you can create business roles using the following spaces with pages and predefined apps for the SAP Fiori launchpad and assign the business roles to your individual test users.

Note These roles or spaces are examples provided by SAP. You can use them as templates to create your own roles or spaces.

For more information about business roles, refer to Assigning business roles to a user in the [Administration Guide to Implementation of SAP S/4HANA with SAP Best Practices](https://help.sap.com/viewer/S4HANA2020_AdminGuide) .

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name (Role) | ID (Role) | Description (Space) | ID (Space) | Log On |
| Accounts Receivable Accountant | SAP\_BR\_AR\_ACCOUNTANT |  |  |  |
| Accounts Payable Accountant | SAP\_BR\_AP\_ACCOUNTANT |  |  |  |
| General Ledger Accountant | SAP\_BR\_GL\_ACCOUNTANT | General Ledger | SAP\_BR\_GL\_ACCOUNTANT |  |
| Master Data Specialist - Business Partner Data | SAP\_BR\_BUPA\_MASTER\_SPECIALIST | Business Partner | SAP\_BR\_BUPA\_MASTER\_SPECIALIST |  |
| Accounts Receivable Manager | SAP\_BR\_AR\_MANAGER | Accounts Receivable | SAP\_BR\_AR\_MANAGER |  |
| Cash Management Specialist | SAP\_BR\_CASH\_SPECIALIST | Cash Management | SAP\_BR\_CASH\_SPECIALIST |  |

## Master Data, Organizational Data, and Other Data

The organizational structure and master data of your company have been created in your system during implementation. The organizational structure reflects the structure of your company. The master data represents materials, customers, and vendors, for example, depending on the operational focus of your company.

Use your own master data to go through the test procedure. If you have installed an SAP Best Practices Package, you can use the following Package scenario data:

Accounting

|  |  |  |  |
| --- | --- | --- | --- |
| Master | Value | Details | Comments |
| Company Code | 1010 |  |  |
| Controlling Area | A000 |  |  |
| Customer | 10100001  10100002 |  |  |
| House Bank | DEBK1  DEBK2 |  |  |
| Bank GL Account | 61007000  11002000 |  |  |
| Cost Center | 10101101 |  |  |
| Dunning Procedure | 1001 |  |  |

For more information on creating master data objects, see the following [Master Data Scripts (MDS)](https://support.sap.com/content/dam/SAAP/Sol_Pack/BP_OP_ENTPR/BP_OP_ENTPR_S4HANA2020_7_Master_Data_EN_XX.htm)

Table 1: Master Data Script Reference

|  |  |
| --- | --- |
| Master Data Script ID | Description |
| BND | Create Customer Master |
| BNG | Create G/L Account and Cost Element |
| BNM | Create Cost Center and Cost Center Group |

## Business Conditions

Before this scope item can be tested, the following business conditions must be met.

|  |  |
| --- | --- |
| Scope Item | Business Condition |
| BD9 - Sell from Stock | Must be run before this test script. Invoices have been created and posted to accounting. Instructions how to cancel a billing document are included. |
| J59 - Accounts Receivable | Posting accounting data for customers in Accounts Receivable. |
| J78 - Advanced Cash Operations | Execute to upload bank statements. |

The following technical configurations must be established to test this scope item.

Integration to Other Applications

|  |  |  |
| --- | --- | --- |
| Integration Scenario | Application Name | Details |
| Tax Determination | Vertex |  |
| Bank connectivity | Financial Services Network | Must send payment instructions to the bank and receive bank statements from the bank. |
| Load electronic bank statements |  | Bank statements should be loaded into Financials automatically through a standard interface to banks. Customers should not be requested to set up the interface to the banks first.  They should be able to adjust the reconciliation rules for the bank statement, but the interface should be part of the service that is available with the Public Cloud solution. |

# Overview Table

This scope item consists of several process steps provided in the following tables.

Table 2: Maintain Business Partner

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step, Report or Item | Business Role | Transaction/App Name | Expected Results |
| [Defining Accounting Clerk](#unique_8) [page ] 11 | Accounts Receivable Manager | Define Accounting Clerks (F1009) | Accounting Clerk created |
| [Maintain Business Partner](#unique_9) [page ] 13 | Accounts Receivable Accountant | Maintain Business Partner (BP) | Collections management is added to the business partner. |

Table 3: Organizational Structure

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step, Report or Item | Business Role | Transaction/App Name | Expected Results |
| [Manage Collection Strategies](#unique_10) [page ] 15 | Accounts Receivable Manager | Manage Collection Strategies (F2946) | A collection strategy is added. |
| [Define Collection Groups](#unique_11) [page ] 19 | Accounts Receivable Manager | Manage Collection Groups (UDM\_GROUP) | Specialists assigned to Groups. |
| [Assign Collection Groups to Collection Segments](#unique_12) [page ] 21 | Accounts Receivable Manager | Assign Collection Groups to Segments (UDM\_GROUP2SGMT) | Groups assigned to Segments. |

Table 4: Dispute Case Opening

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step, Report or Item | Business Role | Transaction/App Name | Expected Results |
| [Creating Dispute from Complaint](#unique_13) [page ] 23 | Accounts Receivable Accountant | Process Receivables (F0106) | Dispute Case created manually. |
| [Creating Dispute from Underpayment with Reason](#unique_14) [page ] 25 | Cash Management Specialist | Reprocess Bank Statement Items (F1520) | Dispute Case created manually. |
| [Create Dispute by Automatic Dispute Creation Job (Optional)](#unique_15) [page ] 27 | Accounts Receivable Accountant | Schedule Dispute Management Jobs (F1240) | Dispute Case items created. |

Table 5: Dispute Case Management

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step, Report or Item | Business Role | Transaction/App Name | Expected Results |
| [Assigning Dispute Cases](#unique_16) [page ] 29 | Accounts Receivable Accountant | Manage Dispute Cases - Open Dispute Cases (F0702) | Dispute Case assigned. |
| [Processing Dispute Case Via Central Dispute Transaction](#unique_17) [page ] 30 | Accounts Receivable Accountant | Manage Dispute Cases - Open Dispute Cases (F0702) | Dispute Case processed. |
| [Closing Dispute Case](#unique_18) [page ] 32 | Accounts Receivable Accountant | Manage Dispute Cases - Open Dispute Cases (F0702) | Dispute Case accepted and credit memo issued to customer. |
| [Starting Receivables Collection](#unique_19) [page ] 34 | Accounts Receivable Accountant | Manage Dispute Cases - Open Dispute Cases (F0702) | Dispute Case forwarded to collections management. |

Table 6: Reporting Disputes

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step, Report or Item | Business Role | Transaction/App Name | Expected Results |
| [Open Disputes](#unique_20) [page ] 35 | Accounts Receivable Manager | Open Disputes - Today | Open Disputes is displayed. |
| [Monitor Overdue Receivables in Dispute](#unique_21) [page ] 37 | Accounts Receivable Manager | Overdue Receivables in Dispute (F2540) | Monitors Disputes in Receivables. |
| [Monitor Solved Disputes](#unique_22) [page ] 39 | Accounts Receivable Manager | Solved Disputes (F2521) | Monitors Solved Disputes. |
| [Monitor Created Versus Solved Disputes](#unique_23) [page ] 40 | Accounts Receivable Manager | New Versus Solved Disputes (F2523) | Monitors Created/Solved Disputes. |
| [Monitor Processing Days of Open Disputes](#unique_24) [page ] 42 | Accounts Receivable Manager | Today (F2522) | Monitors Processing Days of Open Disputes. |

Table 7: Collections Management

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step, Report or Item | Business Role | Transaction/App Name | Expected Result |
| [Calling Worklist](#unique_25) [page ] 44 | Accounts Receivable Accountant | Process Collections Worklist (F0380) | Worklist is called. |
| [Preparing Customer Contact](#unique_26) [page ] 46 | Accounts Receivable Accountant | Process Receivables (F0106) | Customer contact is prepared. |
| [Creating Promise to Pay](#unique_27) [page ] 48 | Accounts Receivable Accountant | Process Receivables (F0106) | Promise-to-Pay is created. |
| [Creating Resubmission](#unique_28) [page ] 50 | Accounts Receivable Accountant | Process Receivables (F0106) | Resubmission is created. |
| [Creating Dispute Case](#unique_29) [page ] 52 | Accounts Receivable Accountant | Process Receivables (F0106) | Creates a dispute case out of SAP Collections Management. |
| [Create Dunning Notice](#unique_30) [page ] 54 | Accounts Receivable Accountant | My Dunning Proposals (F2435) | Dunning notice is compiled, updated and printed. |
| [Sending Correspondence](#unique_31) [page ] 55 | Accounts Receivable Accountant | Manage Dispute Cases - As Processor (F0702) | Correspondence is sent. |
| [Document Customer Contact](#unique_32) [page ] 57 | Accounts Receivable Accountant | Process Receivables (F0106) | Customer Contact is documented. |

