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SAP Collections Management Configuration Guide

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1 SAP Collections Management Configuration Guide

Purpose

This configuration guide applies to the business process *FI-AR: Collections Management* with the corresponding release of the related SAP application components.

For more information about the business process, see FI-AR: Collections Management.

⚠ Caution

Please note that you can only use specific functions of the component *SAP Collections Management* if you have activated the following business functions:

In the Collections Management System

- *FSCM, Enablement of Financial Shared Services (FIN_FSCM_SSC_AIC_1)*
- *FSCM Functions 3 (FIN_FSCM_CCD_3)*
- *FSCM Functions 2 (FIN_FSCM_CCD_2)*
- *FSCM Functions (FIN_FSCM_CCD)*

In the Accounts Receivable System (FI-AR)

- *FSCM Integration 3 (FIN_FSCM_CCD_INTEGRATION_3)*
- *FSCM Integration 2 (FIN_FSCM_CCD_INTEGRATION)*
- *FSCM Integration (FIN_FSCM_INTEGRATION)*

For more information about the business functions, see transaction SFW5, which you can access from the first node in Customizing of the respective SAP system.

Contents

The configuration guide describes which Customizing structures and activities you have to process to implement the business process. For more information about these structures, see [Business Customizing \[page 26\]](#).

i Note

You can find information on the **individual** activities in Customizing of your SAP system. This configuration guide provides additional contexts and background that may be useful for Customizing.

Target Audience

- Technical consultants
- Application consultants
- Project team members during the implementation of an SAP solution
- IT department of the SAP customer

Integration

Documentation Landscape of SAP Solutions, Business Scenarios, and Business Processes

The system landscape has already been set up using the Master Guide and other documentation. For more information on the documentation available and where the latest versions are published, see [Documentation Landscape of SAP Applications and Business Scenarios \[page 5\]](#).

Feedback on Configuration Guide

We would appreciate your feedback with a view to continually improving the usefulness of this configuration guide. If you discover inaccuracies in the configuration guide, please enter a message for the component *Collections Management* (FIN-FSCM-COL) on [SAP Service Marketplace](#) at service.sap.com/message.

1.1 SAP Collections Management (FIN-FSCM-COL)

Purpose

The components of *SAP Collections Management* support you in active receivables management. Using collections strategies, you can value and prioritize customers from a receivables management view. Customers that fulfill the rules defined in a strategy are distributed to the worklists of the collection specialists. The collection specialists then contact the customers in their order of priority in order to collect receivables.

To prepare the customer contact, you can use various key figures for the customer in the worklist. You can also display an overview of the current status of the open invoices of a customer account as well as the last payments, the customer contacts, and open resubmissions. If a customer gives a promise to pay, you can enter this in the system and follow its status. You can also define that a customer is to reappear on the worklist on a certain date. When you return to the worklist, you can document the complete customer contact in the system.

Integration

If you are using both of the *SAP Collections Management* and *SAP Dispute Management* components, you can create and display dispute cases from *SAP Collections Management*.

1.2 Documentation Landscape for SAP Applications and Business Scenarios

This documentation gives you an overview of the **most important** sources of information that you need in connection with SAP applications, business scenarios, and business processes. Make sure that you always use the most up-to-date documents for your implementation.

Document Storage Location

Document	Location
Master Guide, Installation Guide, and Upgrade Guide	service.sap.com/instguides
Customizing	SAP System
Business Scenario Description, Business Process Description	SAP Solution Manager
SAP Library	help.sap.com Comment: Also available under ► Help ► SAP Library ► in the SAP system
SAP Notes	service.sap.com/notes to search for notes service.sap.com/instguides listed by installation and upgrade guide
Platforms	service.sap.com/platforms
Sizing	service.sap.com/sizing
Security	service.sap.com/security

Description of the Documents

- Master Guide, Installation Guide, and Upgrade Guide
These documents describe how you install or upgrade the system landscape required for a business scenario. The central initial access document for every SAP application is the **Master Guide**. For each business scenario, it lists the SAP application components and third-party applications required, and refers to their installation and upgrade guides. These guides are Component Installation Guides, Business Scenario Upgrade Guides, and Component Upgrade Guides.
- Customizing
This tool enables you to adapt SAP systems to meet specific customer requirements. Customizing contains the Customizing activities for all SAP components with general documentation. The structure is

component-oriented, and has no reference to a business scenario. If this reference is required, it is created as follows: By the configuration documentation, with a textual link to Customizing, and by the content of *SAPSolution Manager* that links to the Customizing activities for each business scenario and process.

- **Business Scenario Description**
This document describes how a business scenario runs once all components have been installed and configured. For each business process of a business scenario there is a business process description and a component view as graphical representation. This shows the process steps in the respective SAP component.
- **SAP Library**
This documentation describes the different SAP components.

1.3 More Information

Definition

The following list contains information that could be useful during configuration:

More Information

Documentation in the SAP Library	Storage on SAP Help Portal (Under <i>help.sap.com</i> → <i>SAP Solutions</i>)
<i>SAP Collections Management</i>	<i>SAP ERP</i> → <i>SAP ERP Central Component</i> → <i>SAP ERP Enhancement Packages</i> . Choose the release and language. <i>SAP ERP Central Component</i> → <i>Financials</i> → <i>SAP Financial Supply Chain Management (FIN-FSCM)</i> → <i>SAP Collections Management (FIN-FSCM-COL)</i>
Business Content of <i>SAP Collections Management</i>	<i>SAP ERP</i> → <i>SAP ERP Central Component</i> → <i>SAP ERP Enhancement Packages</i> . Choose the release and language. <i>SAP NetWeaver Library</i> → <i>SAP NetWeaver by Key Capability</i> → <i>Information Integration by Key Capability</i> → <i>BI Content</i> → <i>Financials</i> → <i>SAP Financial Supply Chain Management</i> → <i>Collections Management (OFSCM_CLM)</i>
<i>Application Link Enabling (ALE)</i>	<i>SAP ERP</i> → <i>SAP ERP Central Component</i> → <i>SAP ERP Enhancement Packages</i> . Choose the release and language. <i>SAP NetWeaver Library</i> → <i>SAP NetWeaver by Key Capability</i> → <i>Application Platform by Key Capability</i> → <i>Platform-Wide Services</i> → <i>Connectivity</i> → <i>Components of SAP Communication Technology</i> → <i>Classic SAP Technologies (ABAP)</i> → <i>IDoc Interface/ALE</i> → <i>Introduction</i> → <i>Application Link Enabling (ALE)</i> .

Storage on SAP Help Portal

Documentation in the SAP Library

(Under help.sap.com→SAP Solutions)

Use of *SAP Collections Management* from the *Interaction Center* of *SAP Customer Relationship Management*

SAP Business Suite→*SAP Customer Relationship Management*. Choose the release and language under *Application Help*.

SAP Customer Relationship Management→*Interaction Center*→*Interaction Center WebClient*→*Shared Services Framework*→*Integration with SAP ERP*→*Accounting Interaction Center*→*Integration with SAP Collections Management*



Familiarize yourself with the documentation landscape for SAP solutions, business scenarios, and business processes. For more information on the documentation available and where the latest versions are published, see [Documentation Landscape of SAP Solutions and Business Scenarios \[page 5\]](#).

