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In this chapter, you'll learn about dispute management functionality in SAP S/4HANA. You'll see how to create dispute cases manually and automatically, update dispute cases, and monitor dispute cases using key reports and SAP Fiori apps.

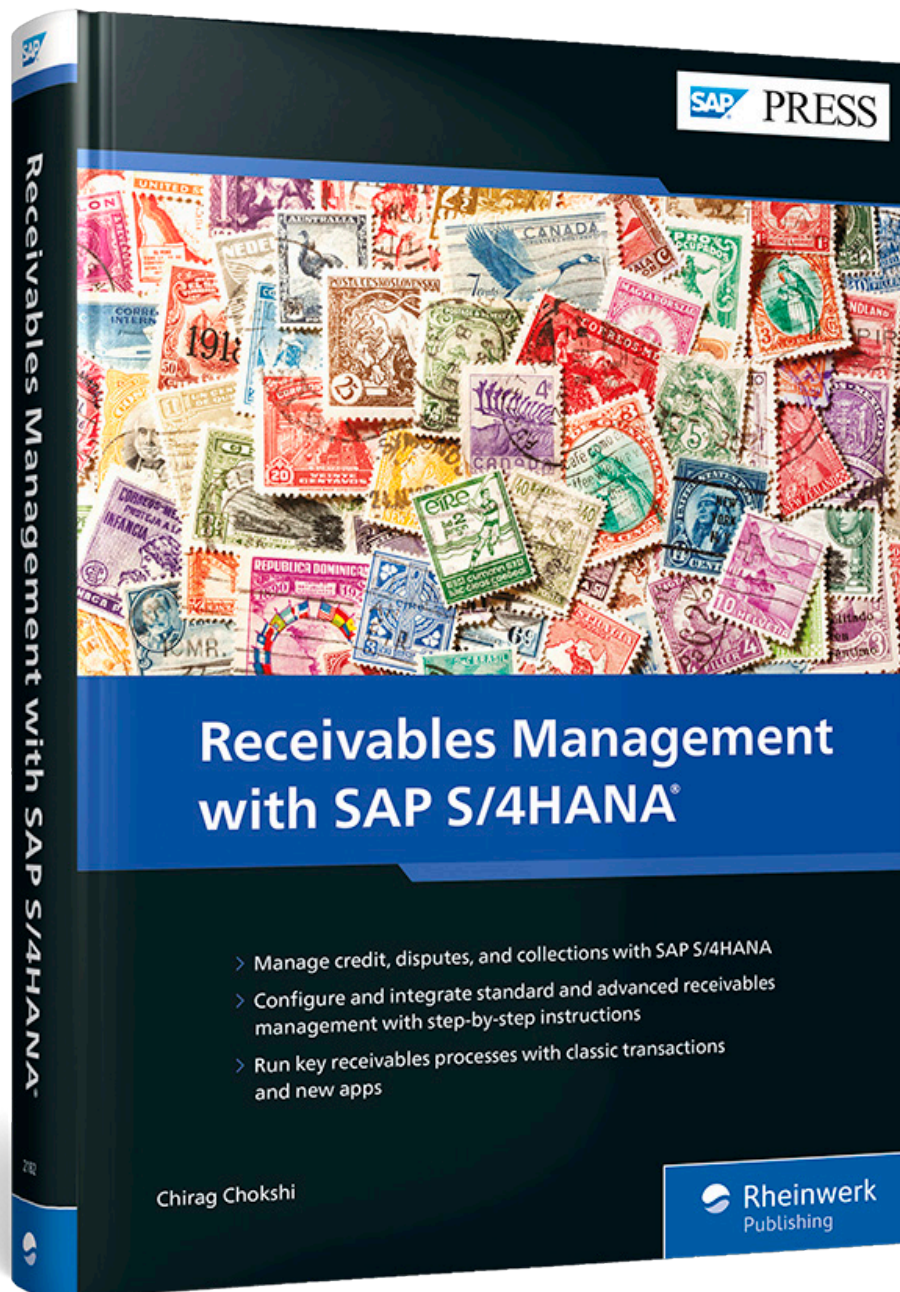
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Chirag Chokshi

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Chapter 7

Dispute Management

Dispute management functions help manage and resolve customer disputes and prevent them from arising in the future through analysis. This chapter explains the challenges, benefits, and key performance indicators (KPIs) of dispute management with SAP S/4HANA. We'll walk you through dispute business processes and showcase reports and apps for handling dispute management.

In this chapter, we'll first explain the importance and business benefits of automating dispute management processes as well as of integrating these processes with other receivables management processes through SAP S/4HANA. We'll then explain the case management framework for creating dispute cases, including various attributes of dispute cases and their relevance to business. We'll present different ways to create dispute cases and then show you how to manage and update dispute cases with subsequent receivables management processes. You'll also learn about dispute management reporting through the use of various analytical SAP Fiori apps.