Table 8: Reporting Collections

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step, Report or Item | Business Role | Transaction/App Name | Expected Results |
| [Collection Progress](#unique_33) [page ] 59 | Accounts Receivable Manager | Collection progress for the current run (F1738) | Collection Progress is displayed. |
| [Promises to Pay](#unique_34) [page ] 60 | Accounts Receivable Manager | Promises To Pay - Today | Promised to Pay is displayed. |
| [Display Dunning History](#unique_35) [page ] 62 | Accounts Receivable Accountant | Display Dunning History (F2328) | Dunning History is displayed. |
| [Supervise Collections Worklist](#unique_36) [page ] 63 | Accounts Receivable Manager | Supervise Collections Worklist (F2375) | Collection Worklist is reviewed. |
| [Cash Collection Tracker](#unique_37) [page ] 65 | Accounts Receivable Manager | Cash Collection Tracker - Collections Management (F3182) | Cash Collection Tracker is displayed. |

Table 9: Scheduling Background Jobs (Optional)

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step, Report or Item | Business Role | Transaction/App Name | Expected Results |
| [Schedule Background Job to Create Dispute Cases automatically (Optional)](#unique_38) [page ] 66 | Accounts Receivable Accountant | Schedule Dispute Management Jobs (F3578) | You scheduled a background job to automatically create dispute cases. |
| [Schedule Background Jobs to Write Off Dispute Cases Automatically](#unique_39) [page ] 68 | Accounts Receivable Accountant | Schedule Dispute Management Jobs (F3578) | You scheduled a background job to automatically write off dispute cases. |
| [Schedule Background Job to Assign a Collection Profile (Optional)](#unique_40) [page ] 69 | Accounts Receivable Accountant | Schedule Collections Management Jobs - Mass Changes (F3918). | Collection Profile assigned. |
| [Schedule Background Job to Change Segment Data (Optional)](#unique_41) [page ] 72 | Accounts Receivable Accountant | Schedule Collections Management Jobs - Mass Changes (F3918). | Segment data changed. |
| [Schedule Background Job for Assigning/Replacing a Collection Specialist (Optional)](#unique_42) [page ] 74 | Accounts Receivable Accountant | Schedule Collections Management Jobs - Mass Changes (F3918). | Collection specialist updated. |
| [Schedule Background Job to Delete Transactional Data in Collections Management (Optional)](#unique_43) [page ] 75 | Accounts Receivable Accountant | Schedule Collections Management Jobs - Mass Changes (F3918) | The transactional data is deleted. |

# Test Procedures

This section describes test procedures for each process step that belongs to this scope item.

## Maintain Business Partner

### Defining Accounting Clerk

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you add, change, or remove accounting clerks.

Add the user testing this script as an accounting clerk or define the Accounts Receivable Accountant as the accounting clerk. The user must be an accounting clerk to execute dunning notice creations.

Prerequisite

User ID is created.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. |  |  |
| 2 | Access the SAP Fiori App | Open Define Accounting Clerks (F1009). | The Change View "Accounting Clerks": Overview view is displayed. |  |
| 3 | Add Clerk | Choose New Entries. | The New Entries: Overview of Added Entries view is displayed. |  |
| 4 | Enter Accounting Clerk Data | Make the following entries and choose Save:  CoCd: 1010  Clerk: 01 or Any 2 alphanumeric characters  Name of Accounting Clerk: Any Description  Office User: Your User ID or User ID of Accounts Receivable Accountant.  Note To find a user, choose the icon in the field. A Name of Office Userdialog box appears. In the Search field, enter the name of user and results appear. Choose the row and the ID populates the Office User column. | An Entry created notification appears. The Define Accounting Clerk view displays. |  |
| 5 | Edit Clerk | Select the row of Clerk 01, Company Code xxxx (where xxxx is the number of company code to be tested) to change. | The accounting clerk details are displayed, with Edit buttons at the bottom of the view for editing, copying or deleting. |  |
| 6 | Edit | Choose Edit.  Make the following entries and choose Save:  Name: Any Description  User ID: User ID of the Accounts Receivable Accountant role.  To find a user, choose the icon in the field. The Name of Office User dialog box is displayed. In the Search field, enter the name of user to display results. Choose the row and the ID populates the Office User column. Choose the row and the user ID populates the Details view. | An Entry created notification appears. The Define Accounting Clerk view displays.  The accounting clerk is saved. |  |

### Maintain Business Partner

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

To be able to execute the Collections Management procedures, assign the Collection Profile to the Business Partner Collections Management role. The Collection Profile is used to derive the priority of the customer open receivables in the process collection worklist.

In this activity, you assign the Collection Profile to a Business Partner that is not yet assigned. You also assign accounting and dunning clerks to the Business Partner to enable dunning notice processing.

Prerequisite

The customer master record is created.

The accounting clerk has been created.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Maintain Business Partner (BP). |  |  |
| 3 | Select Customer | Enter or verify the following:  Find: Business Partner  By: Customer Number  and enter the following data:  Customer Number: For example, 10100001  and choose Enter.  Double-click the row of the Business Partner to open the details view. | The Display Organization: 10100001 view displays. |  |
| 4 | Change Role | To change the BP Role, make the following selection:  Display in BP role: Customer (Fin.Accounting)(defined) | The Display Organization: 10100001, role Customer (Fin.Accounting) view displays. |  |
| 5 | Edit | Choose the Switch between Display and Change button to change the data to update.  The Customer Master Data can now be edited. | The Change Organization: 10100001, role Customer (Fin.Accounting) view displays. |  |
| 6 | Company Code data | Choose Company Code. Choose the Customer: Correspondence tab. |  |  |
| 7 | Accounting Clerk | In the Correspondence section, make the following entries:  Accounting Clerk: 01  Note The person testing the script (Tester) is an accounting clerk. For testing, we recommend assigning the account receivable accountant as the accounting clerk). | Accounting clerk is changed. |  |
| 7.1 | Dunning | In the Dunning Data section, make the following entries:  Dunning Procedure: 1001  Dunning Block: Not blocked  Dunning Clerk: 01  Note The person testing the script (Tester) is the dunning clerk. For testing, we recommend assigning the account receivable accountant as the dunning clerk. | Dunning Procedure is assigned. |  |
| 8 | Save | Choose Save. |  |  |
| 9 | Navigation | Change the Display in BP Role to Collections Management.  Choose the Collection Profile tab and verify the value:  Collection Prof.: YT\_PRF\_01  To add or modify that value, choose the Switch Between Display and Change to enable editing.  Enter YT\_PRF\_01 in the Collection Prof. field and choose Save from the bottom of the view.  To change or display other master data settings, change the BP role, and navigate through the available tabs.  Different setting display according to the chosen BP role. Edit to your requirements. |  |  |
| 10 | Save | Choose the Save button after completing your changes. | The changes to Customer Master Data are saved. |  |

## Organizational Structure

### Manage Collection Strategies

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you create Collection Strategy in addition to the existing collection strategies used in SAP Collections and Dispute Management. You select collection rules and additional parameters to the collection strategies.

Collection Strategies are used to:

* Prioritize business partners on the worklist.
* Define the currency of amounts to be displayed in the worklist.
* Determine the time intervals with which the business partner payables are to be sorted.
* Define the type of integration with dunning in Accounts Receivable Accounting.
* Determine the influence of the terms of payment on Collections Management (proactive receivables processing).