Caution

SAP Collections Management 6.05 is documented in Release SAP Enhancement Package 5 for SAP ERP 6.0 of SAP Library.

If you use a two-system scenario, note the following special features for the installation of your SAP Library:

Constellations in the two-system scenario

Variant	Example System	Software Release	Relevant SAP Library
1	ACC (contains <i>Accounts Receivable Accounting</i>)	SAP S/4HANA Enterprise 4.70	SAP S/4HANA Enterprise 4.70
		SAP ERP 2004	SAP ERP 2004
		SAP ERP 6.0	SAP ERP 6.0
		SAP Enhancement Package 2, 3, or 4 for SAP ERP 6.0	SAP Enhancement Package 2, 3, or 4 for SAP ERP 6.0
			Release SAP Enhancement Package 5 for SAP ERP 6.0 in <i>SAP Library</i> is not available in these systems.

Variant	Example System	Software Release	Relevant SAP Library
	DIS (contains SAP Collections Management)	Financial Basis 6.05	SAP Enhancement Package 5 for SAP ERP 6.0 If you want to access SAP Enhancement Package 5 for SAP ERP 6.0 of SAP Library in this system, install the corresponding documentation DVD for this system.
2	ACC (contains Accounts Receivable Accounting)	SAP Enhancement Package 5 for SAP ERP 6.0	SAP Enhancement Package 5 for SAP ERP 6.0 Release SAP Enhancement Package 5 for SAP ERP 6.0 in SAP Library is usually available in this system.
	DIS (contains SAP Collections Management)	Financial Basis 6.05	SAP Enhancement Package 5 for SAP ERP 6.0 If you want to access SAP Enhancement Package 5 for SAP ERP 6.0 of SAP Library in this system, connect this system with the installed SAP Library .

1.4 System Connections

Purpose

This section contains information about connecting the systems in a SAP system landscape.

This involves, for example:

- Defining logical systems and assigning clients in the Online Transaction Processing System (OLTP)
- Determining the systems, servers, clients, distribution models and so on, in the system in which the SAP application component is installed
- Completing the configuration settings and performing other activities required for the interactions in a SAP system landscape

Procedure

Perform the steps in these guidelines in the sequence in which they appear.

1.4.1 One-System and Multiple-System Scenarios

Use

You can use *SAP Collections Management* as a one-system or as a multiple-system scenario.

- In a one-system scenario, *Collections Management* is in the same system as *Accounts Receivable Accounting*.
- In a multiple-system scenario, you run *Collections Management* in a separate system. This system communicates with the system for *Accounts Receivable Accounting* using *Application Link Enabling* (ALE). For information about what settings you need to make, see [Configuring ALE Scenarios \[page 11\]](#).

i Note

Depending on the release for *Accounts Receivable Accounting*, either you are free to choose between a one-system scenario and a multiple-system scenario, or you can use *SAP Collections Management* in a multiple-system scenario **only**.

i Note

If you connect more than one accounting system to the *Collections Management* system, you have to indicate the company codes of these accounting systems in Collections Management, and also enter them as a filter for the BAPI AccessProcessReceivables for the object CollectionData.

You make these settings in Customizing under ► [Financial Supply Chain Management](#) ► [Collections Management](#) ► [Basic Settings for Collections Management](#) ► [Basic Data](#) ►.

Integration

SAP Dispute Management

If you use *Accounts Receivable Accounting* together with *SAP Collections Management* as well as with *SAP Dispute Management*, *Collections Management* must be in the same system as *Dispute Case Processing* of *SAP Dispute Management*.

i Note

If you connect more than one accounting system to the *Collections Management* system, then you have to create the element types for the BOR objects of the relevant accounting systems in the configuration of *SAP Dispute Management* and use in the case record model of the case types.

You make these settings in Customizing under [Financial Supply Chain Management](#) > [Dispute Management](#) > [Dispute Case Processing](#) > [Element Types and Case Record Model](#).

SAP Credit Management

If you use the integration between *SAP Collections Management* and *SAP Credit Management*, *Collections Management* must run in the same system as the server for *SAP Credit Management*.

Prerequisites

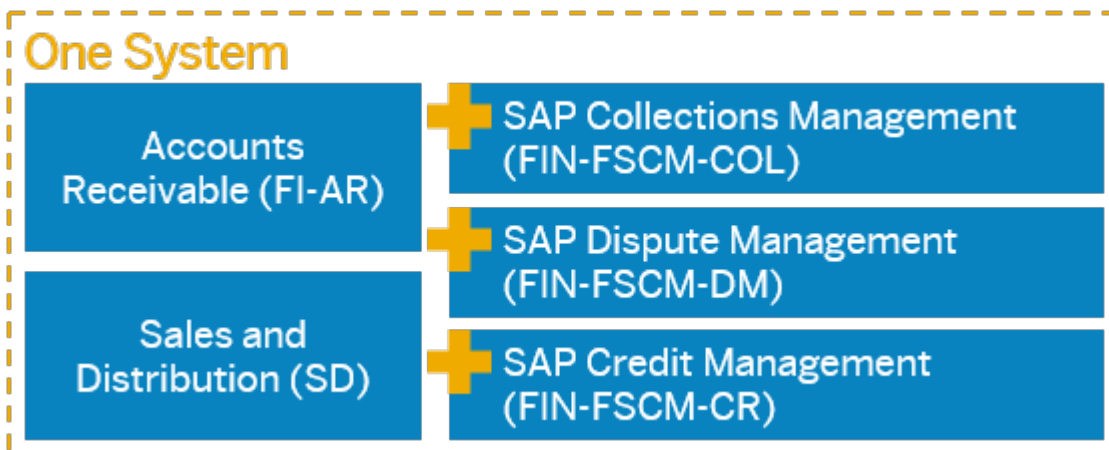
You have installed the relevant components for the required scenario.

Recommended System Landscape for Using SAP Fiori Apps

To get the most out of combining the SAP Fiori apps for the components SAP Collections Management, SAP Dispute Management, and SAP Credit Management, set up your system landscape as follows:

- **One-System Scenario:** The three components SAP Collections Management, SAP Dispute Management, and SAP Credit Management are located in the same system as Accounts Receivable Accounting (FI-AR).
- Your Sales and Distribution (SD) component is also run on the same system as the components mentioned above.
If the SD component is run on another system, the following functions are **not** provided:
 - Displaying invoices (SAP Dispute Management)
 - Displaying and reprinting invoices (SAP Collections Management, SAP Credit Management)

The following graphic shows you the recommended system landscape for using SAP Fiori apps:



1.4.1.1 Configuring ALE Scenarios

Use

In order to implement *SAP Collections Management* as a multi-system scenario, you have to make all the settings required for the ALE scenario of *SAP Collections Management* in both the system for *Collections Management*, and in the *Accounts Receivable* systems involved.

Procedure

In Customizing for *SAP Financial Supply Chain Management*, perform the activities under the node [▶ Collections Management ▶ Basic Settings for Collections Management ▶ Basic Data ▶ ALE Business Process ▶](#). For more information on setting up the ALE scenario, see the documentation on these activities.

