

SAP Receivables Management

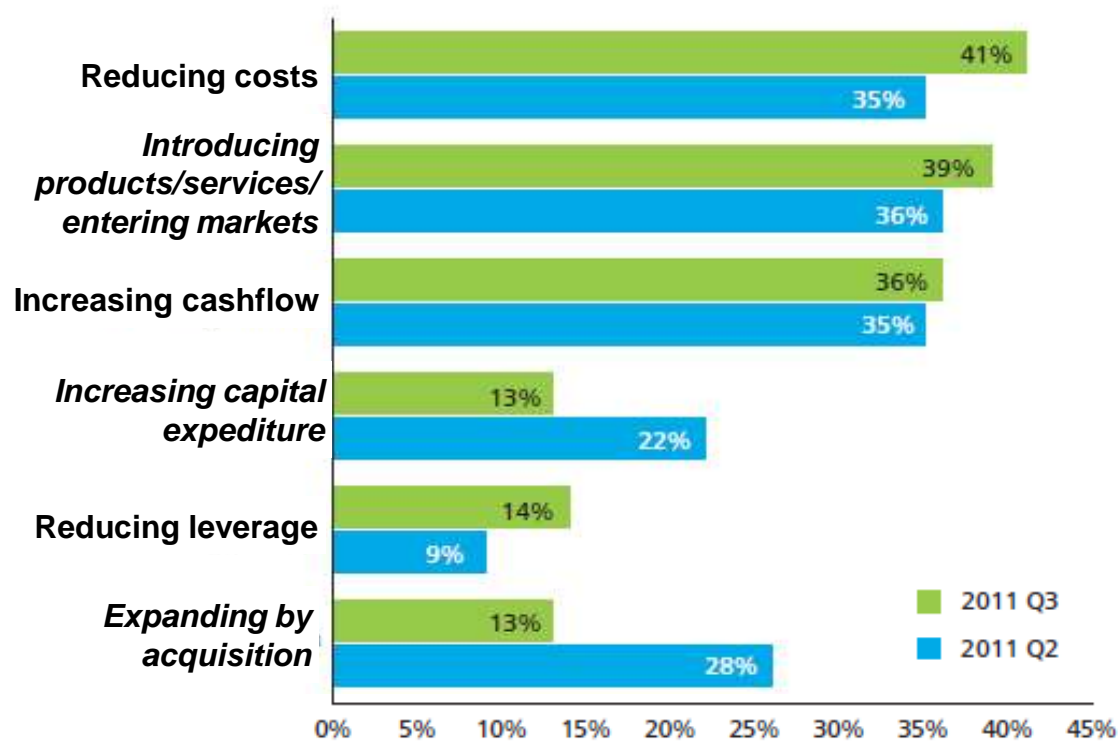
Overview and Future Vision

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February 16, 2012



Delivering more and more with less and less

% of CFOs who rated as strong priority for next 12 months



The Deloitte CFO Survey, UK, October 2011

Delivering more and more with less and less

SAP is releasing a new, transformative operating model for financial operations which will

standardized, automated processes driving down cost and complexity

scalability and flexibility as business expands into new countries or markets

transparency to make sure you're getting the job done

3 key elements of the operating model that will transform your business



State-of-the-art delivery platform with Shared Services Framework for Finance

- Enables economies-of-scale to improve efficiency in administrative processes
- Optimum integration of communication and back-end process automation
- Frees line operations from finance administration work



Receivables Management reduces bad debt write-offs and shortens Days Sales Outstanding

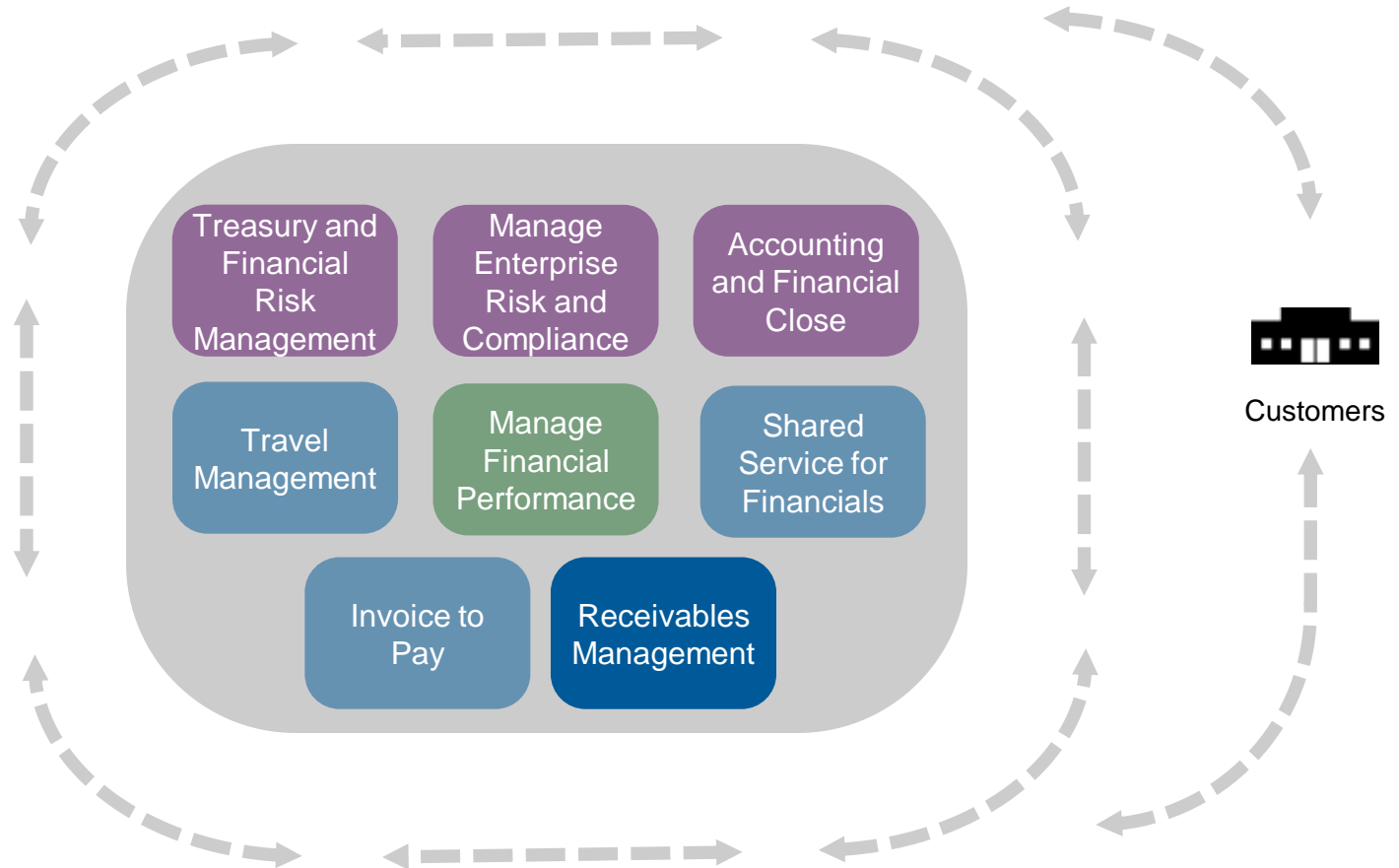
- Globally enforced credit policy embedded in your processes – every deal, everywhere
- Proactive, collaborative approach to collections and dispute management
- Leverage scale operations and automate e-billing



Invoice Automation increases control and speed

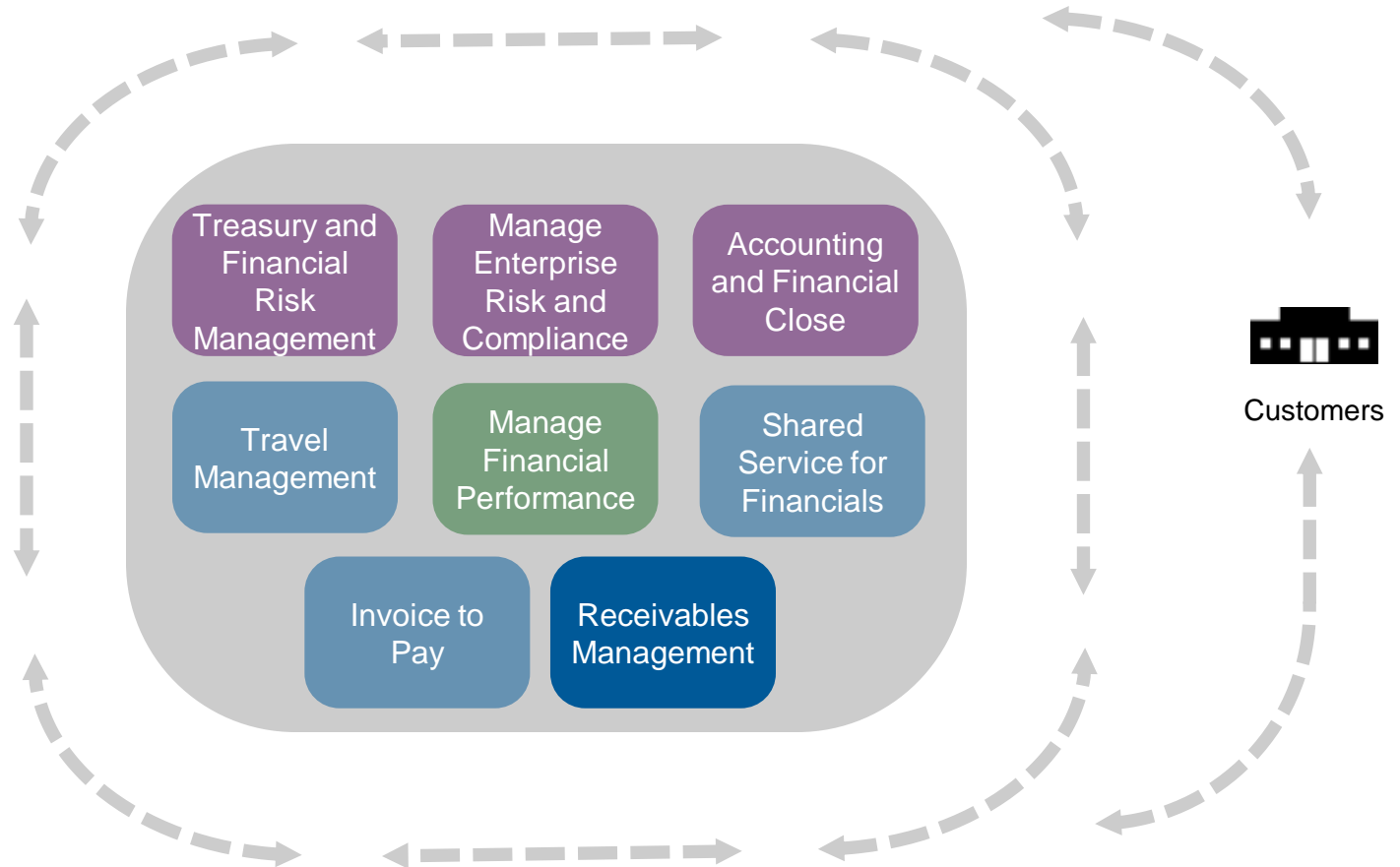
- Automates labor-intensive invoice receipt
- Comprehensive overview of all invoices across the corporation
- Execute electronic payments - faster, more accurate, less costly