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. |  |  |
| 2 | Access the SAP Fiori App | Open Manage Collection Strategies (F2946).  Note By choosing Go, a list of Collections Strategies that exist in the system display in the view. Use the filter at the top of the view to restrict which Collections Strategies display. | The Manage Collection Strategies (F2946) view displays. |  |
| 3 | Create Collections Strategy - Initial | Choose Create to create a new strategy. | The Unnamed Collection Strategy view displays. |  |
| 4 | Create Collections Strategy - Header | Enter the following:  Collection Strategy: Any strategy name, for example, YT\_ST####, where #### is the company code number.  Collection Strategy Name: <Your description of the Collection Strategy>  Strategy Currency: EUR  Maximum Valuation: 0(so far)  and select Save. | The Collections Strategy is created with Inactive status and the details view displays the Collection Strategy you created. |  |
| 5 | Modify Newly Created Collections Strategy - Collections Rules | At the top right of the details view, choose More > Edit .  On the Collection Rules section, choose Add Rule. on the right of the section. | An Add Rule dialog box displays. |  |
| 6 | Add Rule | Make the following entries and choose Add Rule:  Collection Rule <existing collection rule>, for example, CR00000002  Valuation: <number>, for example, 15 | A CR0000002 details column displays. |  |
| 7 | Modify New Rule - Choose Conditions | In the CR00000002 details column, choose Conditions.  Make the following entries and choose Apply:  Item Amount: 1000 (Use the default Included and Equals conditions)  Days Overdue: 5 (Use the defaulted Included and Equals conditions) | Collection rule conditions applied. |  |
| 8 | Save | In the Collection Strategy column, choose Save to save your strategy. | Object Saved notification displays and the Collections Rule is updated in the Collections Strategy details view. |  |
| 9 | Add Another Condition Rule | Repeat steps 5 through 8 using the following values for the entries:  Collection Rule: CR00000003  Valuation: Any number, for example, 10  When the new rule details column appears, add the following values for Conditions:  Item Amount: Select Greater Than and enter 5000  Days Overdue: 5 (use the defaulted Included and Equals conditions).  After you choose Apply and Save, continue to the next step. |  |  |
| 10 | Add Another Condition Rule | Repeat steps 5 through 8 using the following values for the entries:  Collection Rule CR00000013  Valuation: 10  When the new rule details column appears, add the following values for Conditions:  Total Promised: Select Greater Than and enter 500  Promise Level: Select Equals and leave the field <blank>  After you choose Apply and Save, continue to the next step. |  |  |
| 11 | Add Another Condition Rule | Repeat steps 5 through 8 using the following values for the entries:  Collection Rule: CR00000019  Valuation: 5  When the new rule details column appears, add the following values for Conditions:  Contact Type: <leave blank>  Days Overdue: 10 (use the defaulted Included and Equals values)  Choose Apply and then choose Save to save your strategy. | The additional collection rules are updated in the Collections Strategy |  |
| 12 | Modify Newly Created Collections Strategy - Aging Periods | On the top right of the view, choose More > Edit .  From the right of the Manage Collections Strategies view, choose the Aging Periods tab.  The following default data can be modified, if required, by using “-“ and “+” buttons. Or you can enter a number for the days in the field :   * Overdue Period 1: 1 To 30 Days * Overdue Period 2: 31 To 60 Days * Overdue Period 3: 61 To 90 Days * Overdue Period 4: 91 Days * Due Date Period 1: 0 To 30 Days * Due Date Period 2: 31 To 60 Days * Due Date Period 3: 61 To 90 Days | Aging Periods are maintained in the Collections Strategy. |  |
| 13 | Save Newly Created Collections Strategy | Choose Save. | The newly created Collections Strategy saves. |  |
| 14 | Collection Strategy - Show Assignment (optional) | On the top right of the view, choose Show Assignment. | Change View "Define Groups and Assign Strategy": Overview is displayed |  |
| 15 | Review Collection Strategy - Show Assignment (optional) | Verify that the new strategy is not yet assigned to any of the groups. No action on your part is required.  Choose Cancel to exit the view.  Note The strategy is assigned to a group in the following Define Collection Groups procedure. Once the strategy is assigned to a group displays as Active. |  |  |

### Define Collection Groups

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you add, change, or remove collection groups.

In this procedure, you define the groups of collection specialists that will contact customers in SAP Collections Management. You assign collection specialists to each group using their user names. Each collection specialist can add a temporary substitute (for example, to be assigned during vacation or sickness of the collection specialist). When the specialist is absent, the system assigns the worklist items to the temporary substitute.

All specialists in a collection group collect open receivables from business partners with the same strategy. Assign a collection strategy to each group.

Prerequisite

User ID is created.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. |  |  |
| 2 | Access the SAP Fiori App | Open Manage Collection Groups (UDM\_GROUP). | The Change View "Define Groups and Assign Strategy": Overview view displays. |  |
| 3 | Define Group and Assign Strategy | Note If the Display View... appears rather than the Change View.., choose Edit to switch the view.  Choose New Entries at the top left of the view. | View New Entries: Overview of Added Entries is displayed. |  |
| 4 | Enter Group and Strategy Data | Make the following entries:  Group: Any group name, for example, YT\_GR####, where #### is the company code number)  Group Name: <Any Description>  Strategy: <Strategy>, the name of the strategy you created in the previous Manage Collection Strategies procedure. |  |  |
| 5 | Save | Choose Save. | A new Collection Group is created. |  |
| 6 | Assign Processor to Collection Group | Choose the checkbox of the row of a new group you just created.  From the Dialog Structure column, double-click the Assign Processor to Collection Group. | View Cluster Editing: Initial Screen is displayed. |  |
| 7 | Edit | Choose New Entries and make the following entries:  Specialist: <User ID> of an accounting clerk with the role of Accounts Receivable Accountant.  Note As you enter an ID, search results appear in a User Name table by logon names. Select the row of the name to add it to Specialist field. | A specialist is added. |  |
| 8 | Assign Processor to Collection Group | Repeat steps 6 and 7 for the YT\_GR01 collection group and assign the same user ID.  Note In this scenario, as there was no direct assignment of a collection specialist in the Business Partner master data (from the previous Complete Customer Master Data procedure). The Collections Management Collections Worklist Items of this Business Partneris added to the pool of worklist items, which is then equally distributed among all members of the Collection Group assigned by the Collection Strategy.  Remember In this scenario for the following procedure, YT\_ST\_01 is used for Collection Strategy and YT\_GR01 is used for Collection Group. |  |  |
| 8 | Save | Choose Save. | The specialist is assigned as a Processor to the new Collection Group. |  |

### Assign Collection Groups to Collection Segments

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you define which contact groups will contact business partners in the respective collection segments.

You define one group as the default group. The system then proposes the default group for related segments when you enter a profile in the business partner master record. Defining contact groups ensure that in each segment, a group of collection specialists are responsible for the customer.

Prerequisite

The Collection Segment has been created.

The Collection Group is created.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. | . |  |
| 2 | Access the SAP Fiori app | Open Assign Collection Groups to Segments (UDM\_GROUP2SGMT). | The Change View "List of Collection Segments": Overview displays. |  |
| 3 | Assign Collection Group to Segments | Choose the checkbox of the row for the YT\_SEGMT01 segment. From the Dialog Structure column, double-click Assign Collection Group to Segments. | The Change View "Assign Collection Groups to Segment": Overview displays. |  |
| 4 | Edit | Choose New Entries and make the following entries:  Group: <Group name> you created in the previous procedure. (For example, YT\_GR####, where #### is the company code number).  Default Group: Unselected |  |  |
| 5 | Save | Choose Save after completing your changes. | Assignment of the Collection Group to a Segment is complete. |  |

## Dispute Case Opening

### Creating Dispute from Complaint

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you create a dispute case and add an invoice as a customer-disputed object.

Prerequisite

An open Financial Accounting (FI) customer invoice exists.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log onto the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Process Receivables (F0106). | The Process Receivables (F0106) view displays. |  |
| 3 | Select Customer | On the Reference field, enter \* .  Choose Go.  Select the desired customer from the list by choosing the row,  Customer: For example, 10100001  and on that row choosing the > arrow icon at the right of the row. | Customer details display. |  |
| 4 | Select Invoice | To create a dispute case, select the checkbox in the first column of the appropriate invoice row. | The Create Dispute button is enabled. |  |
| 5 | Create Dispute | Choose the Create Dispute button. | The Create Dispute Case dialog box displays. |  |
| 6 | Enter Dispute Data | Make the following entries:  Title: <enter a meaningful title>  Reason: Select a reason from the dropdown list, for example, Price Difference  Priority: Select a priority from the dropdown list, for example, High  Processor: <User ID>  Ext. Reference: <any>  Contact Person: <contact>  Notes: <any>  Attachment: Optional |  |  |
| 7 | Confirm Data | Choose OK. | A Dispute Created notification appears and the Dispute Reason column updates with the selected reason. |  |

### Creating Dispute from Underpayment with Reason

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you create a dispute case from different, manual FI-AR clearing transactions where an underpayment becomes visible (for example, a residual item).