When you set up the RFC destinations for the ALE scenario, check whether the option of trust/trusting system relationship is relevant for you. For additional information on the trusted/trusting system relationship, see *SAP Library* under [▶ SAP NetWeaver Library ▶ SAP NetWeaver by Key Capability ▶ Application Platform by Key Capability ▶ Platform-Wide Services ▶ Connectivity ▶ Components of SAP Communication Technology ▶ Classical SAP Technologies \(ABAP\) ▶ RFC ▶ RFC Programming in ABAP ▶ Maintain Remote Destinations ▶ Trusted System: Trust Relationships between SAP Systems ▶](#).

⚠ Caution

In connection with the ALE scenario, see also the information in *SAP Collections Management Security Guide*.

You can access the security guide on *SAP Service Marketplace* at service.sap.com/securityguide.

i Note

If you connect more than one accounting system to the *Collections Management* system, please note the special features for setting up the ALE scenarios under [Master Data Replication in Multiple-System Scenario \[page 16\]](#).

1.4.2 Master Data Replication

Purpose

With this process, you ensure that in the *Collections Management* system, all customers from *Accounts Receivable Accounting* are available as corresponding business partners. This is necessary because the master data required for *Collections Management* is summarized in a separate business partner role.

To replicate the customer master data, you can use the *Customer/Vendor Integration* (CVI) of SAP's *Master Data Synchronization*. For more information, see:

- Customizing for *Collections Management* under [Integration with Accounts Receivable Accounting](#) [Master Data Distribution](#) [Distribute Master Data](#).
- Customizing for *Cross-Application Components* under *Master Data Synchronization*

i Note

Alternatively you can use *CRM Middleware* or create your own implementation.

Prerequisites

Before you start the master data replication using CVI, you have harmonized the Customizing between customers and business partners:

- You have harmonized the Customizing for customers and business partners in the system in which *Master Data Synchronization* is run. The relevant activities are in Customizing for *Master Data Synchronization* under [Customer/Vendor Integration](#) [Business Partner Settings](#) [Settings for Customer Integration](#) [Field Assignment for Customer Integration](#) [Assign Attributes](#):
 - *Assign Marital Statuses*
 - *Assign Legal Form to Legal Status*
 - *Assign Payment Cards*
 - *Assign Industries*
 - *Contact Person*:
 - *Assign Department Numbers for Contact Person*
 - *Assign Functions of Contact Person*
 - *Assign Authority of Contact Person*
 - *Assign VIP Indicator for Contact Person*
- You have configured the Customizing of the customers or business partners in the same way for the ALE distribution between the two systems.

⚠ Caution

If you **do not** harmonize the Customizing, errors may occur during the master data replication.

Process Flow

Depending on the relevant release of your *Accounts Receivable Accounting* and the method you select for master data replication, there are different deployment scenarios that have a decisive influence on the master data replication. For more information, see:

- [Master Data Replication in the Accounting System with CVI \(Two-System Scenario\) \[page 13\]](#)
- [Master Data Replication in the Collections Management System with CVI \(Two-System Scenario\) \[page 14\]](#)

- [Master Data Replication in a One-System Scenario with CVI \[page 15\]](#)
- [Master Data Replication in a Multiple-System Scenario \[page 16\]](#)
- [Other Methods for Master Data Replication \[page 19\]](#)

1.4.2.1 Master Data Replication in the Accounting System with CVI (Two-System Scenario)

Use

With this function you can replicate the master data from the accounting system. To do this, you use *Customer/Vendor Integration* (CVI) of SAP's *Master Data Synchronization*.

The master data replication should take place in the **accounting system** if both of the following conditions apply:

- You use *SAP Collections Management* in a two-system scenario.
- Your accounting has at least Release SAP ECC 6.0.

Prerequisites

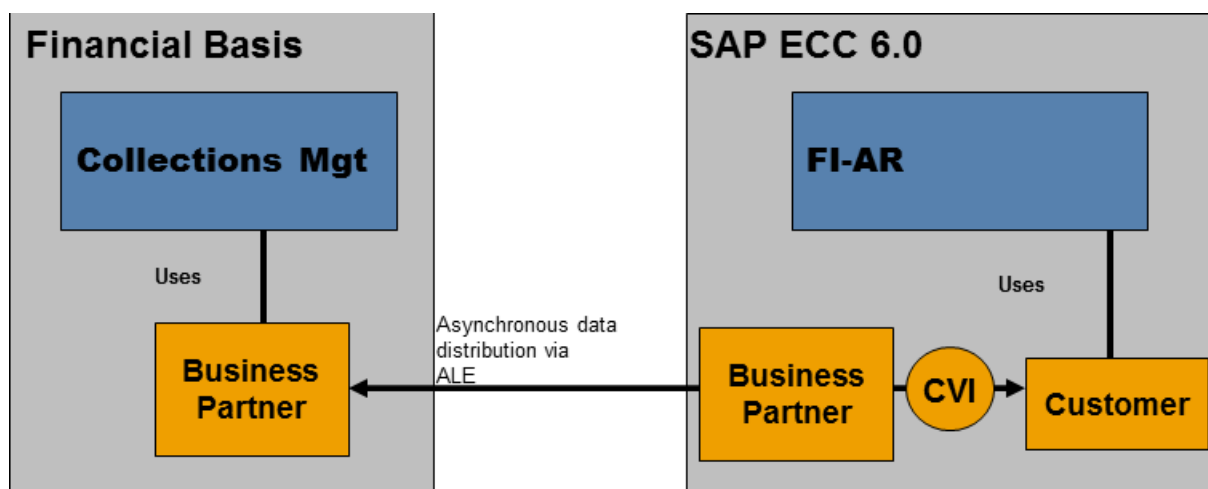
To perform the master data replication in the accounting system, you must have fulfilled the following prerequisites:

- You have fulfilled the general prerequisites of [Master Data Replication \[page 11\]](#).
- *Customer/Vendor Integration* (CVI) replicates the customers to business partners and vice versa. The configuration of this replication must therefore be in both directions.
- For the export of the mapping information, you have ensured that the Business Add-In (BAI) *Activate/Deactivate Standard Implementation for Mapping in FI-AR* (FDM_PARTNER_MAP_AR) is activated. To access this BAI, and for further information about exporting the mapping, see Customizing for *Collections Management* under [▶ Integration with Accounts Receivable Accounting ▶ Master Data Distribution ▶ Mapping Master Data ▶](#).

Features

The figure below shows the use of *Customer/Vendor Integration* (CVI) in the accounting system and the asynchronous data distribution from the accounting system to the *Collections Management* system and vice versa. The business partners are distributed to the *Collections Management* system by means of *Application Link Enabling* (ALE).

For more information about the ALE distribution of the business partners, see Customizing for *Collections Management* under [▶ Basic Settings for Collections Management ▶ Business Partners ▶ Carry Out ALE Master Data Distribution ▶](#).



1.4.2.2 Master Data Replication in the Collections Management System with CVI (Two-System Scenario)

Use

With this function you can replicate the master data from the *Collections Management* system. To do this, you use *Customer/Vendor Integration* (CVI) of SAP's *Master Data Synchronization*.

The master data replication must take place in the *Collections Management* system if the following conditions apply:

- You use *SAP Collections Management* in a two-system scenario.
- Your accounting has Release SAP ECC 5.0 or SAP S/4HANA Enterprise 4.70.