7.1 Dispute Management at a Glance

Organizations with large customer bases and high volumes of transactions must effectively manage their overdue receivables, customer claims, deductions, and disputes to optimize working capital and enhance customer satisfaction. Your organization's collections and deductions team must have comprehensive functionality from your enterprise resource planning (ERP) system. Receivables management in SAP S/4HANA helps your organization deploy and automate various business processes related to customer disputes and the collection of overdue receivables.

A customer may raise a dispute at different stages of an order-to-cash cycle, and collection specialists must be informed about pending claims, incorrect prices, product quality/quantity issues, etc., when customers are contacted for overdue invoices or when customers simply deduct an amount from a payment. Dispute management processes are important to avoid higher days sales outstanding (DSO), unpredictable cash flows, and higher costs in managing disputes. Efficient dispute management processes help increase customer satisfaction by providing credit for valid dispute cases and also increase cash flow by addressing invalid dispute cases.

In the following sections, we'll outline common challenges in and benefits of dispute management.

7.1.1 Common Challenges and Key Drivers

Optimizing and reducing DSO is a daunting task for your accounts receivable team. Your accounts receivable and collections team must manage a variety of customer disputes coming from large customer base through various modes, for instance, through verbal communication from the customer during collections efforts for overdue receivables or in the form of an underpayment notification from a bank.

Major challenges include recording and creating customer disputes, processing customer disputes over their lifecycle, and resolving disputes in the form of credit memos to customers for valid disputes, ensuring the collection of overdue disputed amounts for invalid disputes, etc. Analysis of common causes or the reasons behind customer disputes can help your organization take corrective action and reduce future disputes. Maintaining the information needed for dispute management-related analytics or reporting is also vital for enhancing the receivables management function.

Dispute case processing and resolution may require various downstream processes, such as the ability to write off disputed amounts that cannot be collected, applying a credit memo to a customer to deduct for valid dispute cases, etc., and thus, your system should be able to support end-to-end processes. The automation of dispute case creation processing is another aspect that can enhance efficiency in the dispute management function by reducing processing time and ensuring accurate handling of the dispute and clear communication with your customers.

7.1.2 Business Benefits

SAP S/4HANA leverages its case management or record management functionality for creating and processing incidents or cases. Customer disputes are created as *dispute cases* in SAP S/4HANA.

SAP S/4HANA provides various attributes for dispute cases to manage them efficiently over their lifecycle, including generating the reporting needed to enhance the receivables management functions, for instance. SAP S/4HANA provides seamless integration between dispute management and other functionalities such as accounts receivable, collections management, and the general ledger. Additionally, through process integration with accounts receivable, not only can you create dispute cases from various accounts receivable transactions, but you can also enable follow-on processes both in accounts receivable and dispute management. For example, if a customer raises a dispute for a specific customer invoice, you can put a dunning block on the disputed customer invoice to prevent this invoice from appearing on the next dunning notice sent to the customer. Similarly, many other follow-on processes, like closing dispute cases through credit memo assignments or payments from a customer for a disputed amount, are enabled in SAP S/4HANA. The SAP S/4HANA system can automatically handle disputes created for short payments or for deductions. For example, you can create dispute cases automatically when importing and processing electronic

bank statement (EBS) or lockbox files in SAP S/4HANA. Additionally, SAP S/4HANA's dispute management functionality facilitates the maintenance of electronic records and the cascading of information through the record management framework, thus providing a robust framework for automation and analytics.

In summary, SAP S/4HANA provides comprehensive functionalities for the creation, processing, and reporting of dispute cases, which we'll describe throughout this chapter.

7.2 Dispute Case Attributes

Dispute management in SAP S/4HANA uses SAP's case management framework for the creation of dispute cases for any receivables-related issues raised by customers. In this section, we'll explore the structure of dispute cases.

A dispute case consists of header data with various attributes, linked objects, or related information; notes attached to the dispute case; and logs. A dispute case's header data contains customer or business partner information and attributes about the dispute, such as its status, reason, priority, current processor, processing deadline, etc. as well as various amount fields. Linked objects (also called related information, in some SAP Fiori apps) contains customers (business partners), dispute invoices (disputed objects), resolved objects (cleared invoices), etc. Linked objects are added, modified, and deleted exclusively through process integration with accounts receivable. Linked objects cannot be changed manually. Additionally, notes can be maintained for each dispute case to provide further details and information about the dispute case.

Figure 7.1 shows the header record of dispute case **1000000012** in the Manage Dispute Cases app. Let's look at the various fields and their significance next:

- **Case ID**
The **Case ID** is system-generated number for the dispute case.
- **Case Type**
The **Case Type** is a central customizing object of SAP S/4HANA and contains various building blocks, such as the status profile, process integration, and the number range of the **Case ID** field. The value in the **Case Type** field defaults from the company code assignment.
- **Status**
Dispute cases go through different stages during their lifecycle. A dispute case's status represents the current stage of the dispute case along its lifecycle. Dispute case statuses are configured in a status profile, which is assigned to the case type. The options available in the **Status** field be configured according to your company's requirements. Some possible values include **New**, **In Process**, **Accepted**, **To Be Written-Off**, **Not Justified**, **Re-Opened**, **Closed**, and **Confirmed**.