Note For more information about uploading a bank statement, see the Basic Cash Operations (BFB) test script.

Prerequisite

Open Financial Accounting (FI) items exist.

A bank statement item is uploaded that is not automatically cleared with less amount (underpayment) of the invoice to be cleared.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Cash Management Specialist. |  |  |
| 2 | Access the SAP Fiori App | Open Reprocess Bank Statement Items (F1520). | The Reprocess Bank Statement Items (F1520) view displays. |  |
| 3 | Search | Make the following entries  Company Code: 1010  House Bank: DEBK1  House Bank Account: DEAC1  and choose Go. | Bank statement items of the filter criteria display. |  |
| 4 | Select Bank Statement Item | Select a row to process from the Bank Statement Item list and in the Reprocess column, choose the > arrow icon. | A details view of the select bank statement displays. |  |
| 5 | Enter Details | In the Details section, verify or enter the following:  Account type: Customer and <Customer number>  and review the following fields:  Posting Date: <Today’s date>  Payment Amount: Enter an amount lower than the invoice to be paid  Journal Entry Type: DZ | A list of invoices displays at the bottom half of the view in the Open Items section. |  |
| 6 | Clear Item | In the Open Items section, select the invoice to create a dispute case. The amount of the invoice must be larger than the amount paid. Choose Clear in the selected invoice. | The invoice transfers to Items to Be Cleared. The Balance amount on the header must be zero to post. |  |
| 7 | Reprocessing Reason | Verify that the amount in the Allocated amount column is equal to the bank statement item amount in the Details section. Ensure that the balance amount on the header is zero. |  |  |
| 8 | Enter Dispute Details | Choose Create Dispute and make the following entries:  Title: <Any description>  Reason: Select any reason  Priority: For example, Medium  Processor: <User ID of Cash Management Specialist or your User ID >  Fill any other available fields, if required. Any required attachments can be uploaded.  Choose OK. | The Dispute view displays and a dispute case is created. New options to Update Dispute and Remove Dispute become available. |  |
| 9 | Post | Choose Post. | The Success view displays, showing the journal entry number posted. The document created can be displayed. |  |

### Create Dispute by Automatic Dispute Creation Job (Optional)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this optional activity, you create a dispute case using automatic dispute case creation job.

Prerequisite

An open Financial Accounting (FI) customer invoice exists.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Schedule Dispute Management Jobs (F1240). | The Application Jobs (F1240) view displays. |  |
| 3 | Create New Job | On the right of the view, choose Create. | The New Job view displays. |  |
| 4 | Create New Job – Information and Parameters | Make the following entries and choose Step 2:  Job Template: Automatic Creation of Dispute Cases  Note Use the Search function to locate the template and choose Enter. | The Application Jobs view displays and new job displays the In Process status. |  |
| 5 | Create New Job – Information and Parameters | Make the following entries and choose Step 3:  Start Immediately: selected |  |  |
| 6 | Create New Job – Information and Parameters | Make the following entries and choose Schedule:  Open Items: selected  Test Run: selected  Note The Test Run allows you to review items that are relevant for the dispute case creation. In productive use, these items would be transferred to the dispute case, though that is not in scope of this test scenario.  Company Code: 1010  Posting Date: <date> For example, a day between a month ago and today (ensuring that the open items exist on that date) | When your job run completes, the status changes to Finished. |  |
| 7 | Review Job Log | Choose the document icon in the Results column.  Note If a dialog box displays, choose Continue. | The Document view displays |  |
| 8 | Revie Job Log - Details | Review the list. Verify that the recently created open items were chosen for dispute case creation and if any items were not chosen. |  |  |

## Dispute Case Management

### Assigning Dispute Cases

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you assign a dispute case to a processor. For example, the dispute case is unassigned or input is required from another person, you assign as processor, to resolve the dispute case.

Prerequisite

Dispute case exists.

Procedure - SAP Fiori

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Manage Dispute Cases - Open Dispute Cases (F0702). | The Manage Dispute Cases (F0702) view displays. |  |
| 3 | Execute Query | Leave all fields blank. Choose Go. | A list of all disputed cases is displayed. Unassigned dispute cases have no entries in the Processor column. |  |
| 4 | Change Processor | Select the checkbox of the row for a dispute case and choose Change Processor. | A Change Processor dialog box appears. |  |
| 5 | Enter Processor | Make the following entry:  Processor: <user ID>  and choose OK.  Note If you are changing the processor and do not know the User ID, choose the help icon in the Processor field. A search dialog box displays, allowing you to search by name (Description) or User ID. Enter your search and choose Go. Select the checkbox next the correct result and choose OK. | The processor has been changed successfully notification displays and the dispute case is assigned. |  |
| 6 | Load Case Details | Choose the > arrow icon on the row of Case ID to display details. | The selected Case ID details display in a new view. |  |
| 7 | Edit Dispute Case | On the left side of the view, add the following:  Enter Note: <Enter a note> . for example explaining the assignment to the processor. |  |  |
| 8 | Save | At the bottom of the view, choose Save Changes. | The dispute case updates and saves. |  |

### Processing Dispute Case Via Central Dispute Transaction

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, as a processor, you search for dispute cases that are assigned to you.

After investigating the dispute case, the next activity depends on the results of the investigation:

Option A: If the customer complaint is justified and is accepted, continue with the following Close Dispute Case procedure.

Option B: If the customer complaint is not justified and the outstanding receivables must be collected, continue with the following Start Receivables Collection procedure.

Prerequisite

A dispute case exists.

Procedure- SAP Fiori

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Manage Dispute Cases - Open Dispute Cases (F0702) | The Manage Dispute Cases (F0702) view displays. |  |
| 3 | Select Processor | Enter the following:  Processor: <your User ID>  and choose Go: | The list of all dispute cases assigned to the selected Processor is displayed. |  |
| 4 | Select Case | Select the row of a specific case and choose the > arrow button to access details of the dispute case. | The new view is displayed with all the details of the case, which can be edited. |  |
| 5 | Enter Note | Enter a comment:  Enter Note: <Enter a note>. |  |  |
| 6 | Enter Status | On the Header Data section, enter the status from the dropdown menu:  Status: In Process |  |  |
| 7 | Save | From the bottom of the view, choose Save Changes. | A Dispute case saved successfully notification displays and your entry is saved. |  |
| 8 | Back | Choose the Back arrow button. |  |  |
| 9 | Return Dispute Case to Coordinator | Select the checkbox in the column of the relevant dispute case.  Choose the Change Processor button. In the Change Processor dialog box, enter the following  Processor: < Coordinator User ID>  and choose OK.  Note If you do not know the User ID for the coordinator, choose the help icon in the Processor field. A search dialog box displays that allows you to search by name (Description) or User ID. Select the checkbox next the result and choose OK.  By entering the coordinator as the new processor, the dispute case is returned to the coordinator for investigation. | The processor has been changed successfully notification displays and the dispute case is transferred to the coordinator. |  |

### Closing Dispute Case

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

After investigating the dispute case, you determine that the customer complaint is justified. In this activity the dispute case is marked as accepted and a credit memo is issued to the customer.

Prerequisite

A dispute case exists.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Manage Dispute Cases - Open Dispute Cases (F0702). | The Manage Dispute Cases (F0702) view displays. |  |
| 3 | Select Processor | Enter the following:  Processor: <your User ID>  and choose Go. | The list of all dispute cases assigned to the selected Processor is displayed. |  |
| 4 | Select Dispute Case | Select the row of a specific case and choose the > arrow button to access details of the dispute case. | The system displays the details of the dispute case. |  |
| 5 | Accept Dispute | In the Header Data section, make the following entry:  Status: Accepted |  |  |
| 6 | Save | Choose Save Changes. | A Dispute case saved successfully notification displays and your entry is saved. |  |
| 7 | Back | Choose the < back arrow button at top of the view to return to the initial view. |  |  |
| 8 | Correct the Invoice | Caution The following step is for informational purposes only. For additional information, see the Business Conditions section under Prerequisites.  Cancel the invoice and create a new invoice with the corrected amount. (Creating credit memos are out of scope for this version). |  |  |

### Starting Receivables Collection

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

After investigating a dispute case, you determine that the customer complaint is not justified. Collection of the outstanding receivables uses (SAP Collections and Dispute Management, if implemented or) your company-specific collections process. In this activity the dispute case is marked as ready for the receivables collection.

Prerequisite

A dispute case exists.