Receivables Management – a key operational component of Financial Excellence



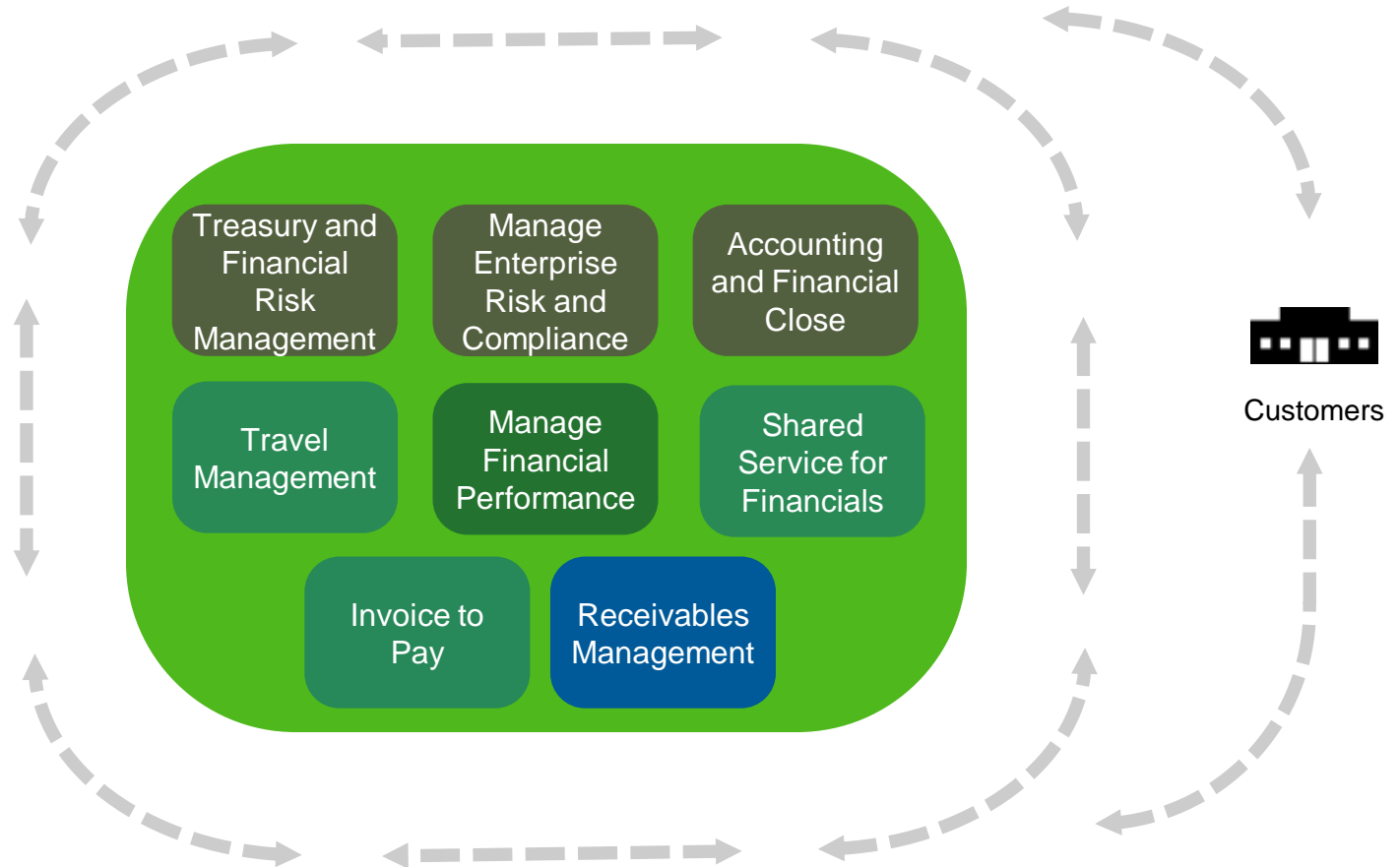
These are the challenges we hear from our customers

- Reactive approach to credit risk
- Tied-up cash
- High cost of operations
- Poor customer service



Solving the issues for receivables management

- Effective credit evaluation and management
- Robust cash flow
- Efficient operations
- Optimized customer care and service



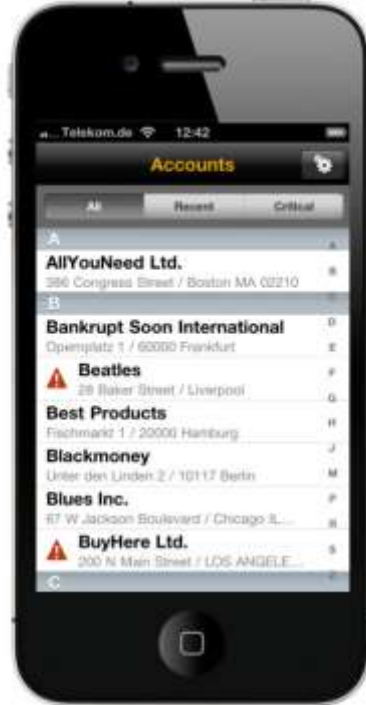
What's new? SAP Customer Financial Fact Sheet

With the SAP Customer Financial Fact Sheet for iPhone, sales representatives and account executives can check the financial situation of their customers anywhere and anytime. They need to be able to monitor the financial situation of their customers while traveling or visiting customer sites. Without having to call your sales back office or your accounting department or having to rely on outdated printouts, they can display all relevant financial data for a specific customer, with the option of drilling down to the level of a single invoice.

This allows sales reps to do the following:

- Ensure you do not keep on selling to a customer whose credit limit is close to being exhausted
- Apply the appropriate terms and conditions during negotiations with the customer, as these may depend on how the customer's credit risk is rated
- Communicate with the customer about outstanding invoices and even send copies or dunning letters via e-mail while on site

SAP Customer Financial Fact Sheet



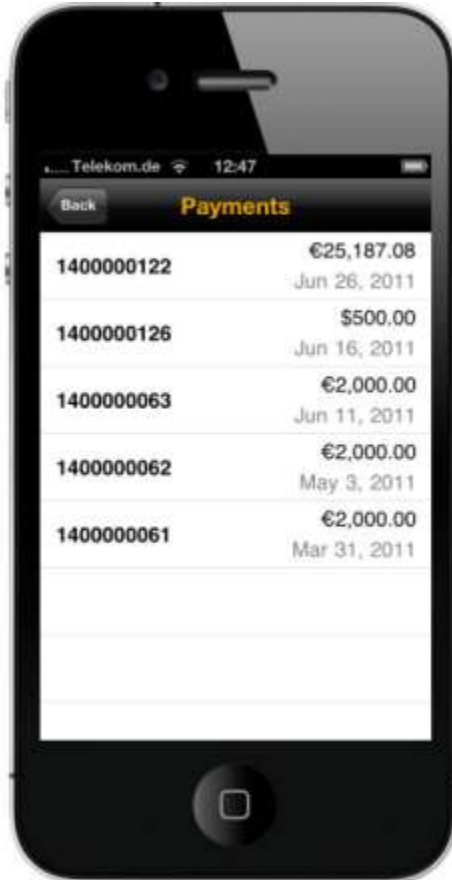
User Group

Sales representatives

Functionality

- Display list of all customers classified as *Critical according to predefined rules OR* those recently accessed
- Display financial details (total amounts of outstanding or overdue invoices, credit limit, credit limit utilization, credit risk class)
- Call up original invoices in PDF format and send them to customer via e-mail
- Display contacts in customer organization and add them to list of local contacts

SAP Customer Financial Fact Sheet



Telekom.de 12:47

Contacts Info

Jim Telly

main +1 622455554455

mobile Phone

work helge.meyer@sap.com

Create New Contact

Add to Existing Contact

Telekom.de 12:48

Days In Arrears Help

This chart shows the average payment arrears for the selected customer during the last 6 months. The arrears are shown in days. Every incoming payment and its days in arrears is included.

Of importance is not just the total days in arrears for a particular month, but the trend. For example, an increase in the days in arrears may indicate that the customer's liquidity position is deteriorating and so the likelihood of a payment default is increasing. Consequently, there is more urgency to collect outstanding receivables.



Receivables Management overview

Receivables Management

Credit Evaluation and Management

Billing and E-Invoicing

Dispute Resolution

Collections Management

Accounts Receivable

Receivables Management provides the ability to:

- reduce bad debt risk
- comply with e-billing mandates
- improve customer service
- accelerate collections and reduce DSO
- optimize cash flow and working capital levels

SAP Credit Management

Credit Evaluation and Management

Proactive and predictive credit evaluation platform that

- executes on a global credit policy
- performs credit checks during key processes
- evaluates blocked orders
- analyzes risk exposure



Functional Overview



Credit Limit Management

- Implement a company wide credit policy
- Manage a customer credit profile
- Centralize credit management in a distributed system landscape

Credit Case

- Credit case for structured processing of credit limit applications
- Track status and result of credit limit applications

Credit Rules Engine

- Categorize customers by scoring rules
- Calculate and assign customer-specific credit limit automatically
- Check credit rules
- Model and implement own customer credit score cards

Credit Information

- Interface to external credit agencies
- Input parameters for scoring rules
- BW Content

Credit Manager Portal

- Role-based access to credit management information and analysis



What's new? Documented Credit Decision (DCD)

Legal requirements, for example, “*Bundesdatenschutzgesetz*”, Germany

- Negative credit decisions have to be documented for “natural persons”, e.g. individuals
- Relevant for consumers and companies which are legally incorporated via individuals
- Attribute values (state) of credit account at the point of time when the decision is taken have to be retrievable & traceable at a later point of time

Audit & SOX requirements:

- Credit decisions which trigger an approval process shall be monitored
- Involved parties and their respective decisions have to be transparent and documented
- Actions/decisions by users which overrule a negative credit decision proposed by the system have to be retrievable at a later point of time.

Business requirements:

- The handling of credit blocked sales documents shall be done centrally in an efficient manner in SAP Credit Management
- A “decision within seconds” approach to release a blocked sales document shall be supported as well as a comprehensive analysis of the credit account before taking a decision.

DCD: functionality

- A sales order which is entered in SD gets credit checked (existing functionality)
- In case of a negative credit check the sales order gets a status “credit block” (existing functionality)
- In this case the system automatically creates a new object called “Documented Credit Decision” (DCD) which is linked to the credit blocked sales order (new functionality)
- DCDs shall be processed by the credit analyst
- The DCD contains:
 - Various attributes like priority, responsible credit analyst
 - A snapshot of the credit account in order to document the exact state
 - The log of the credit check
 - Free notes & attachments
 - An approval process is supported which describes who may approve the credit decision / release the respective sales orders
- This new object shall document all facets of the credit decision.
- Similar to sales orders, DCDs can also be created for delivery documents

DCD: technical foundation

Case Records

- Contain attributes, notes, attachment and linked objects
- A set of functions which are available during the processing of case records can be defined
- Workflow support
- Flexible and open for customer-specific enhancements / adoptions
 - Alignment and positioning of attributes on the screen
 - Extension by customer-specific attributes
 - Extension by additional functions
 - Numerous BADIs (=“spots for user exits”) are available
- Cases Records are already used in SAP Credit Management (credit limit requests) and SAP Dispute Management (dispute cases) → Configuration experts / consultants with experience in these modules do not need to learn a new technique / concept

DCD: credit check

As usual, the credit check is executed when a sales order* is entered / changed:

Create Order **.: Overview**

Order Net Value 3.420,00 EUR

Sold-To Party HMYDEB1 Blackmoney Transfer International / Black Street 1 / D-10000 Berl

Ship-To Party HMYDEB1 Blackmoney Transfer International / Black Street 1 / D-10000 Berl

PO Number 98798789 PO Date

Sales Item overview Item detail Ordering party Procurement Shipping Reason for rejection

