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Sap warranty claim processing pdf file online application form

Generated by Jive on 2014-09-24+02:001 Warranty Claim Management in SAP Introduction: Warranty management in SAP plays a crucial role across industries since it allows automatictracking of product/services under warranty period and as well re-imbursement of claim expenses with invalidity. This document would provide brief about Warranty Management features available in SAP andrelated technical configuration to implement Warranty Management solution in SAP. Scope of WarrantyManagement Solution in SAP: SAP Warranty management considers following aspects: It identifies the products/services under warranty Validate the authenticity of warranty claims Validates whether the product/service issue highlighted by customer falls under warranty Define the effects of warranties on pricing & invoicing Monitor expenses incurred under due to warranty issues Warranty Process Flow: For reference purpose, if we consider automotive industry, a warranty claim willoccur when a repair is being carried out on a vehicle or for a return of a defective part (from dealer stock orsold and returned to the dealership). Usually, Vehicle repairs are for vehicles owned by retail customers andare for vehicles under active warranty. The dealer who carries out the repair will create a warranty claim. Thewarranty claim will be checked by warranty assessor and will be reimbursed for the labour and/or material and/or sublet expense. Here is the basic example of business process cycle where an automotive part should passthough when it comes for warranty claims. 1. Vehicle Consumer come into dealership2. Dealer determines if product/service defect is under valid warranty3. If yes, dealer files warranty claim4. Warranty assessors may review claim for accuracy5. Claim is either approved or rejected6. If approved, claim is processed through to Finance and dealer is reimbursed Configuration Steps to Implement Warranty Management Solution in SAP: Primary focus of thisdocument is about configuration guide for Warranty Management solution in SAP. Similar to SPRO, allwarranty related configuration can be carried out via transaction OWTY. Following step-by-step configuration to be carried out for warranty claim management in Warranty Management in SAP Generated by Jive on 2014-09-24+02:002 SAP: 1. Define Warranty Claim Type2. Assign Number Range for Claim Type3. Define Decision Codes4. Define Pricing for warranty claim5. Maintain Pricing Condition Records6. Define Action Matrix for Claim Processing7. Define GL Account Determination Procedure for Claim Processing8. Assign Pricing, action matrix and GL Account Determination Procedure to Claim Type9. Implement Validation/Substitution for claims (Optional)10.Define Output Determination for claim credit note 11.Maintain Output Condition Records Each step is explained in detail in below section: 1. Define Warranty Claim Type Based on businessrequirement different type of claims can be configured. Refer followingpath for configuring the same. OWTY ==> Warranty Claim Processing ==> Define Warranty Claim Types. 2. Assign Number Range for Claim Type Similar to other Sales Documents, number range to be assignedfor warranty claim document. Refer following path for configuring the same. OWTY ==> Warranty Claim ==>Processing ==> Define Number Ranges for Warranty Claims. Warranty Claim Management in SAP Generated by Jive on 2014-09-24+02:003 Create a Group for assigning Number Range: Assign Claim Type to the Group: 3. Define Decision Codes Decision codes are used to attach status code based on different actiondone on those claims. E.g. once claim is approved, decision code XX Accepted can be attachedto the claim.