A specialist is assigned to a collection group.

A collection profile and a collection specialist are assigned to a customer.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Manage Dispute Cases - Open Dispute Cases (F0702). | The Manage Dispute Cases view displays. |  |
| 3 | Select Processor | Enter the following:  Processor: <your User ID>  and choose Go: | The list of all dispute cases assigned to the selected Processor is displayed. |  |
| 4 | Select Dispute Case | Select the row of a specific case and choose the > arrow button to access details of the dispute case. |  |  |
| 5 | Reject Dispute | In the Header Data section, make the following entry.  Status: Not justified |  |  |
| 6 | Save | Choose Save Changes. | A Dispute case saved successfully notification appears.  By changing the status into Not Justified, the dispute case is reclassified and forwarded to Collections Management. |  |

## Reporting Disputes

### Open Disputes

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you monitor open disputes.

Prerequisite

Dispute Cases exist that are not closed, not confirmed, and not voided, deleted, or canceled.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. |  |  |
| 2 | Access the SAP Fiori App | Open Open Disputes - Today. |  |  |
| 3 | Explore and Review | Overdue Disputes displays a chart or table. To change the view or the parameters of the view, choose from the available options to filter the report.  You can filter the open disputes by:   * Company Code * Reason   And so on.  Choose the Reset Filters icon to the right of the view to return to default.  Use the dropdown menu to filter:   * By Processor * By Customer (Top 10 Disputed Amounts) * By Dispute Reason * By Dispute Case (Top 200 Disputed Amount)   Additional buttons allow you to change the chart type, toggle between chart and tabular view, and so on. |  |  |

### Monitor Overdue Receivables in Dispute

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you monitor overdue receivables in dispute.

Prerequisite

Dispute Cases exist that are not closed, not confirmed, and not voided, deleted, or canceled.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. |  |  |
| 2 | Access the SAP Fiori App | Open Overdue Receivables in Dispute (F2540). | The Overdue Receivables in Dispute (F2540) view displays. |  |
| 3 | Explore and Review | The view displays a chart or table. To change the view or the parameters of the view, choose from the available options to filter the report.  You can filter the open disputes by:   * Reason * Company code * Country Key * Processor * Customer   Choose the Reset Filters icon to the right of the view to return to default.  Use the dropdown menu to filter:   * By Company Code * By Country Key * By Customer * By Reason * By Processor * By Person Responsible * By Root Cause * By Coordinator * By Due Period   Additional buttons allow you to change the chart type, toggle between chart and tabular view, and so on. |  |  |

### Monitor Solved Disputes

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you review the amounts and numbers of solved disputes over a selected time range. On the Solved Disputes (F2521) app, the amount solved in the last 12 months is displayed in currency. The different filtering options display the following information (chart and table) by processor or coordinator:

* Number of solved disputes in current month or last month or current year or last 12 months
* The average resolution time of these disputes within the defined time frame

Additional filters are added to show the top 10 solved amounts by customer in the last 12 months and in the current year. Filtering can be done, for example, by reason, company code, customer, processor, coordinator.

Prerequisite

Closed and confirmed Dispute Cases exist.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. |  |  |
| 2 | Access the SAP Fiori App | Open Solved Disputes (F2521). | The Solved Disputes (F2521) view displays. |  |
| 3 | Explore and Review | To change the view, choose the drill-down button or other buttons in the report.  You can view the Solved Disputes in different periods according to:   * Reason * Company code * Root Cause Code   You can view the Solved Disputes in a chart or a table, and you can drill-down by:   * Processor (Average Resolution Current Months) * Processor (Average Resolution Last Months) * Customer (Top 10 Solved Amount Last 12 Months) * Customer (Top 10 Solved Amount Current Year)   Additional buttons allow you to change the chart type, toggle between chart and tabular view, and so on. |  |  |

### Monitor Created Versus Solved Disputes

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you review the amounts and numbers of new, open, and solved disputes over a selected time range. For your convenience, the number of new disputes minus the number of solved disputes of today displays on New Versus Solved Disputes (F2523) app. The initial view displays a chart of new disputes, sorted by status. Additional filtering options are available to display the a chart and table based on your criteria.

Prerequisite

Created and Solved Dispute Cases exist.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. |  |  |
| 2 | Access the SAP Fiori App | Open New Versus Solved Disputes (F2523). |  |  |
| 3 | Explore and Review | To change the view, choose the drill-down button or other buttons in the report.  You can filter the view of the Created Versus Solved Disputes according to:   * Status * Reason * Company code * Processor * Root Cause Code * Customer * Coordinator   You can drill-down by:   * Status * Processor * Customer * Dispute Case   Additional buttons allow you to change the chart type, toggle between chart and tabular view, and so on. | Views of chosen criteria are displayed. |  |

### Monitor Processing Days of Open Disputes

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Prerequisite

In this activity, you review Dispute Cases that are not closed, confirmed, voided, deleted, or canceled.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. |  |  |
| 2 | Access the SAP Fiori App | Open Today (F2522). | The Processing Days of Open Disputes (F2522) view displays. |  |
| 3 | Explore and Review | The view displays a chart or table. To change the view or the parameters of the view, choose from the available options to filter the report.  A set of buttons at the top of the view allow you to filter the chart or a table by :   * Status * Reason * Company code * Processor * Root Cause Code * Customer * Coordinator   Choose the Reset Filters icon to the right of the view to return to default.  Change the view by using the drill-down menu, providing additional filtering options:   * In Days (Amount and Number) * By Coordinator * By Customer * By Status * By Dispute Case (as either chart or table)   Additional buttons allow you to change the chart type, toggle between chart and tabular view, and so on. |  |  |

## Collections Management

### Calling Worklist

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you call the worklist in your role as collection specialist. Your worklist is automatically created by reviewing the customer situation against the rules in the assigned collection strategy. The worklist for each collection specialist contains an entry for all customers to be contacted. Customers are already prioritized according to the score assigned by the Collection Strategy. The worklist only displays for the user assigned as a Processor to a Collection Group from the Collection Segment of the customer master. Within the worklist, you have the ability for mass correspondence creation for multiple customers.

Prerequisite

Invoices are past due.

A specialist is assigned to a collection group. This assignment is completed using the Define Collections Group procedure.

A collection profile is assigned to a customer. The profile assignment was created in the previous, Complete Customer Master Data procedure.

The Sending of FI-AR-Relevant Data to Collection Management and worklist are executed as batch jobs: These daily batch jobs, schedule automatically and are monitored by the cloud operator to guarantee that the collections worklists regenerate every day.

A worklist is created.

The worklist creation is executed as a batch job. These daily batch jobs schedule automatically and are monitored by the cloud operator to guarantee that the collections worklists regenerate every day.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Process Collections Worklist (F0380). | A worklist with the customers to contact displays. |  |
| 3 | Select Customer | The My Open Items tab displays your open items by Customer Number. Double-click a customer number to process. For example:  Customer Name: 10100001 | A dialog box with customer details displays with address,contact information, and activity links. |  |
| 4 | Actions | On the customer details dialog box, to take any of the following actions, choose the link for the options:   * Clear Incoming Payments * Display Customer Balances * Manage Customer Line Items * Post Incoming Payments * Process Receivables   Selecting an option opens a new view. After completing your review, return to My Open Items, use the Back button. | A new view displays with information related to the option selected. After completing your review, you return to the My Open Items view. |  |
| 5 | Other Worklists | To display worklists assigned to other users choose Assigned To Others. | The Select Specialist view displays. |  |
| 6 | Display Other Worklists | From the Select Specialist screen, choose a User ID. | The worklist of selected User ID displays. |  |
| 7 | Mass Correspondence Creation - Selection | From the Process Collections Worklist view, choose multiple customer names and select Create Correspondences. | Create Correspondences displays. |  |
| 8 | Mass Correspondence Creation - Parameters Setting | Choose a Correspondence Type, Document Date, Email Template and select Confirm.  Note On the field, choose the right corner to display a dropdown menu of Correspondence Type and Email Template choices. | Correspondence Items List and Correspondence Item view displays. |  |
| 9 | Mass Correspondence Creation - Preview and Confirm | You may Preview the correspondence created in both areas of the Correspondence Items List and Correspondence Item and then select Confirm button at the bottom right of the Correspondence Items List view and then Confirm the message of mass email. | Correspondence is created. |  |
| 10 | Mass Correspondence Creation - Review Status Change | In the Process Collections Worklist view, the customers for whom you created correspondence move from the My Open Item tab to the My Completed Item tab. The Result of Customer Contact field has the Correspondence Sent value. | Review of status update is complete. |  |

### Preparing Customer Contact

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you prepare the customer contact. As a collection specialist, you must know why the specific customer is selected for contact (placed on the worklist). You need detailed information on the customer account and on the history of past customer contacts.