SAP Credit Management: Messages from Credit Check

Credit Check SAP Credit Management Failed

Message Text

Credit segment 0000 of partner HMYDEB1

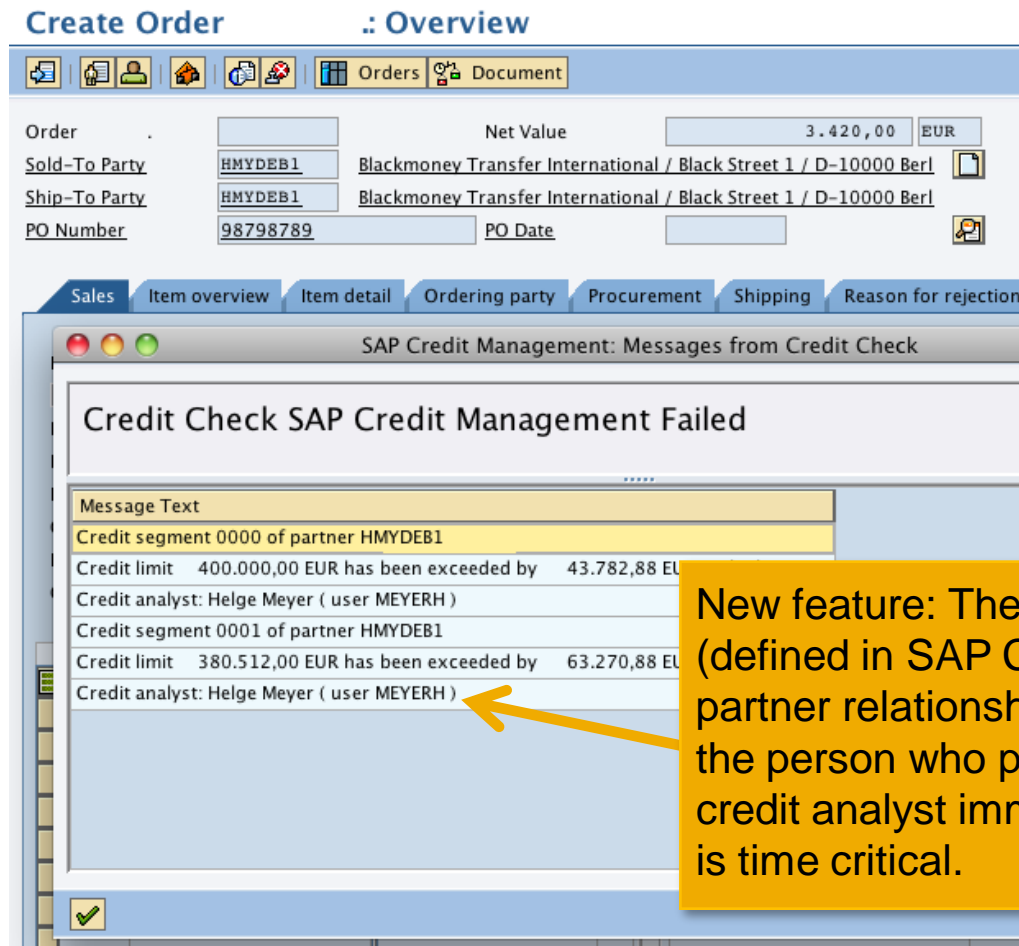
Credit limit 400.000,00 EUR has been exceeded by 43.782,88 EUR

Credit analyst: Helge Meyer (user MEYERH)

Credit segment 0001 of partner HMYDEB1

Credit limit 380.512,00 EUR has been exceeded by 63.270,88 EUR

Credit analyst: Helge Meyer (user MEYERH)



New feature: The credit analyst in charge of this account (defined in SAP Credit Management via a business partner relationship) is shown in the popup. This allows the person who processes the sales order to contact the credit analyst immediately – especially when processing is time critical.

* Applies for deliveries, too.

DCD: detail (I)

Case Change: DCD (2980) (Documented Credit Decision)

Attributes | Sales Document | Credit Limit Request | Void

Header Data

Case ID	2980	Case Type	FDCD	Documented Credit...
Title	DCD	External refer.	98798789	
Category		Reason		
Priority		Escalation Reason		
Status	New	Credit Analyst	MEYERH	Helge Meyer
Planned Close Date	08.09.2011	Person Responsible		

BusinessPartner	HMYDEB1	Blackmoney Transf...	Risk Class	D	High Default Risk
Credit Segment	Business Area 0001		Open Credit Amo...	3.420,00	
Sales Document	3333		Checked Credit Va...	3.420,00	
Document Status	Blocked		Currency	EUR	European Euro

Created By	XIAPPLUSER	XIAPPLUSER	Created On	08.09.2011 11:46:04
Changed By	XIAPPLUSER	XIAPPLUSER	Changed On	08.09.2011 11:46:04
Closed By			Closed At	

Approver: [] Status: []

Notes | Linked Objects | Log

Description | Copy | Change Last Text

Description: XIAPPLUSER 08.09.2011 11:46:01
Credit segment 0000 of partner HMYDEB1
Credit limit 400.000,00 EUR has been exceededby 43.782,88 EUR
in the horizon
Credit analyst: Helge Meyer (user MEYERH)

The layout of the DCD is highly configurable, but can contain:

Info about processor, priority, categorization, status,...

Info about customer, sales document and amounts,...

Timestamps, users,...

Possibility to enter notes. Certain notes (ex.: details of failed credit checks) are generated by the system

DCD: detail (II)

The screenshot displays the SAP IDES interface for a credit decision. At the top, it shows 'Changed By: MEYERH' and 'Closed By: Helge...'. Below this is a navigation bar with 'Notes', 'Linked Objects', and 'Log' buttons. A 'Hierarchy' pane on the left shows a tree structure under 'Linked Objects', including folders for '[DE] Beleg mit Kreditsperre' (containing '2300 (Sales Document)' and '[DE] Anlieferung'), '[DE] Momentaufnahmen für' (containing '[DE] Momentaufnahme' and 'DCD_20101227.pdf'), '[DE] Verknüpfte Kreditents', and '[DE] Weitere Anlagen'. The main content area shows a 'Documentation for credit decision of 28.12.2010 13:44:45' with fields for 'Business Partner: HMYDEB1 (Blackmoney Transfer International / D-10)', 'Credit Segment: 0001 (Business Area 0001)', and 'Document Number: 2309'. Below this, it states 'The calculation of the score and the credit limit is based on the following data:' and provides a 'Calculation of Score' table with fields for 'Legal Form' (07, Private Company) and 'Foundation Date' (01.01.1985). It also includes 'External credit information, that was available at the time of the credit decision (see below)', a 'Calculation of Credit Limit' section stating 'The calculation of the credit limit is based on the score 22.', and a 'Credit Profile' table with fields for 'Procedure' (B2B-EXIST, Credit Limit for Business Customers), 'Rule for Credit Check' (01, Default - All Checks Active (Stat. Credit Limit)), 'Score' (22, Valid to 21.07.2011), and 'Risk Class' (0, High Default Risk).

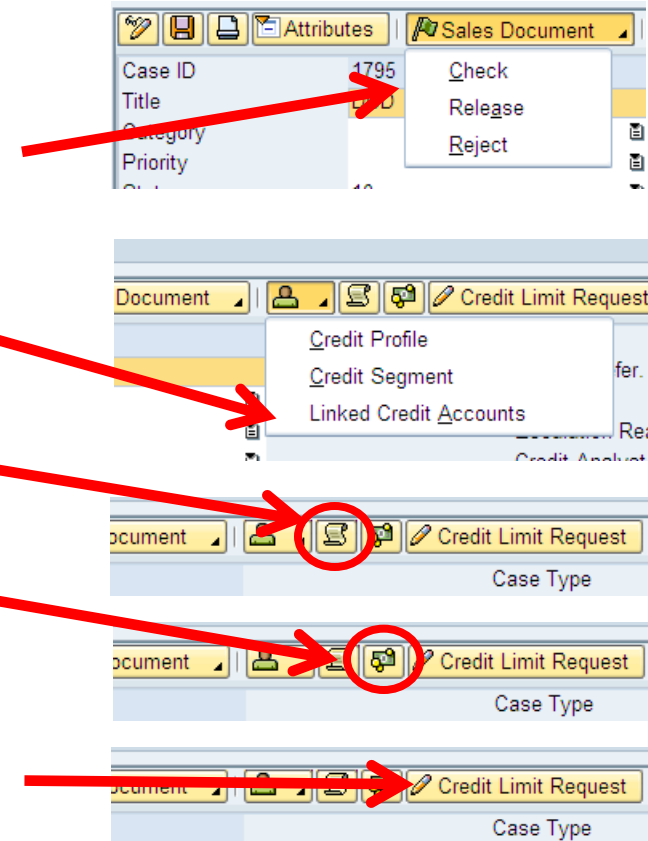
Possibility to switch between notes area and view on linked objects (sales document, snap shots, attached documents, related documented credit decisions)

The snapshot is a PDF form. It shows the state of all relevant attributes of the credit account at the point of time when the credit check was executed. For each re-check an additional snapshot is created. When the sales document is released, a snapshot is created, too.

Consequently at a later point of time, the details as to why a credit check was negative and under what circumstances a sales document was released by the credit analyst can be clearly and easily audited.

DCD: functionality

- Drill down to linked objects (sales document, snapshot)
- Possibility to add notes & attachments
- Possibility to initiate a credit re-check of the referenced sales document or to release / reject it
- Drill down to credit account (profile tab, segment tab) and to linked credit accounts (→ shows credit accounts linked in a hierarchy and their limits / limit utilization)
- Drill down to detail log of the credit check
- Drill down to the 'Process Receivables' view, provided SAP Collections Management is available to get a detailed overview of the customer's outstanding receivables or in order to contact the customer and to record promises to pay, for example.
- Drill down to pending credit limit request concerning this customer
- Through configuration additional functions can be added easily to the detail view



What's new? Xcelsius dashboards

In **SAP Credit Management** new dashboards are available. The dashboards helps you to analyze / answer following questions:

- What is the credit exposure to customers of various risk classes?
- What is the average credit limit utilization of customers of various risk classes?
- How do these figures look by country?
- How do these figures look by organizational entity (=credit segment)?



Based on this **insight**, following **action** might be taken (examples):

- Take provisions for anticipation credit default.
- Take measures to reduce overall credit exposure in critical risk classes if respective exposure appears to be too high.
- Try to optimize customer portfolio considering risk profile.

SAP Biller Direct

Billing and E-Invoicing

An web application that connects your customers and vendors with your financial operations team:

- presents bills and invoices
- enables customer and vendor self-service online inquiry
- receives payments electronically



The screenshot displays the SAP Biller Direct web application interface within a Windows Internet Explorer browser. The page title is "SAP ERP Financials Financial Supply Chain Management Biller Direct". The browser address bar shows the URL: http://0eeje3-de.wdf.sap.corp:50000/bd/public/frameSet_top_html.jsp?SYS=PD. The page features a navigation menu with options: Open Bills, Credits, Paid Bills, Payments, Change Password, Display Activity History, Upload Bill, Switch Account, PAF, and Log Off. The main content area is titled "List of Open Bills" and includes the text "We have received the following bills from you that we have not yet paid." and a "Find Bills" button. Below this is a table with columns: Bill Description, Due, Billed Amount, Open, and Action. The table lists three invoices from IDES US INC:Suppliers Inc. with a Grand Total of USD 21,100.00. At the bottom of the table are buttons for "Select All", "Deselect All", and "Download Selected Entries".

Bill Description	Due	Billed Amount	Open	Action
<input type="checkbox"/> Invoice 1900000001 of 02/04/2008	Feb 4, 2008	USD 13,500.00	USD 13,500.00	
<input type="checkbox"/> Invoice 1900000000 of 01/04/2008	Jan 4, 2008	USD 2,500.00	USD 2,500.00	
<input type="checkbox"/> Invoice 1900005023 of 12/04/2007	Dec 4, 2007	USD 9,500.00	USD 5,000.00	
Grand Total			USD 21,100.00	

Functional overview



SAP Biller Direct provides functions for Electronic Bill Presentment and Payment (EBPP)

Using SAP Biller Direct, invoice recipients can see their account balance with the Biller and look at their bills, credits or payments

Invoice recipients can initiate payments or download bills into their accounts payable system

Invoice recipients can dispute bills from the internet and collaborate with the biller

SAP Biller Direct enables real-time integration between the SAP backend system and the internet without any data redundancies

List of open bills

Customers can see all of their bills and credit notes on the internet

They can display the documents in PDF or XML format

They can download bill data in PDF or CSV format

They can select various payment methods

The screenshot displays the SAP ERP Financials Biller Direct interface. The browser title is "SAP Biller Direct - Windows Internet Explorer". The URL is "http://2eeje3-de.wdf.sap.corp:50000/bd/public/frameset_top.html.jsp?SYS=82C". The page header includes "SAP ERP Financials" and "Financial Supply Chain Management Biller Direct". The user is identified as "Payer IDES US INC:John Taylor".

The main section is titled "List of Open Bills". It contains a table with the following data:

Bill Description	Due	Billed Amount	Open	Payment Amount	Action
<input type="checkbox"/> Invoice 0090036724 of 02/26/2008	Feb 26, 2008	USD 3,540.25	USD 3,540.25		[PDF] [XML]
<input type="checkbox"/> Invoice 0090036627 of 11/29/2007	Nov 29, 2007	USD 4,425.32	USD 4,425.32		[PDF] [XML]
<input type="checkbox"/> Invoice 0090036628 of 11/29/2007	Nov 29, 2007	USD 8,850.63	USD 8,850.63		[PDF] [XML]

Below the table, there are buttons for "Select All", "Deselect All", and "Download Selected Entries". A "Grand Total" summary shows USD 16,816.20 Billed and USD 0.00 Open. A "Credits" section shows a total net payment amount of USD 16,316.20 after a USD 500.00 credit is applied.