■ Reason

The **Reason** attribute captures the cause for the customer dispute. Reasons are configured for a **Case Type** and help in the classification of dispute cases for analysis. Figure 7.1 shows the reasons configured for **Case Type YT01**. Since dispute case **10000000012** was created for a missing quantity, the reason **Underdelivery or short-shipment** has been assigned.

■ Root Cause Code

The **Root Cause Code** attribute can be configured to capture the root cause that caused this dispute case. Usually, **Root Cause Code** is assigned in a later phase in the dispute resolution process, when the underlying reason for the customer's dispute becomes known. The difference between a reason and a root cause is that a reason might be an **Underdelivery or shortshipment** (missing quantity) while its root cause would be whatever caused underdelivery. Root cause codes are assigned to the **Case Type** and are usually blank for newly created dispute cases.

■ Processor

The person indicated in the **Processor** field works on the dispute case and coordinates efforts with various people within your organization and the customer's organization for the resolution of the dispute case.

Title:	Dispute Case-Missing Quantity	Case ID:	10000000012
Customer:	Domestic US Customer 1 / Atlanta GA 30315-1402	Case Type:	Dispute Management YT01
Company Code:	Company Code 1710	External Reference:	
Status:	New	Escalation Reason:	
Reason:	Underdelivery or shortshipment	Category:	Complaints/ Logistics
Process. Deadline:	MM/dd/yyyy	Planned Close Date:	MM/dd/yyyy
Root Cause Code:		Priority:	High
Processor:	DISP_PROC	Person Respons.:	TST_POC
Coordinator:			
Orig. Disp. Amt:	600.00 USD	Disputed Amount:	600.00 USD
Credited:	0.00 USD	Paid:	0.00 USD
Autom. Written Off:	0.00 USD	Cleared Manually:	0.00 USD
		Currency:	USD
Created By:	DISP_PROC	Created On:	08/14/2021, 15:08:09
Changed By:	DISP_PROC	Changed On:	08/14/2021, 15:08:09
Closed By:		Closed At:	

Figure 7.1 Dispute Case Header Record

■ Coordinator

The person indicated in the **Coordinator** field monitors the processing of the dispute case and assigns a processor to the dispute case.

■ Person Responsible

The person indicated in the **Person Responsible** field is accountable for the resolution of the dispute case. This person is usually a receivables manager and generally serves as the main contact point if the dispute case is escalated.

■ Escalation Reason

Escalation reasons can be assigned if a dispute case is escalated to the **Person Responsible**.

■ Priority

The **Priority** field is a self-explanatory attribute, and its values are configured for the attribute profile. Usually, the values are low, medium, high, and very high.

■ Process Deadline

The date in the **Process Deadline** field is the planned date for the next step of dispute processing.

■ Planned Closed Date

The date in the **Planned Closed Date** field is the date by which the dispute case is planned for resolution and closure.

Additionally, various amount fields appear on the dispute case header data such as dispute amount, original dispute amount, credited, paid, automatically written off, cleared manually, etc. We'll explain various amount fields when they are updated with specific business processes in accounts receivable, dispute management, etc.

We'll now explain the objects added under different linked objects nodes when a dispute case is created. When a dispute case is created, two obvious linked objects—the customer (business partner) object and the disputed object—are assigned to the dispute case.

Note

Linked objects are called related information if the dispute case is displayed in the Manage Dispute Cases app.

The Manage Dispute Cases app displays a list of dispute cases based on selection filters and offers drilldown navigation to specific dispute cases. As shown in Figure 7.2 ❶, you'll see the **Related Information** of our newly created dispute case **10000000012**. In this example, customer **17100001** created a dispute case for invoice **1800000026** of company code **1710**. As shown in Figure 7.2 ❷, the dispute case processor has maintained some notes.

Alternatively, you can use the SAP GUI Transaction UDM_DISPUTE to display and process dispute cases. As shown in Figure 7.3 ❶, click the **Linked Objects** button to open the **Linked Objects** section ❷.