Prerequisites

To perform the master data replication in the *Collections Management* system, you must have fulfilled the following prerequisites:

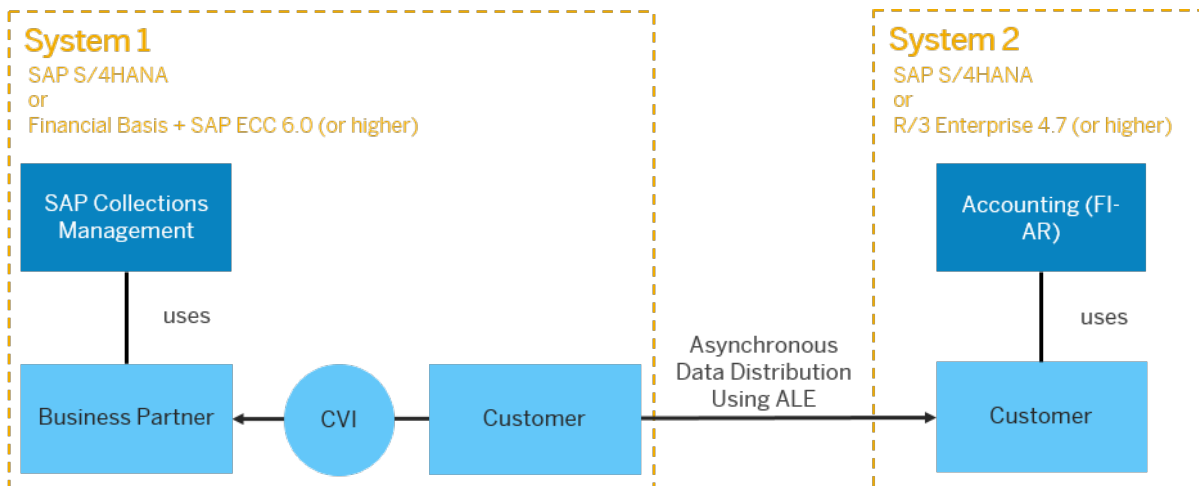
- You have fulfilled the general prerequisites of [Master Data Replication \[page 11\]](#).
- You have installed a release from SAP ECC 6.0.
- *Customer/Vendor Integration* (CVI) replicates the customers to business partners and vice versa. You have therefore distributed the customers from the accounting system to the *Collections Management* system by means of *Application Link Enabling* (ALE).

For more information about the ALE distribution of the customers, see Customizing for *Collections Management* under [Basic Settings for Collections Management](#) > [Business Partners](#) > [Carry Out ALE Master Data Distribution](#) >.

- For the export of the mapping information, you have ensured that the Business Add-In (BadI) (FDM_PARTNER_MAP_COLL *Activate/Deactivate Standard Implementation for Mapping in SAP Collections Management*) is activated.
To access this BADI, and for further information about exporting the mapping, see *Customizing for Collections Management* under **Integration with Accounts Receivable Accounting > Master Data Distribution > Mapping Master Data**.

Features

The figure below shows the use of *Customer/Vendor Integration* (CVI) in the *Collections Management* system and the asynchronous data distribution from this system to the accounting system and vice versa.



1.4.2.3 Master Data Replication in a One-System Scenario with CVI

Use

With this function, you can perform the master data replication if you run accounting and *Collections Management* in the same system. To do this, you use *Customer/Vendor Integration* (CVI) of SAP's *Master Data Synchronization*.

Prerequisites

To perform the master data replication, you must have fulfilled the following prerequisites:

You have performed the same configuration as for master data replication in the accounting system with CVI for the two-system scenario.

Exception: Master data distribution by means of *Application Link Enabling* (ALE) is no longer applicable.

1.4.2.4 Master Data Replication in a Multiple-System Scenario

Use

The model that you use for master data replication where you have connected several accounting systems to *Collections Management* depends on your system landscape.

❖ Example

If you have already set up central data maintenance in a particular SAP system, and from there distribute the customers using *Application Link Enabling* (ALE), it may also make sense to distribute the customers in the *Collections Management* system, and to use *Customer Vendor Integration* (CVI) there for the replication. For additional information on this constellation, see [Master Data Replication in the Collections Management System with CVI \[page 14\]](#).

If you process the customers decentrally in the accounting systems, you **cannot** use the above model of the two-system scenario in the following cases:

- You use overlapping number ranges in the accounting systems for the customers or business partners.
- You want to permit master data that is in *Collections Management* to be changed.

To enable replication even in this constellation, you can send the messages for master data replication to *SAP NetWeaver Process Integration* (*SAP NetWeaver PI*). You use the connection of *Unified Key Mapping Service* (UMKS) to *SAP NetWeaver PI* for routing (receiver determination) and key mapping.

Even for this technology, you can decide whether you want to use the CVI in the connected accounting systems or centrally in the *Collections Management* system.

Prerequisites

To perform the master data replication in a multiple-system scenario, you must have fulfilled the following prerequisites:

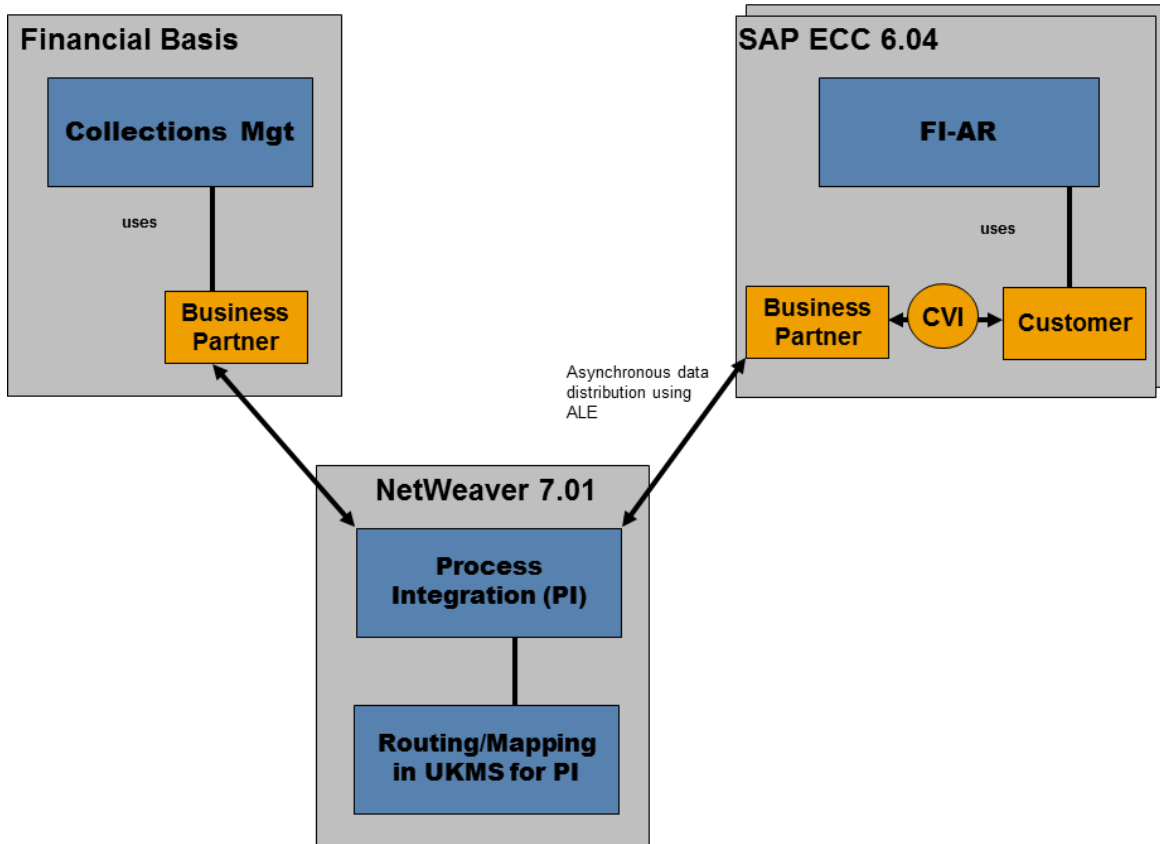
- You have installed the accounting systems separately from the *Collections Management* system, meaning either in separate systems or with separate clients.
- You have fulfilled the general prerequisites of [Master Data Replication \[page 11\]](#).
- You have installed a SAP PI system with ABAP stack as of SAP 7.01 or as of 7.11.
- In the accounting systems, you have installed a release as of SAP Enhancement Package 4 for SAP ERP 6.0, or you have transferred the required standard implementation of Business Add-In (BAI) *Mapping Master Data* (FDM_PARTNER_MAPPING) in the customer namespace to your accounting systems.