Prerequisite

A worklist is created.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Process Receivables (F0106). |  |  |
| 3 | Search Customer | On the Reference field, enter \* .  Choose the Go button to display all customers. | A list of customers displays. |  |
| 4 | Select Customer | Select the row of a Customer, for example, ####0001 (where #### is the company code number).  At the end of the row, choose the > button to open the details. | The customer details view displays with a list of invoices showing outstanding amount for the invoice, total outstanding amount for all invoices, and other information. |  |
| 5 | Explore Customer Views | You explore and review by choosing one of the following:   * Invoices (default) * Cleared Items * Disputes * Promises * Resubmissions   Each view provides information about the invoices and status. | Depending on the selection a different view is displayed. |  |
| 6 | Edit Contact Person (Optional) | Choose Edit Contact Person from the top of the view to edit the name, phone and email address of the contact. Make any necessary changes.  Note When you select a Contact name using a name value already available in the system, the phone and email address automatically populate from the data associated with the name. If you enter a Contact name as free text, you must manually enter the phone and email data. | The customer contact data is updated. |  |
| 7 | Show Age of Receivable | Double-click the Due Date Grid graph icon at the top right of the view. | A bar graph displays the age of receivables. You can access all relevant detailed transactional information for the customer. |  |

### Creating Promise to Pay

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

You create a promise to pay for open invoices when the customer promises to pay on the invoice. The created promise to pay records the amounts and date promised. The system automatically tracks and updates the state of the promise to pay as kept or broken using the integration between SAP Collections Management and SAP Accounts Receivable (SAP FI-AR).The state of the promise to pay is visible in the worklist that is then used for your collections strategy (for example, placing the customer on the worklist for a later date when the customer breaks their promise to pay).

Prerequisite

A worklist is created.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Process Receivables (F0106). |  |  |
| 3 | Search Customer | On the Reference field, enter \* .  Choose the Go to display all customers. | A list of customers displays. |  |
| 4 | Select Customer | Select the customer row from the table.  Customer: For example, ####0001 (where #### is the Company Code)  and choose the > button to the right of the row. | The selected customer details display. The table lists the invoices and displays information about outstanding amount for each invoice, total outstanding amount for all invoices, state of the promise to pay, and so on. |  |
| 5 | Select Invoice | Select an open invoice from the Invoice tab.  To create a promise to pay for this invoice, select the checkbox in first column of the row. | The Create Promise button above the table is enabled. |  |
| 6 | Create Promise to Pay | Choose the Create Promise button. | The Create Promise To Pay dialog box displays. |  |
| 7 | Enter Promise Data | Make the following entries:  Promised Amount: <Full amount of invoice is default amount>  Promised by: <Name of person>  Promised For: <Date>  Notes: Optional  Attachments: Optional |  |  |
| 8 | Save | Choose OK to save the promise to pay.  Restriction For each invoice, there is only one active promise to pay level. To change an existing promise to pay, open the invoice and update the information to create a new promise to pay. | A Promise to Pay Created notification displays.  The State of Promise column displays Open status.  The newly created promise to pay now appears in the Promises tab on the Process Receivables view. |  |
| 9 | Withdraw Promise | To cancel a promise to pay, open the Promises tab and select the invoice. Choose the Withdraw Promise button above the table.  On the Confirmation dialog box, choose OK. | The selected promise to pay has been withdrawn notification displays. |  |

### Creating Resubmission

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you create a resubmission. You, in the role of the collection specialist, create a resubmission to interrupt the automatically created worklist. By creating a resubmission, the customer is suppressed from the worklist until after the resubmission date is reached.

Prerequisite

A worklist is created.

Procedure - SAP Fiori

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Process Receivables (F0106). |  |  |
| 3 | Search Customer | On the Reference field, enter \*  and choose the Go button to display all customers. | A list of customers displays. |  |
| 4 | Select Customer | Select the row of a customer number, for example,  Customer: ####0001 (where #### is the company code number)  and choose the > button at the end of the row. | A list of invoices for the selected customer displays showing outstanding invoice amounts, the total of outstanding for all invoices, and so on. |  |
| 5 | Create Resubmission | Choose the Create Resubmission button for resubmission at the customer level.  Note You can also create a resubmission at the invoice level. To do so, select the row an open invoice from the Invoices tab. Choose the Create Resubmission button to create a promise to pay for this individual invoice. | The Create Resubmission dialog box displays. |  |
| 6 | Enter Resubmission Data | Make the following entries:  Resubmission Date: <Actual Date + 2 days>  Resubmission Reason: Select a reason from the dropdown list, for example, Contact Person Requests Callback  No contact before Resubmission Date: X  Notes: Optional  Attachment: Optional |  |  |
| 7 | Save Resubmission | Choose OK to save the resubmission. | A Resubmission Created notification appears.  The resubmission for the customer is created. By setting the No contact before Resubmission Date flag, the customer is suppressed from the worklist until the resubmission date is reached.  The newly created resubmission now appears in the Resubmissions tab on the Process Receivables view. |  |

### Creating Dispute Case

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you create a dispute case out of SAP Collections Management. The customer indicates that nonpayment of an invoice is due to an invoicing error, for example, wrong pricing. Using SAP Collections Management, you create a dispute case for this invoice directly from the worklist when SAP Dispute Management is implemented.

Prerequisite

A worklist is created.

Procedure - SAP Fiori

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad an Accounts Receivable Accountant |  |  |
| 2 | Access the SAP Fiori App | Open Process Receivables (F0106). |  |  |
| 3 | Search Customer | On the Reference field, enter \* .  And choose Go to display all customers. | A list of customers displays. |  |
| 4 | Select Customer | Select the customer for the list.  Customer: For example, ####0001 (where #### is the Company Code number)  and choose the > button at the end of the row. | A list of invoices displays showing outstanding amounts for each invoice, total amount outstanding for all invoices, state of promise, dispute reason, and so on. |  |
| 5 | Select Invoice | Select an open invoice from the table in the Invoices tab. To create a dispute case for this invoice, choose the Create Dispute button above the table. | The Create Dispute Case dialog box displays. |  |
| 6 | Enter Dispute Case Details | Make the following entries:  Title: <Enter a meaningful title for the dispute>  Reason: Select a reason from the dropdown list, for example, Price Difference  Priority: Select priority from the dropdown list, for example, High  Processor: <Your user ID>  Ext. Reference: <Add reference>  Contact Person: <contact person>  Notes: <Enter any additional notes>  Attachment: Optional. |  |  |
| 7 | Save Dispute Case | Choose OK. | The Dispute Reason column updates with the dispute reason selected.  The newly created dispute now appears in the Disputes tab of the Process Receivables view. |  |

### Create Dunning Notice

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

The following procedure describes how to create and schedule a dunning run, as well as printing dunning notices to customers.

This activity finds items to dun for all customers assigned to a dunning clerk, an accounting clerk, and a dunning procedure.

Two dunning procedures are provided:

* 1001 - Dunning notice every 14 days, 4 dunning levels
* 1002 - Dunning notice in conjunction, 30 days after the invoice is created.

Prerequisite

Maintain customer master data: assign the dunning procedure and accounting clerk.

Maintain customer master data: assign the accounting clerk and dunning clerk (if different, Dunning Clerk has higher priority).

Invoices are past due and at least one invoice has no dispute case registered on it and no promise to pay.

Dunning block is not set.

Note Invoices will not be processed in the dunning run if an open dispute case is registered or a promise to pay is not broken.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open My Dunning Proposals (F2435) | A view displays with a list of all the dunning proposals. |  |
| 3 | Dunning | Choose the Create Dunning Proposal button from the bottom of the view and in the New Dunning Proposal dialog box that opens, choose Create. | Two notifications displays, the first that the dunning proposal is being created displays and the second notification confirms that the dunning is created. |  |
| 4 | Preview Notice | To preview the dunning notice, in the Preview Notice column, select the PDF icon for that row.  The dunning notice displays in a PDF format. Additional options to download, print, zoom, or set a dunning block are available.  When you complete your review of the notice, choose Close at the bottom of the notice view. | The Dunning Notice displays. |  |
| 5 | Printing | Choose checkbox of the row to print and choose the Send Dunning Notices option in the bottom of the view.  A Send Dunning Notices dialog box open, with options to send the dunning notice via email or to send the dunning notice to the printer. For a printed notice you additionally enter a Unique ID of a Queue. Make your selection and choose Send. | Dunning is sent and Dunning Notice list items are cleared. |  |

### Sending Correspondence

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you send an email to an individual customer.