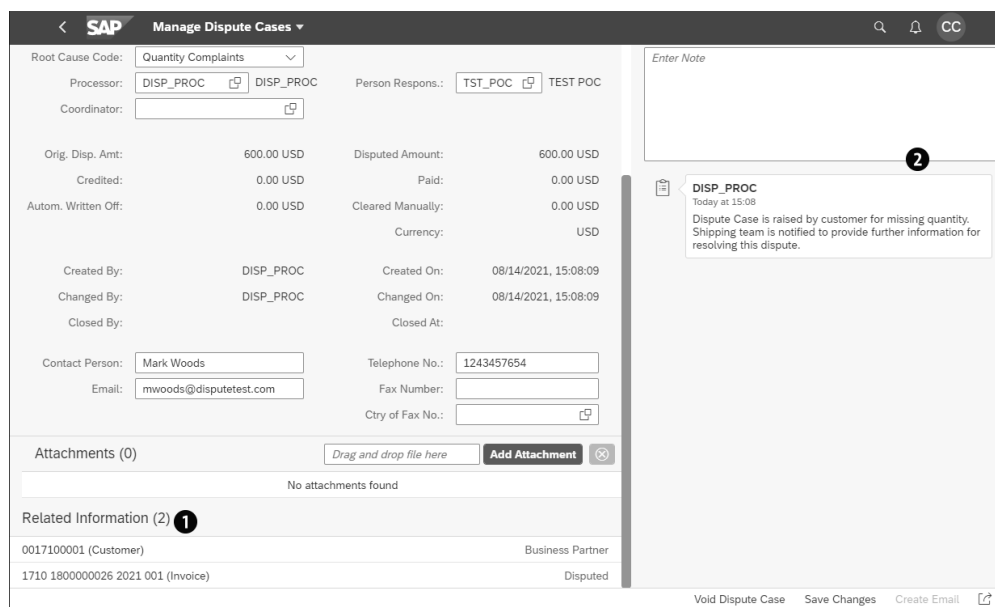


Figure 7.2 Manage Dispute Cases: Displaying Dispute Cases

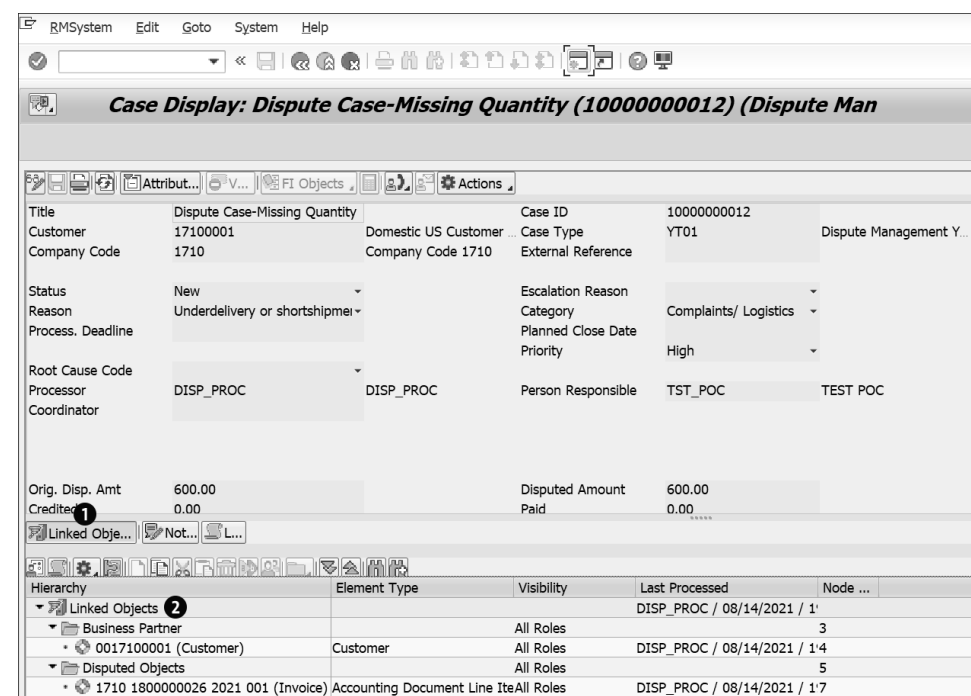


Figure 7.3 Transaction UDM_DISPUTE: Displaying a Dispute Case

Additionally, notes can be maintained for a dispute case through the SAP Fiori app as well as in Transaction UDM_DISPUTE.

7.3 Dispute Case Processing

Dispute management in SAP S/4HANA provides functionality for creating disputes directly in dispute management as well as for creating disputes through integration with other functionalities, such as financial accounting and collections management. The transaction to create and process dispute cases in dispute management is Transaction UDM_DISPUTE. In this section, you'll learn how to create dispute cases through this transaction. Additionally, we'll describe how you can change dispute case attributes and assign finance objects, such as customers and open invoices.

7.3.1 Dispute Case Creation

For dispute case processing, Transaction UDM_DISPUTE helps you both create dispute cases as well as process them. Alternatively, you can follow the IMG menu path **Accounting • Finance Supply Chain Management • Dispute Management • Dispute Case Processing**. Figure 7.4 shows the top-left portion of Transaction UDM_DISPUTE, which contains the **Cases** folder. Expanding the **Cases** folder shows three options: the **Dispute Case**, **Find Dispute Case**, and **My Dispute Case** folders. Right-click **Dispute Case** to access two options: **Create** (for a new dispute case) or **Find** (for existing dispute cases).