- You have made the settings for ALE and *SAP NetWeaver PI* in the systems concerned. For additional information, see the following sections in Customizing of *SAP Collections Management*:
 - Collections Management system:
 - [Basic Settings for Collections Management](#) > [Basic Data](#) > [Define Company Codes for SAP Collections Management](#) >
 - [Basic Settings for Collections Management](#) > [Basic Data](#) > [ALE Business Process](#) > [Process Distribution Model](#) >
 - [Basic Settings for Collections Management](#) > [Basic Data](#) > [ALE Business Process](#) > [Mapping of FI Company Codes](#) >
 - [Basic Settings for Collections Management](#) > [Business Partners](#) > [Master Data Distribution for Several FI Systems](#) >
 - Accounts Receivable Systems: [Integration with Accounts Receivable Accounting](#) > [Master Data Distribution](#) > [Mapping of Master Data](#) > [Activate/Deactivate Standard Implementation for Several FI Systems](#) >

Example

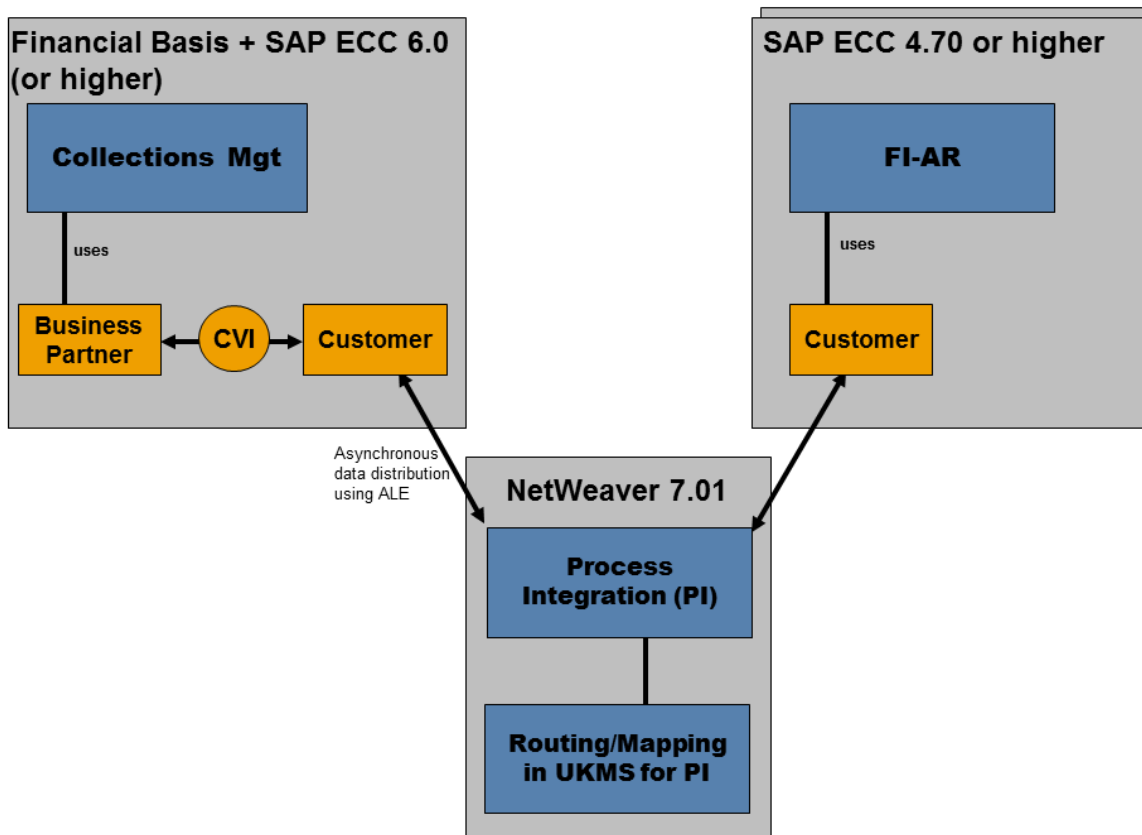
The first figure shows *Customer/Vendor Integration* (CVI) being used in the accounts receivable systems. The system distributes the business partner data asynchronously, using the connection of *Unified Key Mapping Service* (UMKS) to *SAP NetWeaver PI*:

Figure 1



The second figure shows *Customer/Vendor Integration* (CVI) being used centrally in the *Collections Management* system. The system distributes the customer master data asynchronously, using the connection of *Unified Key Mapping Service* (UMKS) to *SAP NetWeaver PI*:

Figure 2



1.4.2.5 Other Methods for Master Data Replication

Use

To replicate and distribute the master data, you can also use alternative methods to the *Customer/Vendor Integration* (CVI) of SAP's *Master Data Synchronization*.

If you use *SAP Customer Relationship Management* (SAP CRM), you can use *CRM Middleware*.

Otherwise, you can implement the Business-Add In (BAI) for mapping master data (FDM_PARTNER_MAPPING).

Prerequisites

CRM Middleware

If you use *CRM Middleware* to synchronize master data, you have activated the relevant implementation of the BAI FDM_PARTNER_MAPPING in Customizing for *SAP Collections Management* under ► *Integration with*

[Accounts Receivable Accounting](#) > [Master Data Distribution](#) > [Mapping of Master Data](#) > [Activate/Deactivate Standard Impl. for Mapping using CRM Middleware](#) >

You have set up [CRM Middleware](#). For more information, see:

- For more information about Customizing requirements, see Customizing for [Customer Relationship Management](#) under [CRM Middleware and Related Components](#).
- For more information about [CRM Middleware](#), see the SAP Help Portal at help.sap.com. Choose [SAP Best Practices](#) → [Cross-Industry Packages](#) → [Customer Relationship Management](#) → [Technical Information](#) → [Content Library](#) → [CRM Customizing Replication](#) and [CRM Connectivity](#).
- For more information about monitoring and troubleshooting, see the [Application Operation Guide](#) on the SAP Help Portal at help.sap.com/crm. Choose [Installation, Upgrade, Master, and Operation Guides](#) → [Operate](#).