Prerequisite

A worklist is created.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Manage Dispute Cases - As Processor (F0702). | The Manage Dispute Cases view displays. |  |
| 3 | Select Case | Select a Case ID row and choose the > (Details) button. | The dispute case details display. |  |
| 4 | Create Email | Choose Create Email from the bottom of the view. |  |  |
| 5 | Enter Details | Make or confirm the following entries:  To: <email address for recipient>  Cc: <email address>  Email Body: <Add email text or select a template>  Template: <any>  Language: <language> |  |  |
| 6 | Send Email | Choose Send Email from the bottom of the view. | The message Email sent successfully displays. |  |

### Document Customer Contact

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity you document customer contact. When closing or saving the customer contact, as a Collection Specialist, you record a number of details to summarize the contact. Additionally, a default contact note is prepopulated with details of any promises-to-pay, resubmissions, and dispute cases created during the contact. You can add additional text into the note and then the text saves with the contact and is available in the Contact History tab.

Prerequisite

A worklist is created.

Procedure - SAP Fiori

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Process Receivables (F0106). |  |  |
| 3 | Search Customer | On the Reference field, enter \* .  Choose Go to display all customers. | A list of customers that match the entered criteria is displayed. |  |
| 4 | Select Customer | Select a customer from the list:  Customer: ####0001 (where #### is the Company Code).  and in the last column, choose the > button for that row. | A new view with details about the selected customer displays. A list of invoices shows the outstanding amount, promises to pay, days in arrears, and so on. |  |
| 5 | Create Note | Choose Add Note at the top right of the view. | The Add Note dialog box displays. |  |
| 6 | Enter Note | In the Notes section, enter text for a note. |  |  |
| 7 | Save | Choose OK to save. | The typed note displays above Edit Note at the top right of the view. |  |
| 8 | Edit Contact | Choose Edit Contact Person at the top middle of the view. |  |  |
| 9 | Update Contact | Update the contact information:  Contact: <contact name>  Phone: <phone number>  Email: <email address>  and choose OK to continue. | The updated contact information appears above Edit Contact Person. |  |
| 10 | Return to Home | Choose the Home icon to return to the SAP Fiori launchpad. | The SAP Fiori launchpad displays. |  |
| 11 | Collections Worklist | Open Process Collections Worklist (F0380). |  |  |
| 12 | Select Customer | Select the customer by selecting the checkbox in the first column. |  |  |
| 13 | Enter Contact Result | Choose the Set Result button above the list. | A Set Result dialog box displays. |  |
| 14 | Select | Select one of the eight options:   * Customer Reached * Customer Not Reached * Message Left on Answering Machine * Customer Cannot Be Reached today * Customer Contact not Necessary * Correspondence Requested * Customer Informed * Correspondence Request Failed   and choose Ok. | The view returns to the Process Collection Worklist. The customer contact information saves. |  |

## Reporting Collections

### Collection Progress

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you review the collection progress.

Prerequisite

A Collection Worklist has been generated.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. |  |  |
| 2 | Access the SAP Fiori App | Open Collection progress for the current run (F1738). | The Collection Progress (S/4HANA) (F1738) view displays. |  |
| 3 | Explore and Review | To change the view, select from the dropdown menu or adapt the filters for the report.  The overall progress for collecting payments from the customers and the collection progress for different collection specialists and collection groups displays.  The results can be displayed as a table or as different charts. |  |  |

### Promises to Pay

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you review the promises to pay report.

Prerequisite

A Collection Worklist has been generated.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. |  |  |
| 2 | Access the SAP Fiori App | Open Promises To Pay - Today. |  |  |
| 3 | Explore and Review | To change the view, you can use the drop-down menu to display by:   * By Days * By Customer (Top 10 Open Promised Amounts) * By Customer and Days (Top 10 Open Promised Amounts) * By Broken Promises (Created in Last 12 Months) * By Collection Specialist   The view provides choices for filtering the results. These include filters for:   * Company Code * Customer * Country, State, and Region of the customer * Specialist * and more   There are options for viewing as a table or as different types of charts. The view can then be exported to a spreadsheet. |  |  |

### Display Dunning History

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you display the dunning history.

Prerequisite

A Collection Worklist has been generated.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Display Dunning History (F2328). | The Display Dunning History (F2328) view displays. |  |
| 3 | Review | Enter the following:  Company code: 1010  and choose GO  In the Dunning Notices list, expand the entries to view details. |  |  |

### Supervise Collections Worklist

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

Collection worklists are created automatically on a daily basis.

Worklists ensure evaluation, identification, stratification and periodization of Business Partners according to collection strategies. The collection worklist displays Business Partners with their past due amounts. It is a tool for the AR accountant to monitor the collection process by collection specialist, to assign or unassign Business Partners to collection specialists. From the worklist, the user can also drill down to Business Partner opens items and to details of the journal entry.

From the Business Partner open items, the user can edit line items, create correspondence, block/unblock items for dunning, and block/unblock items for payment.

Prerequisite

Scheduled job to transfer data from Accounts Receivable has been run.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. |  |  |
| 2 | Access the SAP Fiori App | Open Supervise Collections Worklist (F2375). | The app displays a list of all business partners with the overdue receivables. |  |
| 3 | Assign Specialist | From the list of Business Partners, find one item with no specialist assigned and then choose Assign to Specialist. From the dialog box, choose a specialist. | An Assignment Successful notification displays. The specialist is assigned in the Specialist field. |  |
| 4 | Drill Down | Review Business Partner and select the business partner number to review business partner open items. | From the dialog box, choose Manage Customer line items. |  |
| 5 | Block for Dunning | Review the line item and select the block for dunning.  From dialog box, enter text providing a reason and additional notes.  Choose OK. | Dunning block has been set for the line item. |  |

### Cash Collection Tracker

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you review the overall progress in collecting payments from customers.

Prerequisite

A Collection Worklist has been generated.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Manager. |  |  |
| 2 | Access the SAP Fiori App | Open Cash Collection Tracker - Collections Management (F3182). | The Cash Collection Tracker (F3182) view displays. |  |
| 3 | Enter Criteria | To change the view, choose the drill-down button or other buttons in the report.  You can view the overall progress in collecting payments from the customers and the collection progress for different collection specialists and collection groups.  Choose the Toggle Filter and make the following entries:  As of Date: <Today’s date>  Period Type: <Period Type> for example, M  Display Currency: <Company Code currency>  Exchange Rate Type: M  and choose Go. | A list of results, based on the filtering criteria displays. |  |
| 4 | Review the Data | Review the data by selecting any of the available views:  By Customer  By Collections Group  By Collections Specialist  By Collections Profile  By Collections Segment  By Collections Strategy | The list updates and displays according to the selected view. |  |

## Schedule Background Jobs (Optional)

### Schedule Background Job to Create Dispute Cases automatically (Optional)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you schedule a background job to create dispute cases for residual items that arise during automatic incoming payments (such as account statement or lockbox), during check presentation, or in postprocessing. The following procedure executes the job as a single run.