To define decision codes, refer following configuration path. OWTY ==> Warranty Claim ==>Processing ==> Warranty Claim ==> Define Decision Codes. Warranty Claim Management in SAP Generated by Jive on 2014-09-24+02:004 4. Define Pricing for warranty claim Every warranty claim should have a pricing structure to determine howmuch value to be reimbursed to dealer when product/service to be repaired within warranty period promised bythe company. Similar to configuration of pricing procedure (e.g. definition of access sequence, condition type,pricing procedure etc.) in the area of Sales and Distribution, warranty pricing procedure configurationfollows the same process. To define pricing, refer following configuration path. OWTY ==> Warranty ClaimProcessing ==> Pricing. Warranty Claim Management in SAP Generated by Jive on 2014-09-24+02:005 Example: Warranty pricing procedure WT0002 available from Standard SAP. 5. Maintain Pricing Condition Records Similar to SD pricing condition records, warranty pricing condition records can be maintained via TransactionWYP1/WYP2/WYP3. To maintain conditions recordsPlease refer following SAP menu path.SAP Menu ==> Logistics ==> Customer Service ==> Service Agreements ==> Warranty Claim Processing Master Data ==>Condition Records for Pricing. Warranty Claim Management in SAP Generated by Jive on 2014-09-24+02:006 6. Define Action Matrix for Claim Processing Action Matrix is a consolidated matrix of different actions/activities which can be carried out to a claimdocument at any given moment of time and also the consequences once any action is executed. Action matrixprimarily consists of different actions and related status to it. Refer details about Action and Processing Statusas mentioned below. Action:Every action does some processing and the processing logic is written is related Function Module attachedto it. For example, standard action T041 has been defined as Elementary Action and Function ModuleWTY04_OC_POST_AC has been attached which would help to post credit memo for the claim amount. To define action, follow below configuration path. OWTY ==> Warranty Claim Processing ==> Control Data ==> Processing Control ==> Define Actions. Refer Attached Function Module: Warranty Claim Management in SAP Generated by Jive on 2014-09-24+02:007 Processing Status: After every action, claim gets a new status to identify every stage of the warranty claim. During definition ofAction Matrix, these statuses would be used. To define status, follow below configuration path. OWTY ==> Warranty Claim Processing ==> Control Data ==> Processing Control ==> Define ProcessingStatuses.

Action Matrix: Warranty Claim Management in SAP Generated by Jive on 2014-09-24+02:008 Once Action and Processing Statuses are defined, action matrix can defined based on business requirement.This matrix would suggest what all activities (Claim Check, Claim Approval, Claim Reject etc.) can be doneon a particular warranty claim and after completion of those action what would happen to the same claimdocument. To define action matrix, please following below configuration path. OWTY ==> Warranty Claim Processing ==> Control Data Processing Control ==> Define Action Controls. Example of Standard Action Matrix is AP02. Warranty Claim Management in SAP Generated by Jive on 2014-09-24+02:009 Above given example (highlighted row), matrix suggests that for a claim document we can perform action T060(via attached Function Module to it) only if the claim status is B002 and once we complete action T060, claimwould have status B060. 7. Define GL Account Determination Procedure for Claim Processing Every warranty claim should have account determination procedure attached to it to determine right GLaccount for posting claim expenses. Similar to configuration of Revenue Account Determination Procedure(e.g. definition of access sequence, condition type,pricing procedure etc.) in the area of Finance, warranty GL Configuration procedure follows the same process. To define GL determination procedure, refer following configuration path. OWTY ==> Warranty Claim Processing ==> Revenue Account ==>Determination. Warranty Claim Management in SAP Generated by Jive on 2014-09-24+02:0010 Example of Standard GL Determination procedure is KOFI00. 8. Assign Pricing, Action matrix and GL Account Determination Procedure to Claim Type Pricing Procedure, Action Matrix and GL Account Determination procedure can be assigned to a claim type. Toassign pricing procedure, action matrix and GL determination procedure, refer following configuration path. OWTY ==> Warranty Claim Processing ==> Define Warranty Claim Types. Warranty Claim Management in SAP Generated by Jive on 2014-09-24+02:0011 9. Implement Validation/Substitution for claims (Optional) Validation and Substitution rules are similar functionality as available in the area of Finance. During warrantyclaim processing, if there is any business requirement to perform certain validation OR to substitute certainvalues as requested by business, these rules can be implemented. Implementation of Validation & Substitution is exactly similar to the functionality available in Finance Area. Toimplement validation and substitution please refer following configuration path. OWTY ==> Warranty Claim Processing ==> Control Data ==> VSR Checks. 10. Define Output Determination for claim credit note In case business has requirement to have an output (Print/Mail) for warranty credit notes, output determinationprocedure needs to be configure similar to output determination in SD area. Only difference here is, outputtype is assigned to FI documents generated for the claim. To implement output/message determination forwarranty please refer following configuration path. OWTY ==> Warranty Claim Processing ==> Message Determination. Warranty Claim Management in SAP Generated by Jive on 2014-09-24+02:0012 11. Maintain Output Condition Records Similar to SD output condition records, warranty message condition records can be maintained via TransactionWYN1/WYN2/WYN3. To maintain conditions records please refer following SAP menu path. SAP Menu ==> Logistics ==> Customer Service ==> Service Agreements ==> Warranty Claim ==> Processing==> Master Data ==> Condition Records for Message Determination.