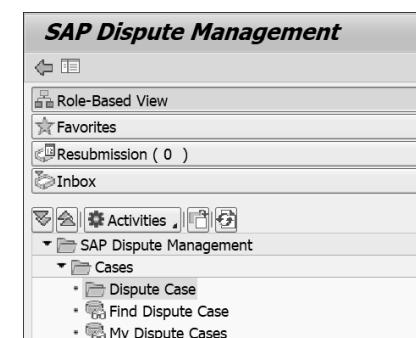


Figure 7.4 Transaction UDM_DISPUTE: Dispute Case Folder

Clicking on **Create** to select the relevant case types. As shown in Figure 7.5, for our example, select case type **YT01** and press **Enter** to create a new dispute case. The case type is a central Customizing object in dispute management and controls the structure and properties of the dispute cases. The **Case Type** is assigned to a company code when integrating accounts receivable processes with dispute management. You'll learn about case types further in Chapter 8, Section 8.1.12.

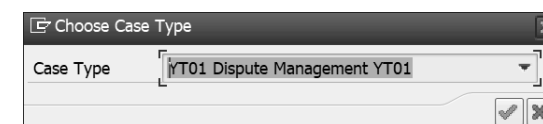


Figure 7.5 Case Type Selection

Maintain the attributes of the dispute case, including the **Title**, **Status**, **Reason**, **Category**, **Priority**, **Processor**, and **Coordinator** fields, as shown in Figure 7.6. After entering header attributes, click on **Save** ❶ to create the dispute case.

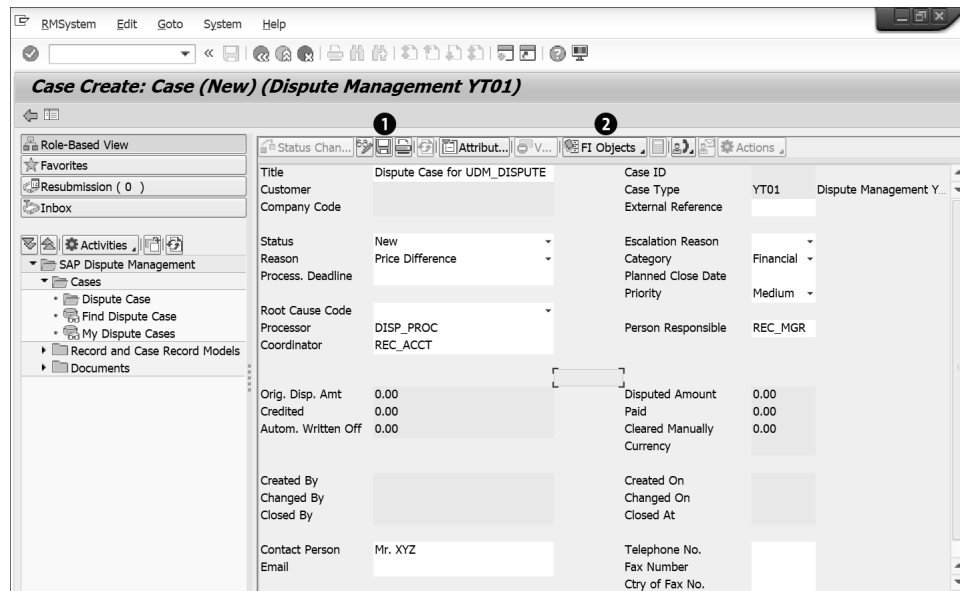


Figure 7.6 Header Attributes: Creating a Dispute Case with Transaction UDM_DISPUTE

Now, dispute case **10000000071** has been created, as shown in Figure 7.7. Next, you must assign additional financial information, such as a customer ID and the disputed invoices. You'll learn the steps for assigning financial information using **FI Objects** ❷ next.