Step 2 of the process is "Select the payment method you want to use. You are paying with". The selected method is "Account 22222222 Chase Manhattan Bank". Other options are "New Bank Details" and "New Credit Card".

Step 3 is "Choose Continue to check and confirm your payment." with a "Continue" button.

What's new? buy-side enablement for Shared Services

EhP2&5

Supplier functions available since EhP2

- Suppliers can check their invoices & credits
- They can check finalized payments from their customers
- They can upload invoice data (XML) and invoice documents (PDF, TXT)

Supplier functions available since EhP5

- Embedding into Shared Service framework for inquiry processing

SAP Biller Direct - Windows Internet Explorer

http://[2ee]s3-de.wdf.sap.corp:50000/bd/public/frameSet_top_html.jsp?SYS=PD

SAP ERP Financials Financial Supply Chain Management BillerDirect

Open Bills Credits Paid Bills Payments Change Password Display Activity History Upload Bill Switch Account FAQ Log Off

List of Open Bills IDES US INC:Suppliers Inc.

We have received the following bills from you that we have not yet paid. Find Bills

	Bill Description	Due #	Billed Amount	Open	Action
<input type="checkbox"/>	Invoice 1900000001 of 02/04/2008	Feb 4, 2008	USD 13,500.00	USD 13,500.00	
<input type="checkbox"/>	Invoice 1900000000 of 01/04/2008	Jan 4, 2008	USD 2,600.00	USD 2,600.00	
<input type="checkbox"/>	Invoice 1900005023 of 12/04/2007	Dec 4, 2007	USD 9,500.00	USD 5,000.00	
Grand Total				USD 21,100.00	

Select All Deselect All Download Selected Entries

Done Local intranet 100%

Support for Single European Payment Area (SEPA)

EnP5

SAP ERP Financials **Financial Supply Chain Management**
Biller Direct

Open Bills Credits Paid Bills Create Promise to Pay Promise to Pay Payments General Contacts Address Data Bank Data Credit Cards Automatic Debt Authorization Profile Change Passwords Display Activity History Switch Account FAP Log Off

List of Open Bills GPART 215 Q5J/340 / 69190 Walldorf/Baden 100 / 69191 Walldorf

1. Select all bills that you would like to pay:

Bill Description	Due -	Billed Amount	Open	Payment Amount	Action
There are currently no bills.					
<input type="button" value="Select All"/> <input type="button" value="Deselect All"/> <input type="button" value="Download Selected Entries"/>		Grand Total	EUR 0.00	EUR 0.00	
If you do not want to offset the total of your credits against the payment amount, deselect the Credits field.		<input checked="" type="checkbox"/> Credits	EUR 0.00	EUR 0.00	
		Total Net Payment Amount	EUR 0.00	EUR 0.00	

2.2. Select the payment method you want to use. You are paying with

DE7080450000000878540, Kreissparkasse Ludwigsburg New Bank Details New Credit Card Check Bank Transfer

Enter Your Bank Details:

(for example, current account, company credit card, ...)

Account Description

Bank Number

Account Holder

BIC/SWIFT

IBAN

Account Number

Country

3.3. Choose Continue to check and confirm your payment.

Customers or business partners are provided self-service screens to maintain key bank data fields as required by SEPA

- International Bank Account Number (IBAN)
- Bank Identifier Code (BIC)

The IBAN data field is presented in all relevant user interfaces

The IBAN field is available in all relevant export files.

SAP Collections and Dispute Management: dispute resolution

Dispute Resolution

Collaboration and workflow to resolve dispute cases

- automatic generation of disputes for underpayments
- automated workflow and escalations
- monitoring for progress and success of collections

The screenshot displays the SAP Dispute Management interface. The main window shows a dispute case titled "Case Change: Dispute QM 12/11 (2892) (Dispute Management)". The interface includes a menu bar, a toolbar, and a main data area. The data area is divided into several sections:

- Header data:** A table with columns for Title, Customer, Company Code, Status, Reason, Processor, Coordinator, Cust.-Disputed, Currency, Org. Dep. Amt., Creditad, Cleared Manually, Created By, Changed By, Closed By, Contact Person, e-mail, Case ID, Case Type, External refer., Priority, Category, Escalation Reason, Person Responsible, Process. Deadline, Planned Close Date, Disputed Amount, Paid, and Autom. Written Off.
- Customer Balance Pyramid:** A chart showing the balance pyramid for Customer 100, Fiscal Year 2011, Currency EUR. The pyramid is divided into segments representing different balance types: Balance Commitment, Total Credit, Sales, Balance, Total Debit, and Accumulated Balance.
- Customer Balance Period Drill Down:** A line chart showing the customer balance period drill down for Customer 100, Fiscal Year 2011, Currency EUR.

Functional overview



Cross-department dispute resolution

All information is centrally stored and structured (electronic record)

Integration with SAP Workflow incl. e-mail notification of processors

Integration in financial but also in logistical processes

Creation and viewing of dispute cases from financial transactions

Automatic update of dispute cases by financial transactions

Links to financial and billing documents (SD and CRM)

Correspondence capabilities

Customer correspondence (automatically and manually)

Internal escalation of critical dispute cases

Support of different communication channels

SAP Biller Direct

Collections Management

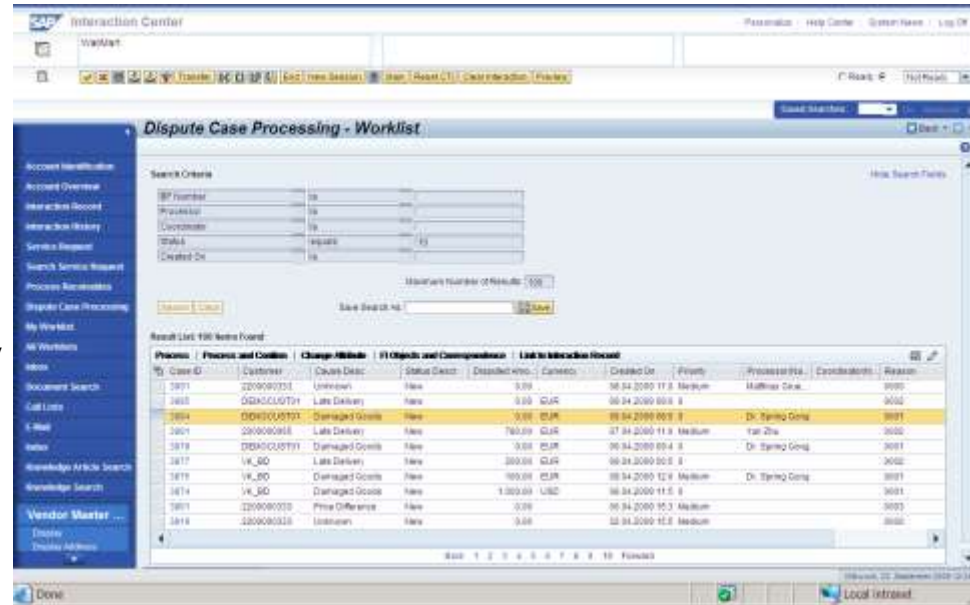
Analysis of dispute resolution

BI Content

What's new? integration for shared services

SAP Dispute Management is integrated into the **SAP Shared Services Framework**:

- Integration of dispute cases to be processed into the Accounting Interaction Center
- Telephony integration available
 - Contact persons can be called with two mouse clicks
 - Full telephony functionality
- Customer contacts during dispute cases resolution are visible in the interaction history in the Accounting Interaction Center



Benefits:

- Homogenous user interface in shared service center
- Higher productivity of dispute resolution team
- Higher transparency about customer facing communication

Integration details (I)

- Dispute Manager sees list of dispute cases in Interaction Center
- Flexible search for dispute cases
- Search criteria can be saved

The screenshot displays the SAP Accounting Interaction Center interface for Dispute Case Processing. The search criteria section includes the following fields:

Field	Value
Case Number	is
Processor	is
Coordinator	is
Status	groups
Created On	is

The 'Save Search As' section contains a text input field and a 'Save' button, which is circled in red. A red arrow points from the 'Save' button in the search criteria section to the 'Save' button in the 'Save Search As' section.

The 'Result List: 100 Items Found' section displays a table with the following data:

Case ID	Customer Name	Status	Deal	Disposed	Currency	Created On	Priority	Processor	Coordinator
4453	BF Chemical / D-69180 Waldorf	New	2,345.00	EUR	07.12.2009	Low	Britta Feld...		
4452	BF Chemical / D-69180 Waldorf	New	3,000.00	EUR	07.12.2009	Medium	Britta Feld...		
4401	BF Chemical / D-69180 Waldorf	New	2,000.00	EUR	07.12.2009	Very High	Britta Feld...		
4451	BF Chemicals / D-69180 Waldorf	New	1,455.00	EUR	07.12.2009	Medium	Britta Feld...		
4442	Max Planck Institute / D-89099 Hallber...	New	6,122.00	EUR	20.11.2009	Medium	Bei Zhu		
4441	Max Planck Institute / D-89099 Hallber...	New	1,235.00	EUR	20.11.2009	High	Dr. Spring...		
4433	Benjamin Blumchen / D-41234 Russ...	New	1,000.00	EUR	13.11.2009	Medium	Dr. Spring...		
4431	Max Planck Institute / D-89099 Hallber...	New	3,825.50	EUR	12.11.2009	Medium	Heike Wies...		
4411	DEMO_BP_CREFL_1 / Shanghai	New	1,234.00	EUR	03.11.2009	Medium	Yan Zhu		
4392	Horwath & Partners / D-68...	New	0.00		21.08.2009	High			

Integration details (II)

- Dispute case details can be maintained directly in Interaction Center
- Contact person of dispute case is available for further processing in Interaction Center (for example: to initiate telephone call)
- Interaction record can be created automatically in Interaction Center → Transparency about every customer facing communication

The screenshot displays the SAP Accounting Interaction Center interface. At the top, the header shows 'SAP Accounting Interaction Center' with navigation links for 'Personalize', 'Help Center', 'System News', and 'Log Off'. Below the header, a search bar contains 'Grünewald & Friends 333' and 'Ms. Clara Schumann', both highlighted with red circles. A red arrow points from the search results to the 'Contact Person' field in the 'Dispute Case' details below. The 'Dispute Case' section shows 'Dispute Case: 1382' with fields for 'Customer', 'Company Code', and 'Disputed Amount'. The 'Contact Person' field is also highlighted with a red circle. Below this, there are tabs for 'Notes', 'Details', 'Attachments', and 'Linked Objects'. The 'Details' tab is active, showing 'General Data' and 'Editing' sections. The 'General Data' section includes fields for 'Case Type', 'Title', 'Status', 'Reason', 'Root Cause Code', 'External Reference', 'Priority', 'Category', and 'Escalation Reason'. The 'Editing' section includes 'Processor', 'Coordinator', 'Person Responsible', 'Process Deadline', and 'Planned Close Date'. At the bottom, there are sections for 'Contact Person' and 'Amounts'. The 'Contact Person' section shows 'Contact Person: Ms. Clara Schumann' with a 'Contact Person' button. The 'Amounts' section shows 'Customer-Disputed Amount: 5000.00', 'Originally Disputed: 0.00', and 'Disputed Amount: 0.00'. The bottom status bar shows 'Mittwoch, 3. Dezember 2009 14:06' and 'Local Intranet'.

Integration between service request and dispute (I)

There is an integration between **service requests** being created in the Interaction Center and **dispute cases**:

- Dispute cases can be created out of service request in the Interaction Center
 - automatically
 - by manual trigger
- Description & notes are taken over from service request to disputes case
- Linked object (customer, invoice) are taken over
- Dispute case attributes like reason code, category, priority can be set based on a mapping defined in customizing
- Navigation from service request to dispute case possible.