Implementation by Yourself

To replicate the master data using a different method to CVI or [CRM Middleware](#), you need to ensure that the following prerequisites are met:

- You have fulfilled the general prerequisites of [Master Data Replication \[page 11\]](#).
- You have implemented the export of the mapping information using a Business Add-In (BAI) located in Customizing for [Collections Management](#) under [Integration with Accounts Receivable Accounting](#) > [Master Data Distribution](#) > [Mapping Master Data](#) > [BAI: Mapping Master Data](#) >
- To keep the master data of the systems involved consistent, you have configured the replication in both directions as far as possible.
- You have made the following settings for the [contact person](#):
Every customer is replicated to a business partner. The [contact persons](#) of the customer are replicated as [business partners \(persons\)](#). These persons have a [contact person relationship \(standard contact person relationship BUR001\)](#) to the [business partner](#) replicated from the customer.
 - For the replication of the customers, the [name](#) and [address](#) are sufficient for using [Collections Management](#).
 - If you want to use the complete range of functions of [Collections Management](#), you have also replicated the [contact persons](#). The communication data ([telephone number](#), [e-mail address](#), and so on) and the visiting times are stored as the address of the [standard contact person relationship](#). On the business partner side, you can add the calling hours.

i Note

If you do not replicate the [contact persons](#), you **cannot** use the following functions:

- Differentiation between "normal [contact persons](#) and [contact persons in Collections Management \(contact person relationship UDM001\)](#)
- Definition of the calling hours of the contact person. These help the collection specialist to select a convenient time to call a customer.

1.4.3 Connection of Non-SAP Systems and Various SAP Systems

Use

The connection of SAP systems to *SAP Collections Management* described under [One System and Multisystem Scenario \[page 9\]](#) and [Master Data Replication \[page 11\]](#) presupposes that the *Accounts Receivable Accounting* (FI-AR) system has at least the status *SAP R/3 Enterprise 4.70*. If you want to link non-SAP systems or various SAP systems you can do this using a substitute system, which you link to *SAP Collections Management*.

Prerequisites

You want to link a system with *SAP Collections Management* that corresponds to one of the following definitions:

- Non-SAP system
- SAP system with application component *Accounts Receivable Accounting* (FI-AR) having a status earlier than *SAP R/3 Enterprise 4.70*

You have met the technical prerequisites for using a system as the substitute system. The substitute system must have at least the status *SAP Enhancement Package 5 for SAP ERP 6.0*. You connect the substitute system in the same way as you connect other SAP systems supported by undertaking ALE configuration and master data distribution in a multisystem scenario.

Process

You connect non-SAP systems and various SAP systems in Customizing of *Financial Supply Chain Management* under [► Collections Management ► Integration with Accounts Receivable Accounting ► Connect Non-SAP Systems and Various SAP Systems to Collections Management ►](#). There you can find additional information about the individual activities, and especially their prerequisites. The following activities are the main steps:

1. You set up a client as a substitute system.
2. You create the company codes in this system that correspond to the companies of your original system (non-SAP system or other SAP system).
3. You make the initial transfer of the data relevant for *SAP Collections Management* from the original system to the substitute system.
4. You ensure the future regular transfer of the data relevant for *SAP Collections Management* from the original system to the substitute system.

i Note

For more information on the data transfer, see:

- [Transfer of Customer Master Data \[page 23\]](#)
- [Transfer of Document Data \[page 25\]](#)

Result

Once you have connected all of the systems with each other and transferred the data from the original system to the substitute system, you can use all of the processes in *SAP Collections Management* that are also available for other SAP systems supported.

Functional constraints

If you connect a non-SAP system or SAP system, you can only create promises to pay at customer level, but without invoice reference. In every other case, meaning if you connect an SAP system as of *SAP R/3 Enterprise 4.70* the opposite applies, as you can only create a promise to pay there with invoice reference.

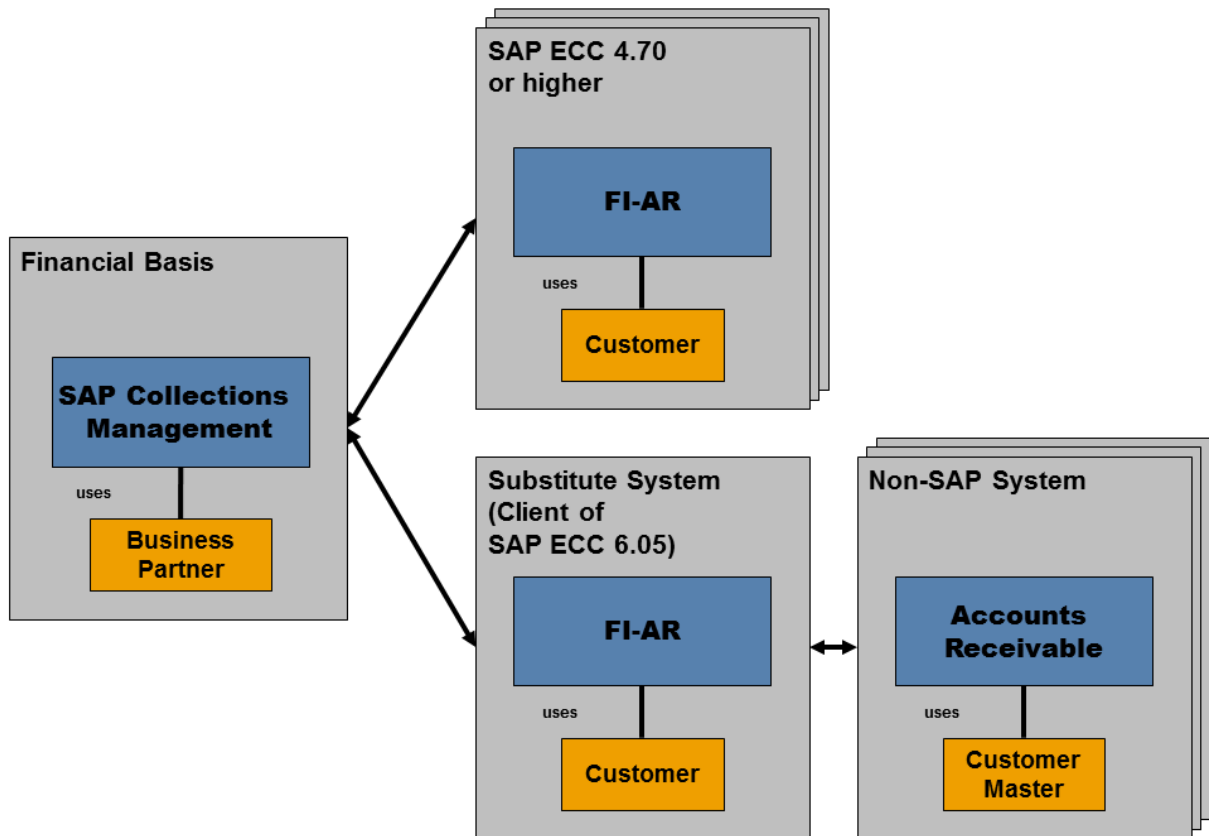
If you use the integration with *SAP Dispute Management*, then the following restrictions apply for the processes in *SAP Dispute Management*:

- You can only include documents as customer-disputed objects in a dispute case. It is not possible to include documents as disputed objects, as the posting technology for the transfer of document data from an original system does not allow the process integration of dispute objects.
- This means that the system is also unable to execute the periodic processes based on this, such as the automatic write-off of dispute cases, the automatic document changes from dispute cases, the automatic creation of dispute cases, and the automatic assignment of open items to dispute cases.