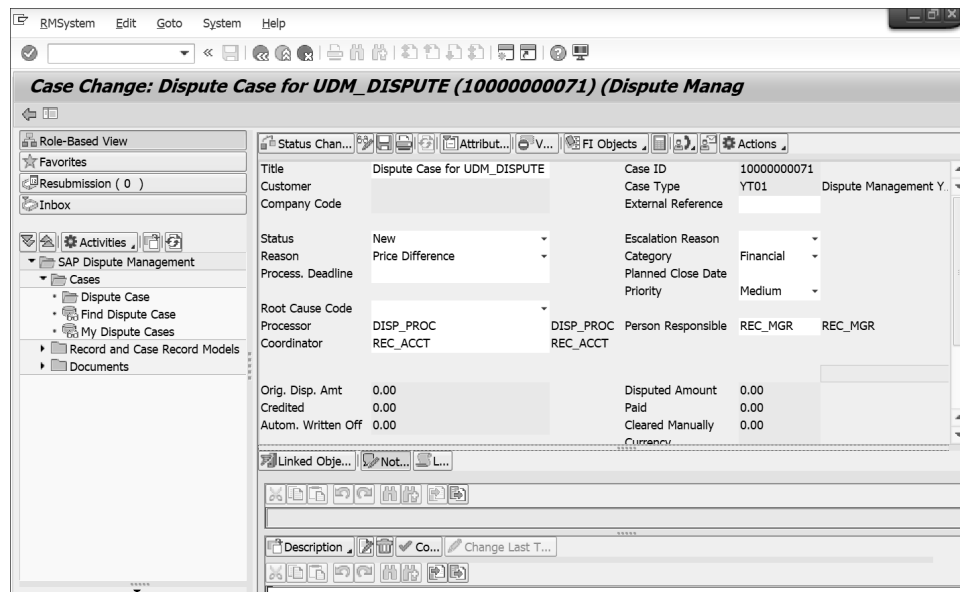


Figure 7.7 Dispute Case 10000000071

7.3.2 Assigning Financial Accounting Objects

Once a dispute case is created through Transaction UDM_DISPUTE, the next step is to assign financial objects through the **FI Objects** button, as shown in Figure 7.8. This button provides three options: **Assign Customer**, **Assign Customer-Disputed Objects**, and **Add Open Items**. Click on **Add Open Items** to add disputed invoices to dispute case 10000000071.



Figure 7.8 FI Objects for Assigning Financial Attributes (Customer and Open Items)

This option offers selection fields for you to specify the customer and the company code. For our example, enter customer **17100009** and company code **1710**, as shown in Figure 7.9, and then click the **Execute** icon.



Figure 7.9 Customer and Company Code Selection for Customer Line Item Display

This step displays the open items list, as shown in Figure 7.10, for selecting and assigning open items to the dispute case. Select invoice **1800000002** and then click on the **Create Dispute Case** button. Now, dispute case **10000000071** has been assigned to customer **17100009**, and the disputed invoice is **1800000002**.

Let's now compare the amount fields of dispute case **10000000071**, prior to **FI Objects** assignment (shown earlier in Figure 7.7), with the amounts after **FI Objects** assignment, as shown in Figure 7.11. Notice how the **Orig. Disp. Amt** (original disputed amount) and **Disputed Amounts** fields have been updated with USD 5000 after open invoice **1800000002** was assigned to the dispute case. Let's check the **Linked Objects** section and confirm that customer **17100009** and invoice **1800000002** are now updated for dispute case **10000000071**. Figure 7.11 also shows assignment of customer, invoice, and disputed amount for dispute case **10000000071**.

St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Local Crncy Amt	LCurr	Clrng doc.
<input type="checkbox"/>	TEST	1800000001	DR	01/11/2021			3,000.00	USD	
<input checked="" type="checkbox"/>	TEST	1800000002	DR	02/11/2021			5,000.00	USD	
<input type="checkbox"/>	TEST	1800000003	DR	02/11/2021			990.00	USD	
<input type="checkbox"/>	TEST	1800000004	DR	02/13/2021			640.00	USD	
<input type="checkbox"/>	TEST	1800000005	DR	07/11/2020			15,000.00	USD	
<input type="checkbox"/>	TEST	1800000006	DR	10/11/2020			6,000.00	USD	
<input type="checkbox"/>	TEST	1800000015	DR	02/11/2021			5,000.00	USD	
<input type="checkbox"/>	TEST	1800000016	DR	03/11/2021			5,000.00	USD	
<input type="checkbox"/>	TEST	1800000082	DR	07/01/2021			5,000.00	USD	
<input type="checkbox"/>	TEST	1800000083	DR	11/01/2021			5,000.00	USD	
* Account 17100009							8,921.75	USD	
** Account 17100009							8,921.75	USD	

Figure 7.10 Open Item List for Adding Disputed Open Invoice to a Dispute Case

Status New
Reason Price Difference
Escalation Reason Financial
Category Financial
Planned Close Date
Priority Medium
Processor DISP_PROC
Person Responsible REC_MGR
Coordinator REC_ACCT
Orig. Disp. Amt 5,000.00
Disputed Amount 5,000.00
Credited 0.00
Paid 0.00
Autom. Written Off 0.00
Cleared Manually 0.00
Currency USD
United States

Hierarchy	Element Type	Visibility	Node ID (M...
Business Partner		All Roles	3
0017100009 (Customer)	Customer	All Roles	4
Customer-Disputed Objects		All Roles	29
Disputed Objects		All Roles	5
Residual Item	Accounting Document Line Item	All Roles	6
Invoice	Accounting Document Line Item	All Roles	7
1710 1800000002 2021 001 (Invoice)	Accounting Document Line Item	All Roles	7
Credit	Accounting Document Line Item	All Roles	8

Figure 7.11 Transaction UDM_DISPUTE: Dispute Case 10000000071 after Adding Open Item

SAP S/4HANA allows you to create dispute cases from financial accounting both manually as well as automatically, which enhances efficiency in dispute case creation. Creating dispute cases from financial accounting transactions have some inherent benefits, including the ability to inherit financial attributes from financial accounting transactions. When using Transaction UDM_DISPUTE, you can separately assign financial attributes through the **Add Open Items** option of the **FI Objects** button after creating the dispute case.