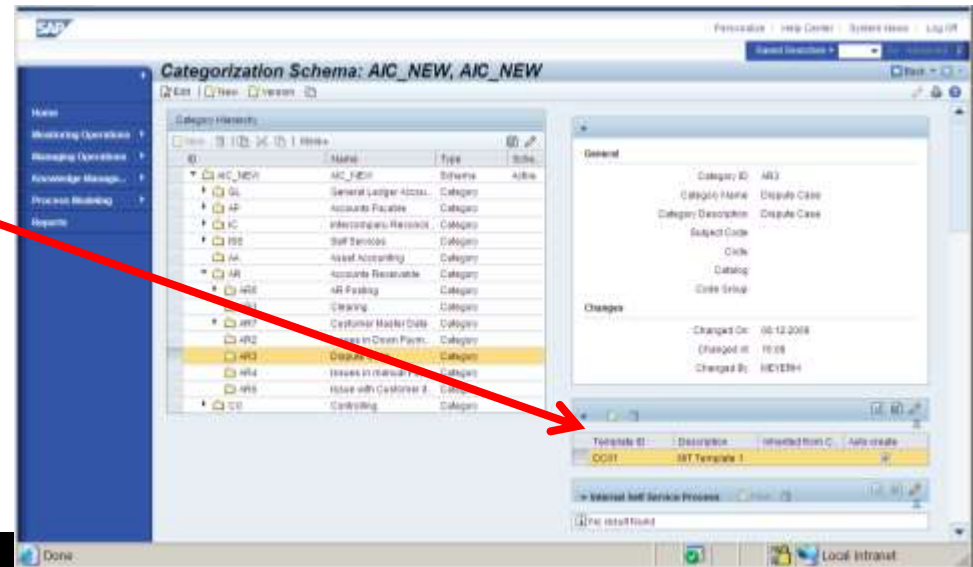
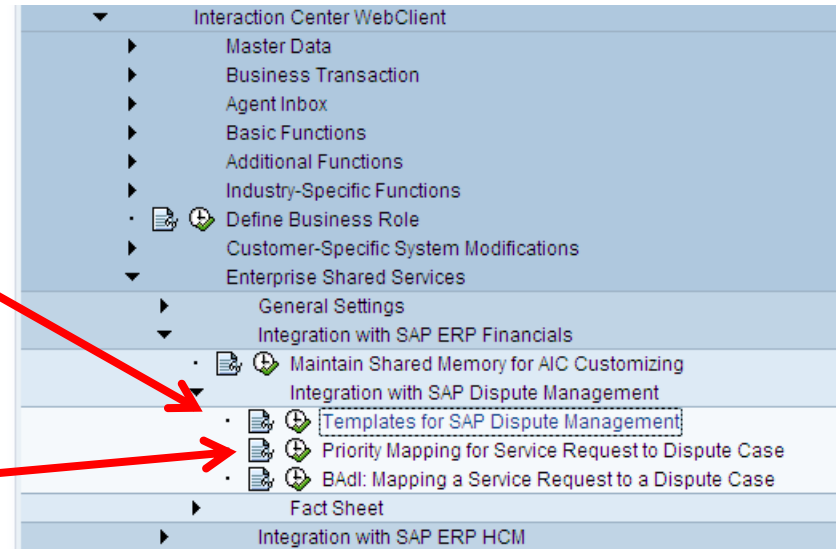
The screenshot displays the SAP Accounting Interaction Center interface. The main window shows a service request titled "AIC Service Request: 8000006920, Service Request for Demo". The interface includes a navigation pane on the left with options like "Account Identification", "Interaction Record", and "Dispute Case Processing". The main content area shows the "Business Context" tab, which contains a table of linked objects. A red circle highlights a row in this table, and a red arrow points from the "Dispute Case Processing" menu item to this row.

ID	Actions	Type	Description	Created On	Company Co
4472	Unlink	Dispute Case	Service Request for Demo	09.12.2009 18:0	

Integration between service request and dispute (II)

Following **Configuration Activities** have to be done:

- Define dispute case templates in CRM.
These determine:
 - Case type
 - Dispute case category
 - Dispute case reason code
 - Auto create yes / no
- Define mapping of service request priority to dispute case priority
- Assign dispute case template to a category in category schema.
- Note: the maintenance of categorization schemas is usually done the a shared service center manager



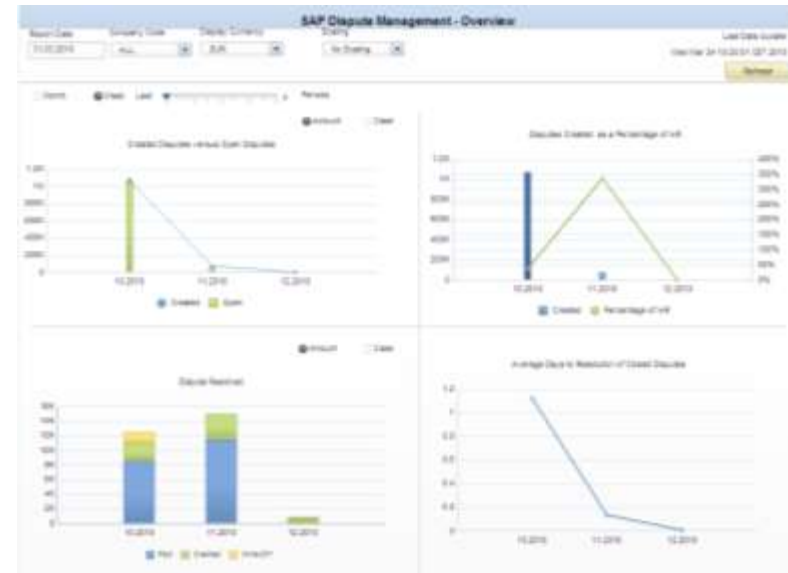
Additional information

- The functionality for integrating SAP Dispute Management into the SAP Shared Services Framework is spread over following business functions:
 - FIN_SCC_AIC_1 (software layer SAP_APPL)
 - FIN_FSCM_SSC_AIC_1 (software layer FINBASIS)
 - CRM_SHSVCS (software layer BBPCRM)
- Hence, these business functions need to be activated in order to be able to use this functionality. Use transaction SFW5 to review documentation, corresponding release notes and external test cases.

What's new? Xcelsius dashboards

In **SAP Dispute Management** 12 new dashboards are available. These dashboards help you to analyze / answer following questions:

- Why did customers raise disputes?
- How many disputes were raised? How much money is “in dispute”?
- How much time did it take to resolve disputes?
- How were disputes resolve (customer finally paid, you gave a credit, written-off)?
- What is the workload of my dispute resolution team(s)?



Based on this **insight**, following **action** might be taken:

- Improve quality of concerned processes in order to pro-active avoid motivation of future disputes.
- Streamline internal dispute resolution process.
- Adjust assignment of areas of responsibility of dispute resolution teams.

SAP Collections and Dispute Management: collections management

Collections Management

Proactive collections tools to

- identify overdue accounts and prioritize collections worklists
- leverage system integration (credit, disputes, billing, analysis) for 360° view of customer
- Provide superior customer service

My Worklist

Open Items

Partner	Short Name of Business Partner	Priority	Curr...	Outstanding	To Be Collected	Promised	Broken	Dispute...	Dunned	Hi...	Last Dunning	Last Payment	Last Contact	Name/Loc.Main
COL001	Pharma Specialists / 69190 Walldorf	Very high	EUR	15,500.00	11,900.00	2,000.00	2,000.00	2,000.00	11,600.00	4	08/01/2005	04/15/2005	08/09/200...	Heiner Schmidt
COL002	Elektronmarkt / 69190 Walldorf	High	EUR	9,000.00	4,600.00	3,500.00	1,500.00	1,100.00	5,100.00	3	08/01/2005	04/15/2005	08/17/200...	Rudolf Kunze
COL012	Best Products / Philadelphia IL	High	USD	2,850.00	1,950.00	0.00	0.00	1,200.00	2,850.00	4	08/01/2005	06/01/2005		
COL018	AllYouNeed Corp. / Boston	High	USD	5,100.00	4,600.00	600.00	600.00	500.00	4,000.00	4	08/01/2005	05/05/2005	04/05/200...	Mr. Philip Cartwr
COL011	More & More / New York NY	Medium	USD	6,700.00	6,700.00	0.00	0.00	800.00	3,500.00	2	08/01/2005	07/16/2005		
COL010	Electronics Limited / Miami FL	Medium	USD	5,600.00	5,400.00	0.00	0.00	1,700.00	3,700.00	2	08/01/2005	06/15/2005		
COL016	BuyHere Ltd. / Los Angeles	Medium	USD	3,937.00	1,437.00	1,500.00	1,500.00	0.00	1,437.00	3	08/01/2005	05/20/2005	06/10/200...	Agatha Marple
COL020	Henry's best products / San Francisco	Medium	USD	3,250.00	3,250.00	550.00	550.00	550.00	1,850.00	2	08/01/2005	06/20/2005	07/15/200...	Jim Batman
COL014	Consumastic Ltd. / Philadelphia	Medium	USD	550.00	550.00	550.00	550.00	550.00	550.00	2	08/01/2005	06/01/2005	06/05/200...	Jim Telly
COL003	Mediastars GmbH / 69190 Walldorf	Medium	EUR	3,600.00	3,600.00	0.00	0.00	0.00	3,600.00	2	08/01/2005		08/16/200...	Theobald Krame
COL017	Better Than Good Corp. / Atlanta	Medium	USD	4,200.00	4,200.00	600.00	600.00	600.00	600.00	1	08/01/2005	06/30/2005	07/03/200...	Mr. Paul Wimsey
COL013	Pharmamia Ltd. / Dallas	Low	USD	4,250.00	3,950.00	750.00	750.00	300.00	750.00	1	08/01/2005	07/26/2005	08/19/200...	Hans Jensen
				EUR	28,100.00	20,100.00	5,500.00	3,500.00	3,100.00	20,300.00				
				USD	36,237.00	32,037.00	4,550.00	4,550.00	6,200.00	19,037.00				

Functional overview



Collection strategies

Comprise company specific rules for collecting receivables

Used to select and prioritize customer accounts for the collection

Daily work lists for collection specialists

Automatically created based on collection strategies

Prioritized list of all customers that are to be contacted by collection specialist

KPIs, customer valuation, due date grid to prepare customer contact

Functions to process and view open receivables

All open invoices and their status at a glance including invoice history

Actions for one or several invoices can be directly taken

Collection procedures

Promise to pay agreements

Resubmissions

Customer contacts

Integration with Dispute Management and SAP Credit Management

Create and view dispute cases from SAP Collections Management

What's new? notes on the invoice level

In **Process Receivables** notes with reference to one or more invoices can be entered and you can add attachments to the notes:

Process Receivables

Customer: HMYDEB1 Black Money International / D-10000 Bert
 Customer Contact Person: Name: Eva Herdes, Telephone No.: 1-888-558-333

Customer Segment: BKT

Navigation: Invoices | Payments | Promise to Pay | Dispute Cases | Cust. Contacts | Resubmissions | **Notes**

Clear all Invoices

Status	Head Office	Customer	CoCode	Document No.	Open	Paid	Credited	Disputed	Promt/Read	Bill Doc	Posting Date	Net &
	HMYDEB1	HMYDEB1	0001	1800000557	500.00	1,000.00	0.00	0.00	500.00		30.10.2008	30.10.
	HMYDEB1	HMYDEB1	0001	1800000558	1,950.00	0.00	0.00	0.00	0.00		30.09.2008	30.09.
	HMYDEB1	HMYDEB1	0001	1800000559	2,850.00	0.00	0.00	0.00	2,850.00		10.10.2008	10.10.
	HMYDEB1	HMYDEB1	0001	1800000560	2,740.00	0.00	0.00	0.00	2,740.00		15.10.2008	15.10.
	HMYDEB1	HMYDEB1	0001	1800000561	2,480.00	0.00	0.00	0.00	2,480.00		30.10.2008	30.10.

Create note

Attributes/Office

Reason: 0003 Customer needs time to check

Invoice: 0001180000557/2009/1

The customer needs some more time to think about this invoice. He believes it is okay, but he is reluctant to give a promise to pay.