Example

The following graphic shows a system with the application component *SAP Collections Management* that is linked with the following systems:

- Several systems with application component *Accounts Receivable Accounting* (FI-AR)
- A substitute system with the master and document data of several non-SAP systems



Connecting a Non-SAP System

1.4.3.1 Transfer of Customer Master Data

Use

With this function, you can transfer customer master data from an original system to a substitute system. The data for the *SAP Collections Management* processes is then available there.

You can use the following two procedures for both the initial and the subsequently required periodic data transfer:

- If the original system is a SAP ERP system, such as SAP ERP, you transfer the data by sending the appropriate IDoc messages.
- Otherwise, you transfer the master data from the substitute system using program `FDM_MIRR_CMD_REPLICATE`. You can find the program with its documentation in the *SAP Easy Access* screen under ► *Accounting* ► *Financial Supply Chain Management* ► *Collections Management* ► *Integration with Accounts Receivable Accounting* ► *Periodic Processing* ► *Transfer Data from Non-SAP Systems and Various SAP Systems* ► *Transfer of Customer Master Data* ►.

i Note

When creating the company codes in the substitute system, you have determined from which system the customer master data is to be transferred. This can be different from the system that manages the document data.

If you have created several company codes of the same SAP original system in the substitute system, the system ensures that the master data transfer for these company codes is from the same original system, as the general data of the customer master in an SAP system is independent of the company code.

Integration

Once you have transferred the master data to the substitute system, you have to replicate the transferred master data in the system in which *SAP Collections Management* is running. For more information, see [Master Data Replication \[page 11\]](#).

In addition to the master data, you also have to transfer the document data to the substitute system. For more information, see [Transfer of Document Data \[page 25\]](#).

Prerequisites

You have set up the substitute system you need for the link to the original system. For additional information, see [Connection of Non-SAP Systems and Various SAP Systems \[page 21\]](#).

Depending on which procedure you use for the transfer, there are different prerequisites for accessing the data in the original system.

- If you transfer the data by sending IDoc messages, **no** further settings are required.

i Note

Additional technical information: When you set up a company code in the substitute system, the inbound parameters of the partner profiles are automatically changed. This is related to the direction from the original system to the substitute system. For the message types DEBMAS, ADRMAS, ADR2MAS and ADR3MAS, the delivered values DEBM_FDM_MIRROR or BAPI_FDM_MIRROR are entered in the transaction code. This means the receipt of the IDoc from an SAP system functions without additional Customizing.

- If you transfer the data with program FDM_MIRR_CMD_REPLICATE given above, you have defined and implemented access methods for reading the data in the original system. For more information, see:
 - Customizing of *Financial Supply Chain Management* under ► *Collections Management* ► *Integration with Accounts Receivable Accounting* ► *Connect Non-SAP and Other SAP Systems to Collections Management* ► *Implementation Depending on the Source System* ► ►
 - *Define Procedure for Loading Master and Transaction Data*
 - *BAdI: Determine Customer Master Data from Original Systems*

- Documentation of program `FDM_MIRR_CMD_REPLICATE`

1.4.3.2 Transfer of Document Data

Use

With this function, you can transfer document data from an original system to a substitute system. The data for the *SAP Collections Management* processes is then available there.

You transfer the document data from the substitute system using program `FDM_COLL_GET_DOCUMENTS` that you can use for both the initial and the subsequently required periodic data transfer. You can find the program with its documentation in the *SAP Easy Access* screen under ► *Accounting* ► *Financial Supply Chain Management* ► *Collections Management* ► *Integration with Accounts Receivable Accounting* ► *Periodic Processing* ► *Transfer Data from Non-SAP Systems and Various SAP Systems* ► *Transfer of Document Data* ►.

Integration

Once you have transferred the document data to the substitute system, you have to distribute the transferred document data to the system in which *SAP Collections Management* is running, using program `FDM_COLL_SEND_ITEMS` for this. You can find the program from the *SAP Easy Access* screen under ► *Accounting* ► *Financial Supply Chain Management* ► *Collections Management* ► *Integration with Accounts Receivable Accounting* ► *Periodic Processing* ► *Distribution of Data to Collections Management* ►.

Prerequisites

You have set up the substitute system you need for the link to the original system. For additional information, see [Connection of Non-SAP Systems and Various SAP Systems \[page 21\]](#).

In particular, the system needs the information which loading procedure it should use for reading the document data in the original system.

- If the original system is an SAP system with release SAP S/4HANA 4.6C, you have entered the sample loading procedure `SAP_46C` when creating the company code in the substitute system.
- Otherwise, you have specified a loading procedure that you have previously defined and implemented when creating the company code in the substitute system. For more information, see:
 - Customizing of *Financial Supply Chain Management* under ► *Collections Management* ► *Integration with Accounts Receivable Accounting* ► *Connect Non-SAP Systems and Various SAP Systems to Collections Management* ► *Implementation Depending on the Source System* ►►
 - *Define Procedure for Loading Master and Transaction Data*
 - *BAdI: Determine Document Data*
 - Program documentation for the transfer of document data in the substitute system (`FDM_COLL_GET_DOCUMENTS`)

You have transferred to master data to the substitute system. For more information, see [Transfer of Customer Master Data \[page 23\]](#).

Features

You can only post documents with program `FDM_COLL_GET_DOCUMENTS` for transferring document data in the substitute system. The system prevents manual posting and clearing transactions. The documents posted in the substitute system contain only the information relevant for the subledger (and consequently relevant for [SAP Collections Management](#)), such as payables, credit memos, payment and dunning data. Other account assignments are not transferred.

In addition, you **cannot** make any document changes in the substitute system. However, it is possible for you to undo these restrictions using the document change rules. In this case, to prevent the changed fields (for example, the item text) from being overwritten by the periodic transfer of document data, a Business Add-In (BAI) has been made available. For additional information, see Customizing of [Financial Supply Chain Management](#) under [▶ Collections Management ▶ Integration with Accounts Receivable Accounting ▶ Connect Non-SAP Systems and Various SAP Systems to Collections Management ▶ Enhancement and Display of the Settings ▶ BAI: Post and Change in Substitute System ▶](#).

1.5 Business Customizing

Purpose

This section contains information about the Customizing settings in each system. Business Customizing adjusts the company-neutral functions delivered so as to meet the specific requirements of the company.

Process Flow

For the business Customizing for [SAP Collections Management](#), the [SAP Implementation Guide](#) (IMG) contains two structures that you have to process completely. These structures are in different systems if you use [SAP Collections Management](#) in a multiple system scenario.