Now, let's explore two other options for assigning **FI Objects**: **Assign Customer** and **Add Customer-Disputed Objects**. You'll also learn how to change existing dispute cases and then assign financial attributes in change mode. First, go to Transaction UDM_DISPUTE, expand the **Cases** folder, and double-click on **Find Dispute Case**, as shown in Figure 7.12 ❶. This step opens the **Case Search** selection parameters pane in the top-right portion of the screen. Click on the **Search** button, as shown in Figure 7.12 ❷, which retrieves all dispute cases that meet your selection criteria. The resulting dispute case list is shown in the bottom-right portion of the screen ❸.

SAP Dispute Management

Case Search

Processor
 Status
 Case ID
 Title
 Customer
 Disputed Amount
 Restrict Hits To: 500

Created On
 Priority
 External Reference
 Category
 Planned Close Date
 Currency

Case ID	Ext. Ref.	Case Title	Descript.	Priority	Escalation	Processor
10000000016		Dispute Case_Damaged Goods	Open/New			DISP_PROC
10000000015		Dispute Case_Promotion Discount Not on Invoice	Open/New			DISP_PROC
10000000014		Dispute Case UDM_DISPUTE	Open/New	Medium		DISP_PROC
10000000013		Dispute Case UDM_DISPUTE	Open/New	Medium		DISP_PROC
10000000012		Dispute Case-Missing Quantity	Open/New	High		DISP_PROC
10000000011		Dispute Case_17100001_Damaged Goods	In Process	Very High		DISP_PROC
10000000002		Dispute Case from Overdue Receivable- by Risk Class APP	Open/New	High		
10000000001		Test Dispute Case	Open/New	High		

Figure 7.12 Transaction UDM_DISPUTE: Finding a Dispute Case

Double-click on dispute case **10000000015**, which opens the dispute case, as shown in Figure 7.13. Figure 7.13 ❶ shows the **Change/Display** button, which toggles the dispute case between change and display mode. Click on the **Change/Display** button to open dispute case **10000000015** in change mode. Now, the **FI Objects** button ❷ will be activated. On the screen shown in Figure 7.13, the **FI Objects** button ❷ is grayed out (deactivated) but will be activated once dispute **10000000015** is in change mode. Next, let's assign a customer to the dispute case. Some possible reasons for assigning a customer rather than a customer invoice could be that customer contact may not have invoice

information handy when the dispute is raised or the dispute is not for a specific invoice but instead relates to the overall credit obligation at the customer account level.

Before assigning a customer to the dispute case, as shown in Figure 7.13, you'll see several amount fields: **Orig. Disp. Amt** ③, **Disputed Amount** ④, and **Linked Objects** ⑤. At first, the dispute case amount fields will have zero value, and no linked objects exist. Now, click on **FI Objects**, which opens the options shown earlier in Figure 7.8. Select the **Assign Customer** option, which opens a screen where you'll specify a customer and a company code, as shown in Figure 7.14. Specify customer **17100009**, company code **1710**, and press **Enter** or click the green checkmark icon. With this step, we've assigned customer account **17100009** with dispute case **10000000015**.