Process L&M Note

Process Receivables

Customer: HMYDEB1 Black Money International / D-10000 Bert
 Customer Contact Person: Name: Eva Herdes, Telephone No.: 1-888-558-333

Customer Segment: BKT

Navigation: Invoices | Payments | Promise to Pay | Dispute Cases | Cust. Contacts | Resubmissions | **Notes**

Clear all Invoices

Status	Head Office	Customer	CoCode	Document No.	Open	Paid	Credited	Disputed	Promt/Read	Bill Doc	Posting Date	Net &
	HMYDEB1	HMYDEB1	0001	1800000557	500.00	1,000.00	0.00	0.00	500.00		30.10.2008	30.10.
	HMYDEB1	HMYDEB1	0001	1800000558	1,950.00	0.00	0.00	0.00	0.00		30.09.2008	30.09.
	HMYDEB1	HMYDEB1	0001	1800000559	2,850.00	0.00	0.00	0.00	2,850.00		10.10.2008	10.10.
	HMYDEB1	HMYDEB1	0001	1800000560	2,740.00	0.00	0.00	0.00	2,740.00		15.10.2008	15.10.
	HMYDEB1	HMYDEB1	0001	1800000561	2,480.00	0.00	0.00	0.00	2,480.00		30.10.2008	30.10.

Create Resubmission

Resubmission Attributes

Resubmission Date: 03.12.2009

Resubmission Time:

Reason: 0001 Contact Person Absent

Invoice: 0001180000557/2009/1

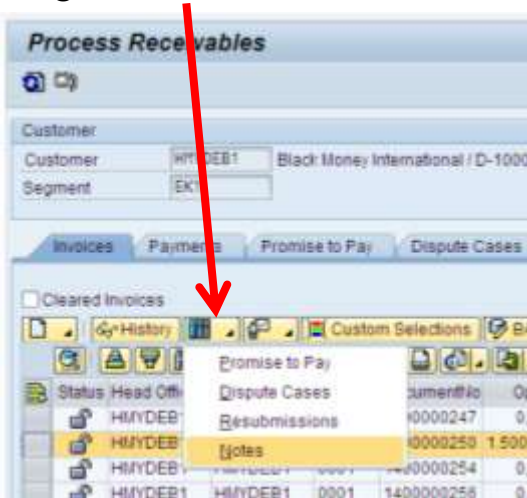
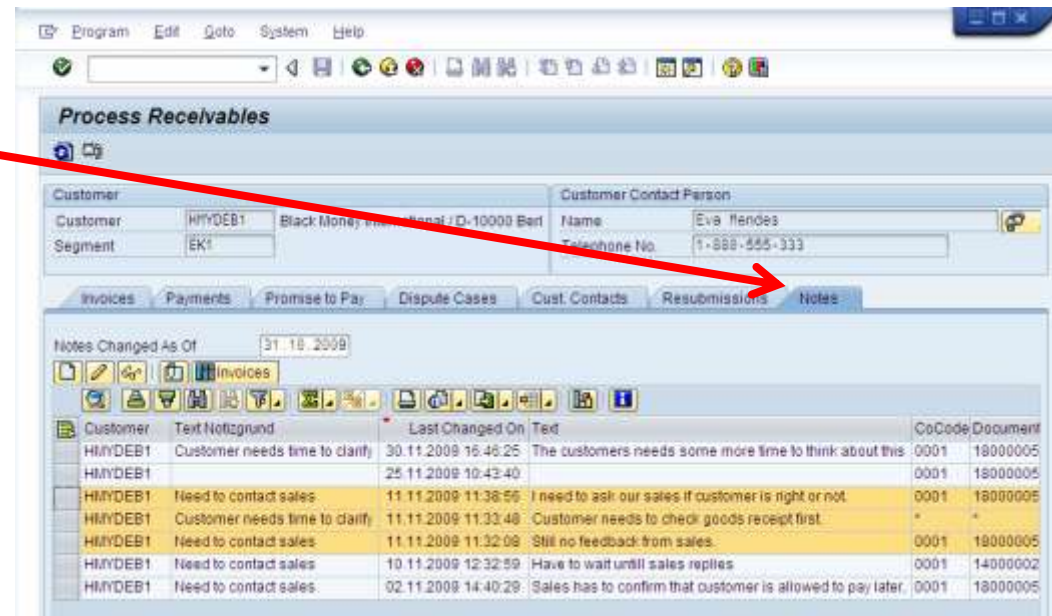
No Contact until Resubmission

Customer will be back in the office tomorrow.

Process L&M Note

Notes on invoice level

- A reason code classifies a note
- A note can refer to one or several invoices
- Attachments can be added to notes
- A new column on the 'Invoices'-tab shows the number of notes for an invoice
- A 'Notes'-tab in Process Receivables shows all notes of a customer
- A list function shows all notes related to one single invoice



Notes at the customer level



Program Edit Goto System Help

Process Receivables

Customer: HMYDEB1 Black Money International / D-10000 Berl
Segment: EK1

Customer Contact Person: Name: Eva Mendes, Telephone No.: 1-880-555-333

Invoices Payments Promise to Pay Dispute Cases Cust. Contacts Resubmissions **Notes**

Notes Changed As Of: 02.11.2009

Customer Text DocumentNo Last Changed On Text Notizgrund

HMYDEB1	This text was maintained as "text in accounting document" through	1800000559	02.12.2009 15:47:21	
HMYDEB1	The customers needs some more time to think about this	1800000557	30.11.2009 16:46:25	Customer needs tim
HMYDEB1		1800000557	25.11.2009 10:43:40	
HMYDEB1	I need to ask our sales if customer is right or not.	1800000559	11.11.2009 11:38:56	Need to contact sale
HMYDEB1	Customer needs to check goods receipt first.	*	11.11.2009 11:33:48	Customer needs tim

Create note

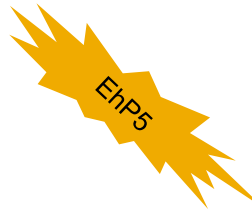
Attributes of Note

Reason: 0003 Customer needs time to clarify

Notiz zum Kunden

This note does not refer to one or several invoices, but to the customer itself.

Process Last Note



What's new? resubmissions on invoice level

In **Process Receivables** resubmissions with reference to one or more invoices can be created, along with related attachments

Process Receivables

Customer: HMYDEB1 Back Money International / D-10000 Berl
Customer Contact Person: Eva Herndes
Segment: BK1 Telephone No.: 1-888-552-333

Clear Invoice

Status	Head Office	Customer	CoCode	Document No.	Open	Paid	Credited	Disputed	Promt/Resd	Bill Doc	Posting Date	Flt dt.
	HMYDEB1	HMYDEB1	0001	1800000557	500.00	1,000.00	0.00	0.00	500.00		30.10.2008	30.10.
	HMYDEB1	HMYDEB1	0001	1800000558	1,950.00	0.00	0.00	0.00	0.00		30.09.2008	30.09.
	HMYDEB1	HMYDEB1	0001	1800000559	2,850.00	0.00	0.00	0.00	2,850.00		10.10.2008	10.10.
	HMYDEB1	HMYDEB1	0001	1800000560	2,740.00	0.00	0.00	0.00	2,740.00		15.10.2008	15.10.
	HMYDEB1	HMYDEB1	0001	1800000561	2,480.00	0.00	0.00	0.00	2,480.00		30.10.2008	30.10.

Create Invoice

Attributes of Note

Reason: 0003 Customer needs time to clarify
Invoice: 0001180000055720091

The customer needs some more time to think about this invoice. He believes it is okay, but he is reluctant to give a promise to pay.

Process Last Note

Process Receivables

Customer: HMYDEB1 Back Money International / D-10000 Berl
Customer Contact Person: Eva Herndes
Segment: BK1 Telephone No.: 1-888-552-333

Clear Invoice

Status	Head Office	Customer	CoCode	Document No.	Open	Paid	Credited	Disputed	Promt/Resd	Bill Doc	Posting Date	Flt dt.
	HMYDEB1	HMYDEB1	0001	1800000557	500.00	1,000.00	0.00	0.00	500.00		30.10.2008	30.10.
	HMYDEB1	HMYDEB1	0001	1800000558	1,950.00	0.00	0.00	0.00	0.00		30.09.2008	30.09.
	HMYDEB1	HMYDEB1	0001	1800000559	2,850.00	0.00	0.00	0.00	2,850.00		10.10.2008	10.10.
	HMYDEB1	HMYDEB1	0001	1800000560	2,740.00	0.00	0.00	0.00	2,740.00		15.10.2008	15.10.
	HMYDEB1	HMYDEB1	0001	1800000561	2,480.00	0.00	0.00	0.00	2,480.00		30.10.2008	30.10.

Create Resubmission

Resubmission Attributes

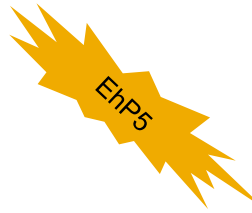
Resubmission Date: 03.12.2008
Resubmission Time:
Reason: 0001 Contact Person Absent
Invoice: 0001180000055720091

No Contact until Resubmission:

Customer will be back in the office tomorrow.

Process Last Note

Resubmissions on invoice level



Process Receivables

Customer: HMYDEB1 Black Money International / D-10000 Berl
Customer Contact Person: Name: Eva Mendes, Telephone No.: 1-880-555-333
Segment: EK1

Invoices | Payments | Promise to Pay | Dispute Cases | Cust. Contacts | **Resubmissions** | Notes

Notes Changed As Of: 02.11.2009

Customer	Text	DocumentNo	Last Changed
HMYDEB1	This text was maintained as "text in accounting document" through	1800000559	02.12.2009 15:47:2
HMYDEB1	The customers needs some more time to think about this	1800000557	30.11.2009 16:46:2

Display Document: Line Item 001

Customer: HMYDEB1 Black Money International G/L Acc: 140000
CoCode: 0001 Back Street 1
Company 0001 Berlin Doc. No.: 1800000559

Texts in Accounting Document

Proposed language: EN English

Ac	S.L...	Description	1st line	M
Bu		Correspondence		
Di		EN Note	This text was maintained as "text in acco	
P:		Payment advice information		

Resubmissions on invoice level: details



Program Edit Goto System Help

Process Receivables

Customer: HMYDEB1 Black Money International / D-10000 Berl
 Segment: EK1

Customer Contact Person: Name: Eva Mendes, Telephone No.: 1-880-555-333

Invoices Payments Promise to Pay Dispute Cases Cust. Contacts Resubmissions Notes

Cleared Invoices

History Custom Selections Billing Documents

Status	Head Office	Customer	CoCode	DocumentNo	Open	Paid	Credited	Disputed	Prom(Resd)	Resubmissions	Bill.Doc.	Pc
	HMYDEB1	HMYDEB1	0001	1800000560	2.740,00	0,00	0,00	0,00	2.740,00	0		15
	HMYDEB1	HMYDEB1	0001	1800000561	2.480,00	0,00	0,00	0,00	2.480,00	1		30
	HMYDEB1	HMYDEB1	0001	1800000562	2.600,00	0,00	0,00	2.600,00	0,00	0		30
	HMYDEB1	HMYDEB1	0001	1800000563	1.500,00	1.500,00	0,00	0,00	1.500,00	0		15
	HMYDEB1	HMYDEB1	0001	1800000564	1.500,00	0,00	0,00	0,00	1.500,00	0		03

Create Resubmission

Resubmission Attributes

Resubmission Date: 03.12.2009
 Resubmission Time:
 Reason: 0001 Contact Person Absent
 Invoice: 0001 1800000560 2009 1
 No Contact until Resubmission

Customer will be back in the office tomorrow.