Structure	System	Menu Path
Basic Settings for Collections Management	Collections Management system	▶ Financial Supply Chain Management ▶ Collections Management ▶ Basic Settings for Collections Management ▶

Structure	System	Menu Path
<p><i>SAP R/3 Enterprise 4.70: SAP Collections Management Receivables Processing</i></p> <p>As of SAP S/4HANA 2004: <i>Integration with Accounts Receivable Accounting</i></p>	<p>The <i>Accounts Receivable</i> (FI-AR) system</p>	<p><i>SAP R/3 Enterprise 4.70:</i></p> <ul style="list-style-type: none"> ▶ <i>Financial Accounting</i> ▶ <i>Accounts Receivable and Accounts Payable</i> ▶ <i>Financial Supply Chain Management</i> ▶ <i>SAP Collections Management Process Integration</i> ▶ <p>As of <i>mySAP ERP 2004:</i></p> <ul style="list-style-type: none"> ▶ <i>Financial Supply Chain Management</i> ▶ <i>Collections Management</i> ▶ <i>Integration with Accounts Receivable Accounting</i> ▶

i Note

Before you start the Customizing of the *Integration with Accounts Receivable Accounting*, you must first complete Customizing under *Basic Settings for Collections Management* in its entirety.

Exception: Before you map the company codes, under *Integration with Accounts Receivable Accounting*, you have to define which company codes are to participate in *SAP Collections Management*. For more information, see Customizing under ▶ *Financial Supply Chain Management* ▶ *Collections Management* ▶ *Basic Settings for Collections Management* ▶ *Basic Data* ▶ *Define Company Codes for SAP Collections Management* ▶.

For information about Customizing for the individual activities, see the IMG structures.

1.5.1 Enhancement with Additional Fields

Definition

You can include additional fields in *SAP Collections Management* at the following places:

- Worklist
- Collection rule
- Invoice view

1.5.1.1 Including Additional Fields for the Worklist and for Collection Rules

Purpose

In addition to the fields delivered with the standard system, you can include fields from *Accounts Receivable Accounting* in *SAP Collections Management*. These additional fields are then available in the display of the worklist and when you create new collection rules.

Additional fields can be included from the open items and from the customer master data. The following tables can be sources of data:

- BSID (*Open items*)
- KNB1 (*Customer master record: Company code*)
- KNB5 (*Customer master record: Dunning data*)
- Other tables from *Accounts Receivable Accounting*

⚠ Caution

With regard to the other tables, a periodic data transfer in a delta procedure (see step 3 in the section "Process Flow") is **not** supported, since only document changes and master data changes of tables BSID, KNB1, and KNB5 are logged.

Process Flow

In order to use an additional field in *Collections Management*, you have to perform the following steps:

1. Enhance the recipient tables in *Collections Management*.
The data transferred from *Accounts Receivable Accounting* is saved in separate tables in *Collections Management*. You first have to add the additional fields to these recipient tables.
 - Include the additional fields from table BSID in the customer include CI_UDM_S_COLL_ITEM_ATTR of table UDM_COLL_ITEM (*Open Items*).
 - Include the additional fields from table KNB1 in the customer include CI_UDM_COLL_KEYFIG of table UDM_COLL_KEYFIG (*Business Partner Key Figures*).
2. Enhance the sender report FDM_COLL_SENT_ITEMS (*Distribution of Data to Collections Management*). You have to do this to ensure that the additional fields from *Accounts Receivable Accounting* are also transferred with the sender report. To do this, implement the Business Add-In (BAI) in Customizing for *Collections Management* under ► *Integration with Accounts Receivable Accounting* ► *Distribution of Data in Collections Management* ► *BAI: Distribution of Data in Collections Management* ► For details about the implementation of the BAI, see the documentation of this Customizing activity.
3. Consider the additional fields for the periodic data transfer (delta procedure).
In doing so, you ensure that, in the case of changes to additional fields from customer documents and master data that have already been transferred to *Collections Management*, the relevant data is updated in *Collections Management*. Define the additional fields required in Customizing for *Collections Management* under ► *Integration with Accounts Receivable Accounting* ► *Distribution of Data in Collections Management* ► *Define Relevant Fields for Document and Master Record Changes* ►.

4. Once you have completed these steps, the additional fields will be available in *Collections Management*. Depending on what you want to use the fields for, the following activities may be necessary:
 - [Using Additional Fields in the Worklist \[page 29\]](#)
 - [Using Additional Fields in the Collection Rules \[page 30\]](#)

1.5.1.2 Using Additional Fields in the Worklist

Prerequisites

You have performed the steps described under [Including Additional Fields for the Worklist and for Collection Rules \[page 28\]](#).

Procedure

To use the additional fields in the worklist, make the following enhancements:

1. Table UDM_WL_ITEM (database table of worklist attributes): Implement the customer include CI_WORKLIST_ITEM and include the additional fields.
2. Structure UDM_S_WORKLIST_ITEM_ATTR_C (worklist display structure): Implement the customer include CI_WORKLIST_ITEM_ATTR and include the additional fields.

i Note

For the enhancement in the customer includes listed above, use the same field name for an additional field in each case. This ensures that when you display the worklist, the data is automatically transferred from the database table.

3. Enhance the report for creating the worklist by implementing the Business Add-In (BAI) located in Customizing for *Collections Management* under ► [Basic Settings for Collections Management](#) ► [Worklist](#) ► [BAI: Enhancement of Worklist Items on Creation](#) ►.

Result

The additional fields are visible in the worklist.

1.5.1.3 Using Additional Fields in the Collection Rules

Prerequisites

You have performed the steps described under [Including Additional Fields for the Worklist and for Collection Rules \[page 28\]](#).

Procedure

To use the additional fields in the collection rules, make the following settings:

1. Create a basic rule that refers to the new field. To do this, implement the Business Add-In (BAI) located in Customizing for *Collections Management* under [Basic Settings for Collections Management](#) [Collection Strategies](#) [Basic Rules](#) [BAI: Basic Rules](#).
2. Create a collection rule using the new basic rule. To do this, in Customizing for *Collections Management*, choose [Basic Settings for Collections Management](#) [Collection Strategies](#) [Collection Rules](#) [Define Collection Rules](#).

Result

You can use this new collection rule for defining collection strategies.

1.5.1.4 Including Additional Fields in the Invoice View

Use

In the function [Process Receivables](#), you can display additional fields on the tab page [Invoices](#). You can display additional fields from the following areas:

- Customer invoice
- Dispute case

Activities

The structure FDM_COLL_INVOICE ([Data for Invoice Status](#)) defines the display of the invoice view. It contains two includes that you can enhance by appending the fields of the structures specified. You can use all fields of the structures APAREBPP_ITEM and FDM_COLL_DISP_OVERVIEW.

Append structures of the structure FDM_COLL_INVOICE (Data for Invoice Status):

Append Structure	Source Structures	Short Description
FDM_COLL_INVOICE_ATTR	APAREBPP_ITEM	Invoice attributes
FDM_COLL_INVOICE_DISP	FDM_COLL_DISP_OVERVIEW	Dispute case for invoice

1.6 SAP Collections Management Authorization Concept

Use

You can use the authorization concept to control which *SAP Collections Management* data is visible or modifiable for different users, and which activities the user can carry out in *SAP Collections Management* .

For more information about the authorization concept, in particular about the standard users and standard roles of *SAP Collections Management* , see *SAP Collections Management Security Guide* .

You can access the security guide on SAP Service Marketplace at service.sap.com/securityguide .

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