Prerequisite

The subledger accounting document is posted. It must contain one or more residual items so that you can create dispute cases.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Schedule Dispute Management Jobs (F3578). | The Schedule Dispute Management Jobs view displays. |  |
| 3 | Create Job | Choose + (New). | The New Job view displays. |  |
| 4 | Enter Job Details | Make the following entries and choose Schedule:  General Information section:  Job Template: Automatic Creation of Dispute Cases  Job Name: Automatic Creation of Dispute Cases  Scheduling Options section:  Start Immediately: Selected  Recurrence Pattern: Single Run  Note To schedule a recurrence pattern, choose the Define Recurrence Pattern button and in the Scheduling Information dialog box, enter your parameters and choose OK. | The job is scheduled. |  |

### Schedule Background Jobs to Write Off Dispute Cases Automatically

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you schedule a background job to start the automatic write-off of all disputed items for the selected dispute cases. The program only processes dispute cases that you have previously escalated. The following procedure executes the job as a single run.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Schedule Dispute Management Jobs (F3578). | The Schedule Dispute Management Jobs view displays. |  |
| 3 | Create Job | Choose + (New). | The New Job view displays. |  |
| 4 | Enter Job Details | Make the following entries and choose Step 2:  Job Template: Automatic Write-Off of Dispute Cases  Job Name: Automatic Write-Off of Dispute Cases |  |  |
| 5 | Enter Job Details | Make the following entries and choose Step 3:  Start Immediately: Selected  Recurrence Pattern: Single Run  Note To schedule a recurrence pattern, choose the Define Recurrence Pattern button and in the Scheduling Information dialog box, enter your parameters and choose OK. |  |  |
| 6 | Enter Job Details | Make the following entries and choose Schedule:  Case Type: <case type>, for example, YT01  Escalation Reason: <escalation reason>  Case ID: <enter a single case ID or a range of case IDs> | The job is scheduled. |  |

### Schedule Background Job to Assign a Collection Profile (Optional)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you schedule a background job assigning a collection profile to business partners. You start the functions with the following modes:

Create Collections Management role:

If you start the program in this mode, the business partners selected are created for the Collections Management role, when they do not yet exist for this role. When the business partners are created, a collection profile is assigned. You use this mode to prepare the business partners replicated from the customers of financial accounting for Collections Management.

Replace Collection Profile:

In this mode, the collection profile is replaced for the selected business partners.

When data volume is very large, you distribute the data over several background jobs and application servers. This procedure is described as parallel processing.

Features

You influence the assignment of profiles as follows:

You use selection criteria for the business partner number, date of creation, business partner category, and business partner grouping.

If you start the program in Replace Collection Profile mode, you can also select by the collection profile.

If you use SAP Credit Management, you can also further restrict the resulting list using criteria specific to Credit Management, such as the risk class and score.

Examples for practical use:

Assign a collection profile to newly created business partners to let them take part in the collection process.

When SAP Credit Management is in scope: Only assign a collection profile to business partners for certain, critical credit risk classes. Then, business partners with non-critical credit risk classes do not take part in the collection process.

Note In the following procedure, the job is executed as a single run.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Accounts Receivable Accountant. | The SAP Fiori launchpad displays. |  |
| 2 | Access the SAP Fiori App | Open Schedule Collections Management Jobs - Mass Changes (F3918). | The Schedule Collection Management Jobs view displays. |  |
| 3 | Create Job | Choose Create. | New Job view displays. |  |
| 4 | Add General Information | Make the following entries and choose Step 2:  Job Template: Assignment of Collection Profiles to Business Partners  Job Name: Assign Collection Profile to Business Partners |  |  |
| 5 | Scheduling Options | Make the following entries and choose Step 3:  Start Immediately: Selected  Recurrence Pattern: Single Run  Note To schedule a recurrence pattern, choose the Define Recurrence Pattern button and in the Scheduling Information dialog box, enter your parameters and choose OK. |  |  |
| 6 | Parameter Section | Make the following entries and choose Schedule:  Business Partner: <select Business Partner>  Created On: MM/DD/YYYY  Business Partner Grouping: select on <Business Partner Grouping > if applicable  Collection Profile to Be Entered: For example, YT\_PRF:01  Note An option is to first choose the Test Run to verify the result. Next, remove the test flag and schedule the run. | The job is scheduled. |  |

### Schedule Background Job to Change Segment Data (Optional)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you schedule a background job assigning change to the segment data in the business partner master data. You can change collection groups for each segment and control, whether the collection specialist is to be swapped in this segment, retained, or deleted.

Features

For the selection criteria, in addition to specific details for Collections Management, such as the collection segment and collection group, you can also use business partner criteria such as: the ID, date of creation, business partner category, and business partner grouping.

If you use SAP Credit Management, you can also further restrict the resulting hit list by criteria specific to Credit Management, such as the risk class and score.

Tip Example for practical use: In case SAP Credit Management is in scope: Assign a dedicated collection group to business partners that are considered as particularly risky in SAP Credit Management.

In the following procedure mentioned, the job is executed as a single run.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Accounts Receivable Accountant | The SAP Fiori launchpad displays. |  |
| 2 | Access the SAP Fiori App | Open Schedule Collections Management Jobs - Mass Changes (F3918). | The Schedule Collection Management Jobs view displays. |  |
| 3 | Create Job | Select + (New). | New Job view displays. |  |
| 4 | Add General Information | Make the following entries and choose Step 2:  Job Template: Change Collection Segment Data for Business Partners  Job Name: Change Collection Segment Data for Business Partners |  |  |
| 5 | Scheduling Options | Make the following entries and choose Step 3:  Start Immediately: Selected  Recurrence Pattern: Single Run  Note To schedule a recurrence pattern, choose the Define Recurrence Pattern button and in the Scheduling Information dialog box, enter your parameters and choose OK. |  |  |
| 6 | Parameter Section | Make the following entries and choose Schedule:  Business Partner Selection section:  Collection Segment: For example, YT\_SEGMT01  Collection Group: For example, YT\_GR01  Business Partner: <select Business Partner>  Created On: MM/DD/YYYY  Business P artner Grouping: select <Business Partner Grouping >, if applicable  Segment Data to Be Entered section:  Collection Group: For example, YT\_GR01  As optional you may choose  Force Update of Collection Specialist: <mark>  By entering additionally  Collection Specialist: < Collection Specialist>  Note An option is to first choose the Test Run to verify the result. Next, remove the test flag and schedule the run. | The job is scheduled. | . |

### Schedule Background Job for Assigning/Replacing a Collection Specialist (Optional)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you schedule a background job for assigning/replacing a collection specialist.

For the selection, you can use the collection group to replace the collection specialist in the specified collection groups of all business partners.

Example for practical use:

You run this report when a collection specialist leaves your team and is replaced by a new colleague.

You start the report in test mode and, in the log, check which changes the system would carry out based on your selection.

Note In the following procedure, the job is executed as a single run.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant | The SAP Fiori launchpad displays. |  |
| 2 | Access the SAP Fiori App | Open Schedule Collections Management Jobs - Mass Changes (F3918). | The Schedule Collection Management Jobs view displays. |  |
| 3 | Create Job | Choose + (New). | New Job view displays. |  |
| 4 | Add General Information | Make the following entries and choose Step 2:  Job Template: Assign Collection Specialists  Job Name: Assign Collection Specialists |  |  |
| 5 | Scheduling Options | Make the following entries and choose Step 3:  Start Immediately: Selected  Recurrence Pattern: Single Run  Note To schedule a recurrence pattern, choose the Define Recurrence Pattern button and in the Scheduling Information dialog box, enter your parameters and then choose OK. |  |  |
| 6 | Parameter Section | Make the following entries and choose Schedule:  To be Replaced section, enter the following:  Collection Specialist: <Collection Specialist to be replaced>  Collection Group: <Collection Group>  Replace With section, enter the following:  Collection Specialist: <new Collection Specialist>  Note An option is to first choose the Test Run to verify the result. Next, remove the test flag and schedule the run. | The job is scheduled. |  |

### Schedule Background Job to Delete Transactional Data in Collections Management (Optional)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you schedule a background job deleting transactional data for certain business partners. You execute the job as a single run.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Accounts Receivable Accountant. |  |  |
| 2 | Access the SAP Fiori App | Open Schedule Collections Management Jobs - Mass Changes (F3918). |  |  |
| 3 | Create Job | Choose + (New). |  |  |
| 4 | Add General Information | Make the following entries and choose Step 2:  Job Template: Delete Transactional Data in Collections Management  Job Name: Delete Transactional Data in Collections Management |  |  |
| 5 | Scheduling Options | Make the following entries and choose Step 3:  Start Immediately: Selected  Recurrence Pattern: Single Run  Note To schedule a recurrence pattern, choose the Define Recurrence Pattern button and in the Scheduling Information dialog box, enter your parameters and choose OK. |  |  |
| 6 | Parameter Section | Make the following entries and choose Schedule:  Company Code: 1010  Business Partner: <select one or more business partners>  Test Run: Selected  Note Run a test run first. Check the result. If you are satisfied with the result, select the Test Run checkbox to do a real run. | The job is scheduled. |  |

Typographic Conventions

|  |  |
| --- | --- |
| Type Style | Description |
| Example | Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options.  Textual cross-references to other documents. |
| Example | Emphasized words or expressions. |
| EXAMPLE | Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE. |
| Example | Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools. |
| Example | Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation. |
| <Example> | Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system. |
| EXAMPLE | Keys on the keyboard, for example, F2 or ENTER. |

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| --- |
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