Process Last Note

What's new? promises-to-pay with installments



Process Receivables

Customer: 2220000022 Grünewald & Friends 701 / D-69190 Wal
 Segment: SG B

Customer Contact Person: Name: Mick Jagger, Telephone No.: 065588-668

Navigation: Invoices | Payments | **Promise to Pay** | Dispute Cases | Cust. Contacts | Resubmissions | Notizen

Cleared Invoices

Customer	CoCode	DocumentNo	It..	Year	Bill.Doc.	Posting Date	Doc. Date	Net due date	Arrear	Amount	Open	Dispu
2220000022	0001	1800000507	1	2009		24.03.2009	24.03.2009	24.03.2009	175	100.000,00	100.000,00	100.000,00
2220000022	0001	1800000508	1	2009		24.03.2009	24.03.2009	24.03.2009	175	100.000,00	100.000,00	100.000,00
2220000022	0001	1800000509	1	2009		24.03.2009	24.03.2009	24.03.2009	175	100.000,00	100.000,00	0,00
2220000022	0001	1800000510	1	2009		24.03.2009	24.03.2009	24.03.2009	175	100.000,00	100.000,00	0,00
2220000022	0001	1800000530	1	2009		08.05.2009	07.04.2009	07.04.2009	161	1.450,00	1.450,00	1.450,00

Create Promise to Pay

Promised: 1.450,00 EUR
 Promised For: 30.11.2009 Referenz:
 Promised On: 15.09.2009
 Promised By: Mick Jagger
 e-mail:
 Telephone No.: 065588-668
 Fax Number:

Ratenplantyp: 0002 3 Installments; due on the last day of the month

Install..	Install. Due By	Betrag	Currency
1	30.09.2009	483,33	EUR
2	31.10.2009	483,33	EUR
3	30.11.2009	483,34	EUR

Buttons: Notiz, Delete Inst. Plan, Verteilen

Status monitoring of promises-to-pay with installments

EnP5

- Installments can have following status:
 - Open
 - Paid on schedule
 - Partially paid on schedule
 - Not paid on schedule
- New basis rules allow you to build collection strategies which take into account installments:
 - Check if installment is overdue (BR0000022)
 - Check if installment will become due within n days (BR0000023)
 - Check if P2P with installments is broken (BR0000024)

The screenshot displays the SAP 'Process Receivables' interface. At the top, it shows customer information: Customer (HMYDEB3), Segment (EX1), and Customer Contact Person (Jennifer Lopez). Below this, there are tabs for 'Invoices', 'Payments', 'Promise to Pay', 'Dispute Cases', 'Cust. Contacts', 'Resubmissions', and 'Notes'. The 'Promise to Pay' tab is active, showing a table of promises with columns for State, Customer, Case ID, CoCode, Document No., Year, Bill Doc, Currency, Promised, Promised By, e-mail, and Telephone No. A red arrow points to the 'Promise to Pay' tab. Below the table, there is a section for 'Installment Plan' with a table of installments. A red arrow points to the 'Installment Plan' section, and another red arrow points to the 'Status very critical' label. The installment table has columns for State, Installment, Install, Due By, Amount, Currency, Open, Fristgerecht, Verspätet, Überfällig, and State of Installment.

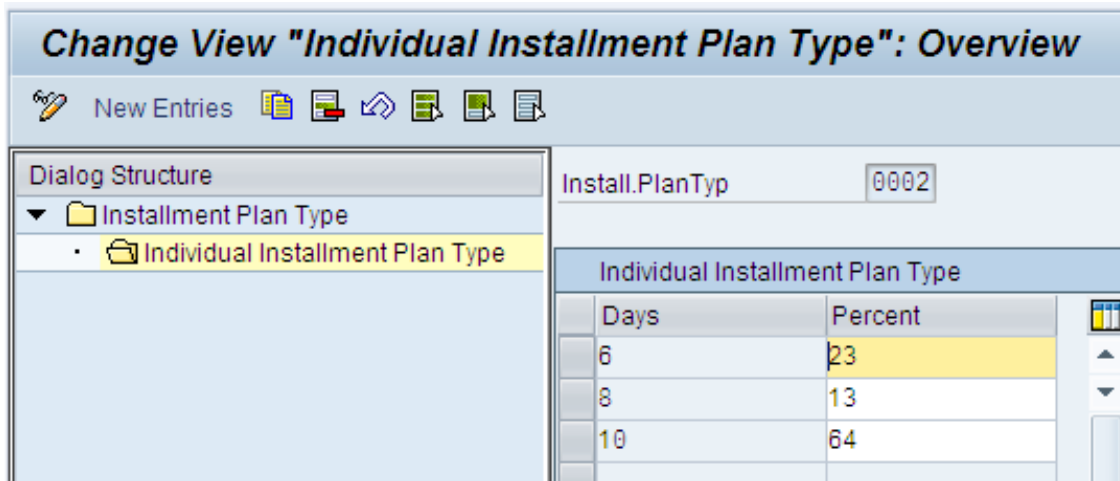
State	Customer	Case ID	CoCode	Document No.	Year	Bill Doc	Currency	Promised	Promised By	e-mail	Telephone No
3	HMYDEB3	699	9001	1800000597	1	2009	EUR	7.500,00	Jennifer Lopez	helge.meyer@sap.com	1-800-9999-1
3	HMYDEB3	698	9001	1800000596	1	2009	EUR	6.000,00	Jennifer Lopez	helge.meyer@sap.com	1-800-9999-1
3	HMYDEB3	717	0001	1800000600	1	2009	EUR	2.100,00	Jennifer Lopez	helge.meyer@sap.com	1-800-9999-1
3	HMYDEB3	844	9001	1800000602	1	2009	EUR	1.470,00	Jennifer Lopez	helge.meyer@sap.com	1-800-9999-1
3	HMYDEB3	852	9001	1800000593	1	2009	EUR	2.000,00	Jennifer Lopez	helge.meyer@sap.com	1-800-9999-1
3	HMYDEB3	759	9001	1800000601	1	2009	EUR	2.500,00	Jennifer Lopez	helge.meyer@sap.com	1-800-9999-1

State	Installment	Install	Due By	Amount	Currency	Open	Fristgerecht	Verspätet	Überfällig	State of Installment
1	1	08.12.2009	125,00	EUR	0,00	125,00	0,00	0,00	0,00	Paid on Schedule
2	2	09.12.2009	1.250,00	EUR	0,00	175,00	1.075,00	0,00	0,00	Partially Paid on Schedule
3	3	10.12.2009	250,00	EUR	0,00	250,00	0,00	0,00	0,00	Paid on Schedule
4	4	12.12.2009	250,00	EUR	0,00	250,00	0,00	0,00	0,00	Paid on Schedule
5	5	15.12.2009	500,00	EUR	475,00	25,00	0,00	475,00	0,00	Partially Paid on Schedule
6	6	20.12.2009	125,00	EUR	125,00	0,00	0,00	0,00	125,00	Not Paid on Schedule

Setting up installment plan types

Installment plan types are maintained in the IMG:

- Equal distribution of the amounts on a daily, weekly or monthly basis
- “Individual installment plan type” by choosing arbitrarily days and percentage shares
- Various BADIs available



What's new? correspondence & dunning



EnP5

Correspondence and **dunning** functionality is available in **Process Receivables** with one click:

- Individual dunning notes to customers can be sent out by collection specialist
- Dunning notes which have been sent out from Process Receivables view are visible in customer contact log
- FI correspondences (functionality of transaction FB12) can be requested directly by collection specialist
- SD invoice re-prints can be triggered directly by collection specialist
- Customer contact logs can be sent to customer
- Flexible BADI framework allows to integrate project specific correspondence requirements

Benefits:

- Communication of collection specialist to customer broadened via written documents, not just phone
- No need for collection specialist to navigate to other transactions in the system
- Higher efficiency and effectiveness of customer facing communication

Correspondence & dunning: individual dunning (I)

- From Process Receivables the collection specialist can directly call up the individual dunning notice function provide by transaction F150
- Relevant input fields are already defaulted with respective customer data
- Dunning history (report: RFMAHN20) can be called up with one click to view details of past dunning (including dunning notices)

The image shows two screenshots from the SAP system. The left screenshot is titled 'Process Receivables' and shows a customer record for 'Black Money International / D-10000 Berlin'. A red arrow labeled '1.' points to the 'Dunning History' button in the 'Custom Selections' menu. The right screenshot is titled 'Individual Dunning Notice' and shows a dialog box with the following fields:

Account	
Company Code	0001
Customer	HMYDEB1
Vendor	
<input type="checkbox"/> Cross-company code dunning	
Selection	
Run On	11.02.2010
Dunning date	11.02.2010
Docmnts posted up to	11.02.2010
Printer	
Output Device	A000
<input type="checkbox"/> Print preview	

At the bottom of the dialog box, there are buttons for 'Test run with log', 'Sample printout', and 'Printout'.

Correspondence & dunning: individual dunning (II)

EnP5

- For individual dunning notices which are created an extra customer contact is recorded automatically by the system
- Also from here drill down to dunning history to gather further details is possible by using the display button

The screenshot displays the SAP FI Dunning - Dunning History interface. The main window is titled "Process Receivables" and shows customer information for "Black Money International / D-10000 Berl". A red arrow labeled "1." points to the "Cust. Contact" field, which is set to "12.01.2009". Another red arrow labeled "2." points to the "Display" button in the top right corner of the "FI Dunning - Dunning History" window.

The "FI Dunning - Dunning History" window shows a table with the following columns: Run Date, ID, Print Date, Dun. date, Leg. dun. pr, Procedure, Sort, Field, CPD, Area, Dun, Due, Items, and Crcty. The table contains one row of data:

Run Date	ID	Print Date	Dun. date	Leg. dun. pr	Procedure	Sort	Field	CPD	Area	Dun	Due	Items	Crcty
15.12.2009	D	111	15.12.2009	0001	0001					1	10.000,00		EUR

Below the main window, a table lists customer contacts. Two entries are circled in red:

Modifiable	Customer	Specialist	Complete name	Contact ID	Contact Date	Time	Name of Contact	Type
	HMYDEB1	D048941	Melanie Mohme	34	16.12.2009	11:04:35	Outbound Call	
	HMYDEB1	D048941	Melanie Mohme	33	15.12.2009	13:18:38	Outbound Call	
	HMYDEB1	D048941	Melanie Mohme	32	15.12.2009	13:17:42	Outbound Call	
	HMYDEB1	D048941	Melanie Mohme	31	15.12.2009	13:17:23	Dunning Notice (Outbound)	
	HMYDEB1	D048941	Melanie Mohme	30	15.12.2009	09:43:56	Outbound Call	
	HMYDEB1	D048941	Melanie Mohme	29	15.12.2009	08:54:23	Outbound Call	
	HMYDEB1	D048941	Melanie Mohme	28	15.12.2009	08:51:39	Dunning Notice (Outbound)	
	HMYDEB1	D048941	Melanie Mohme	27	14.12.2009	09:28:21	Outbound Call	
	HMYDEB1	D048941	Melanie Mohme	26	08.12.2009	17:29:51	Outbound Call	

Correspondence & dunning: FI correspondence

EnP5

- Following FI correspondence can be triggered from Process Receivables:
 - Accountant statement
 - Open items list
 - Individual correspondence (allows to type completely individual letter)
 - Customer statement
- Correspondences can be sent out by
 - E-mail
 - Fax letter
 - Letter
- Additional output mediums can be implemented modification free on project basis
- Correspondence requests are logged in customer contact.

Select Correspondence

Account

Company Code 0001 Company 0001

Cust. HMYDEB1

Correspondence Requested

Correspondence SAP06 Account statement

Correspondence Selections

Postings fr. 23.01.2010 Postings to 22.02.2010

Print Preview Print

Choose Output Medium

Correspondence Recipient

Contact Person Eva Mendes

e-mail eva.mendes@mendes.com

Telephone No. 880-555-333

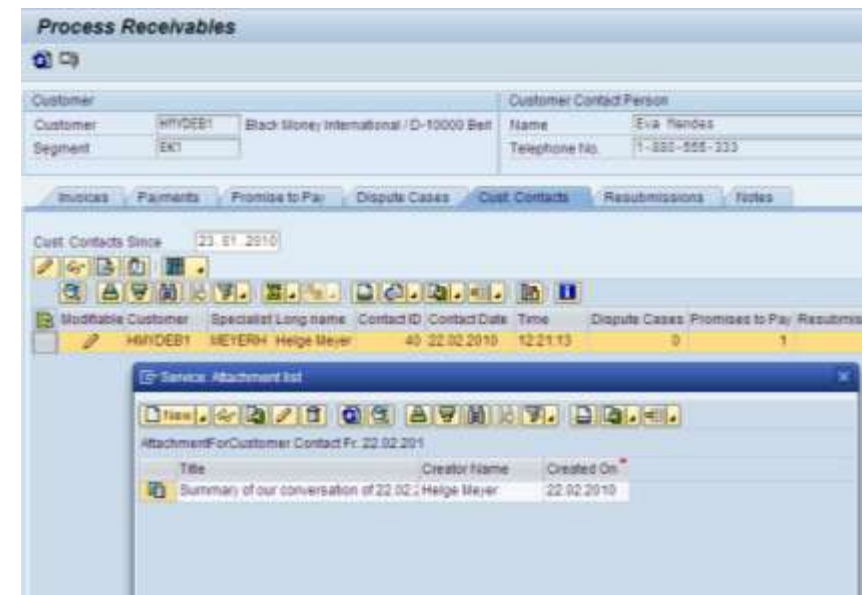
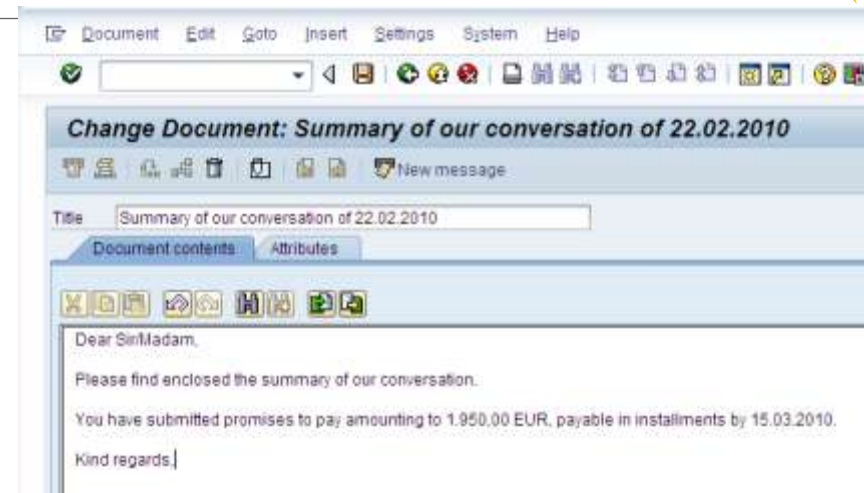
Fax Number

E-Mail Fax Letter

Correspondence & dunning: send customer contact log

EhP5

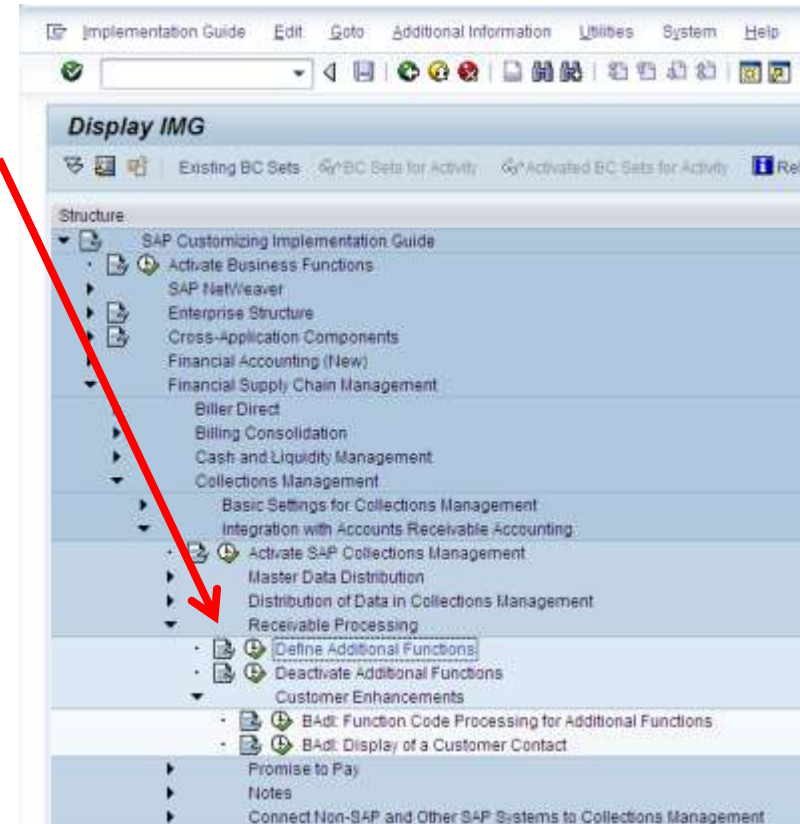
- Summary of customer contact can be sent to customer by e-mail, for example, in order to sum up promises to pay upon which the customer agreed during the phone conversation
- Content of summary is defaulted by the system, but can be edited before sending
- Summary is logged and attached to customer contact → collection specialist can retrace sent out summaries at a later point of time



Correspondence & dunning: configuration

EhP5

- The correspondence functionality delivered by SAP for SAP Collections Management has been developed by using the new enhancement concept of Process Receivables
- New BADIs allow to add additional functionality to Process Receivables
- The BADI implementation delivered by SAP focusing on correspondence functionality deliver instant value to the user.
- In addition they may serve as an examples for supplemental customer specific / project specific enhancements to Process Receivables
- The correspondence functionality for SAP Collections Management is contained in business function **FIN_FSCM_CCD_INTEGRATION_3**
- Check the documentation, external test cases and release notes of this business function, for example via transaction SFW5.



Addition Collections Management Information

Addition Additional Fields to the Process Receivables screen: at the end of the configuration guide for SAP Collections Management some extensibility options are described, including that one for the invoice view. The customer should check if the additional fields he needs are available in the listed source structures. If yes, he can extend. If no, then there is no modification-free solution for that.

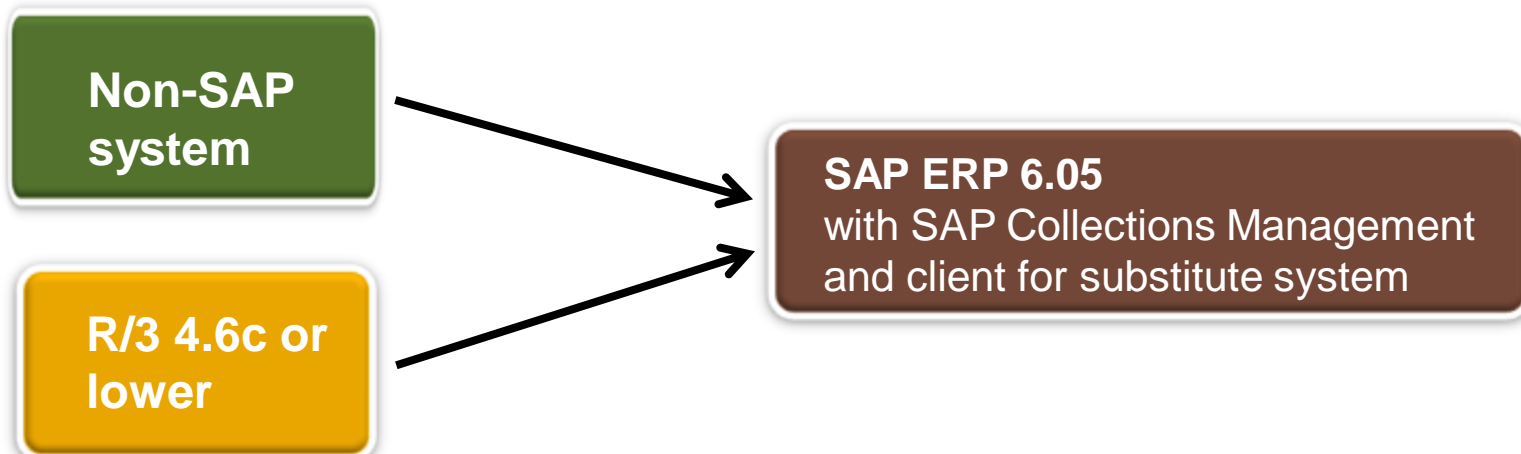
<https://websmp210.sap-ag.de/~sapidb/011000358700000018242011E.PDF>

What's new? connecting non-SAP systems and R/3 < 4.7



SAP Collections Management can operate on FI-AR data from **older R/3** systems or **non-SAP** accounts receivable systems:

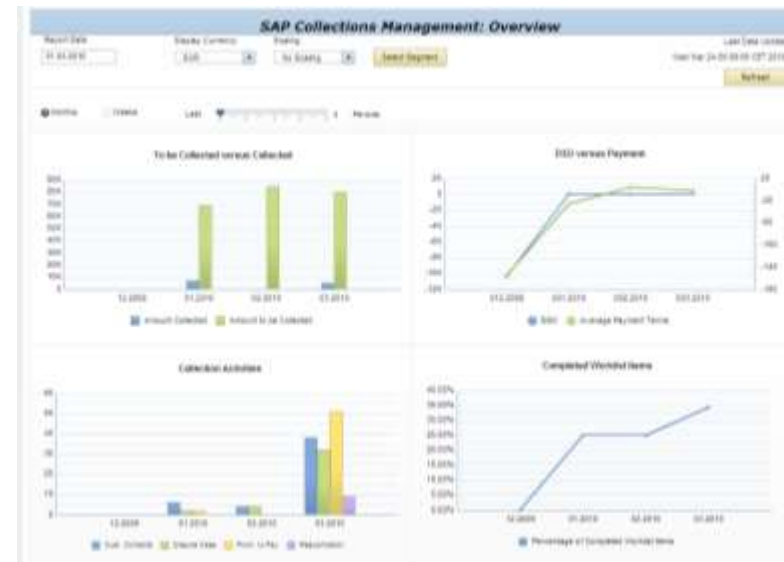
- Before EHP 5 SAP Collections Management could be connected to SAP system down to release R/3 4.7
- Now, FI-AR data from other systems (lower releases, non-SAP) can be loaded into a **substitute system** (= own client in ERP 6.05 system)
- SAP Collections Management can operate on this FI-AR data in the substitute system, hence:
 - Prioritized worklists can be generate based on this data
 - Detail view on the single customer in “Process Receivables” view is available



What's new? Xcelsius dashboards

In **SAP Collections Management** 5 new dashboards are available. These dashboards help you to analyze / answer following questions:

- How much did my collection teams / collection specialists collect?
- Did my collections teams / collection specialists collect meet their targets?
- What was the workload of my collections teams / collection specialists?
- Which activities did my collections teams / collection specialists carry out in detail during the collection process?
- What was the net impact of all collection activities on my days of sales outstanding (DSO)?



Based on this **insight**, following **action** might be taken (examples):

- Adjust collection strategies.
- Optimize the allocation of collection strategies to groups of customers / customers (assign appropriate strategy to each customer).
- Optimize the organization of collection teams in order to improve the workload distribution.

Receivables Management performance

KPI

A/R write offs

Improvement Potential

10%

Description

Decrease bad debt write offs by enforcing global proactive credit management policies

DSO – Days Sales Outstanding

3 days

Prioritize collections using tested strategies and provide improved customer service

Error rates on bills

50%

Improve financial operations to reduce sources for disputes that delay payments

Source: SAP Reference data base

Receivables Management performance

KPI

A/R write offs

Description

Achieved 20% - 50% reduction in bad debt risk, and 20% - 40% faster access to credit information

Customer



DSO – Days Sales Outstanding

Reduced DSOs by three days and reduced bad debt write offs by 10%



Error rates on bills

Reduced the number of dispute cases by 17%; shortened time to resolve disputes by 29%; redeployed 25% of dispute resolution staff to other activities



Source: SAP reference data base

Recent innovations that enable the end-to-end process

SAP Customer Financial Fact Sheet Mobile App

- 60 seconds to improve your negotiation

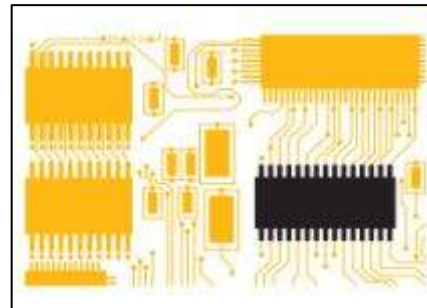
SAP Rapid Deployment Solutions

- Fast time-to-value for collections and dispute management

Revolutionary user experience

- In-place analytics, master data detail, notes and attachments as expected in post Web 2.0 world

In-Memory



Mobility



On-Demand



Analytics



Summary

1 Reduce write-offs with a globally enforced credit policy and collections and dispute management – every deal, everywhere

2 Improve DSO and customer service by taking a proactive approach to collections and dispute management

3 Eliminate manual billing processes and leverage scale operations in a shared service center environment