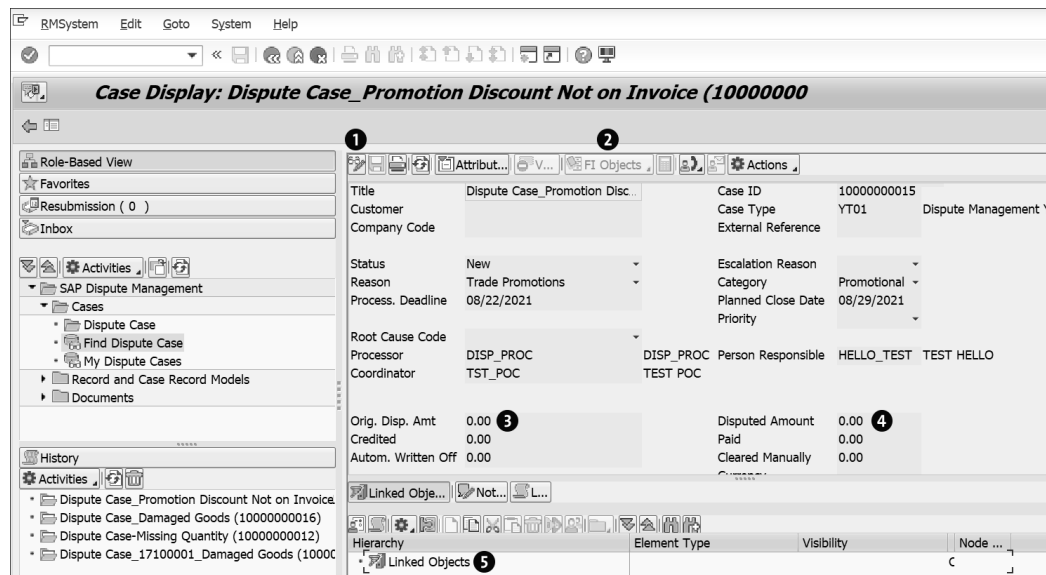


Figure 7.13 Changing a Dispute Case: Adding Customer-Disputed Items



Figure 7.14 Assigning a Customer and a Company Code

Let's compare dispute case **10000000015** after the assignment of customer **17100009**, as shown in Figure 7.15, and before that assignment, shown earlier Figure 7.13. The **Linked Objects** section shows customer **17100009** has been assigned to the dispute case. Open invoices in dispute can be assigned later with the **Add Open Items** or **Add**

Customer-Disputed Objects options. Both options help you assign customers and disputed invoices, and thus, we won't cover **Add Customer-Disputed Objects** to avoid redundancy.

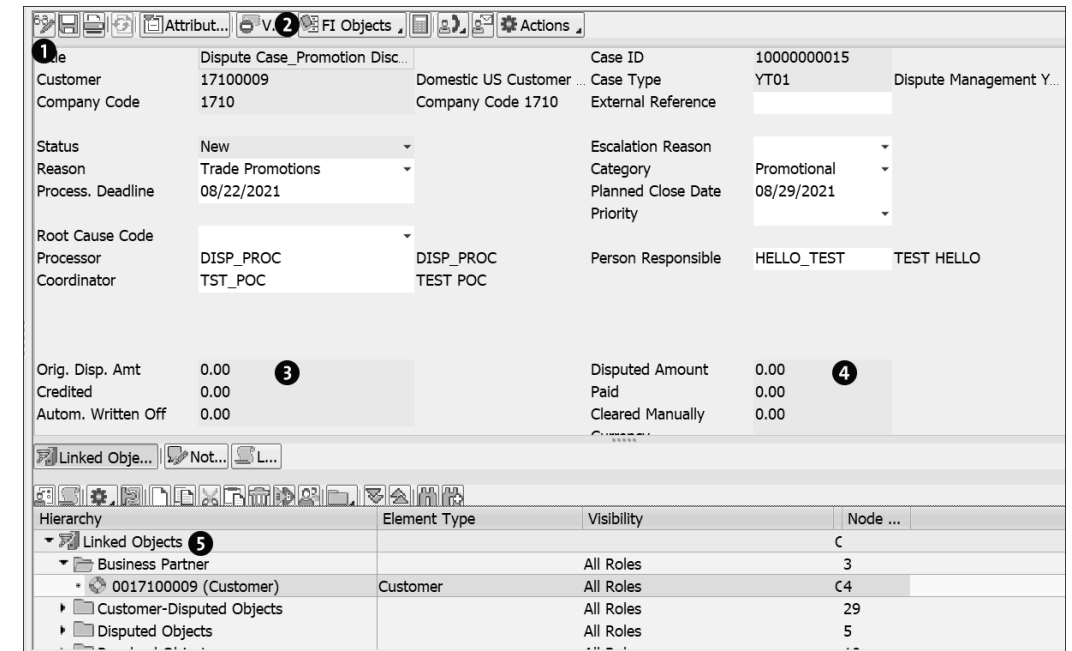



Figure 7.15 Dispute Case 10000000015 after Assignment of Customer 17100009

7.3.3 Mass Changes to Dispute Cases

In change mode, you can update value other fields in dispute headers, including reasons, dates (process deadline dates or planned close dates), processors, coordinators, responsible persons, categories, etc. However, in many instances, multiple dispute cases require the same updates, and thus, the ability to mass change multiple dispute cases must be enabled. Use Transaction **UDM_DISPUTE** to make mass updates to dispute cases. However, when activating the mass update functionality, SAP provides the option of configuring which fields are allowed for mass updates and which fields are not. The configuration of the case search ID allows you to specify which fields changed through mass updates. We explain these configuration steps in detail in Chapter 8, Section 8.1.7.

Execute Transaction **UDM_DISPUTE**, expand the **Cases** folder, and then double-click on **Find Dispute Case**, as shown in Figure 7.16 ①. Then, specify selection criteria in the **Case Search** section and execute (**Search** button ②), which results in a list of dispute cases in the bottom right. For mass changes to all the dispute cases shown in Figure 7.16, click on **Select All** ③, which highlights and selects all the dispute cases.

Then, click on **Change Field Content** , which opens the fields available for mass changes, as shown in Figure 7.17. In this example, we'll change the **Processor** of these dispute cases from **DISP_PROC** to **REC_ACCT**.

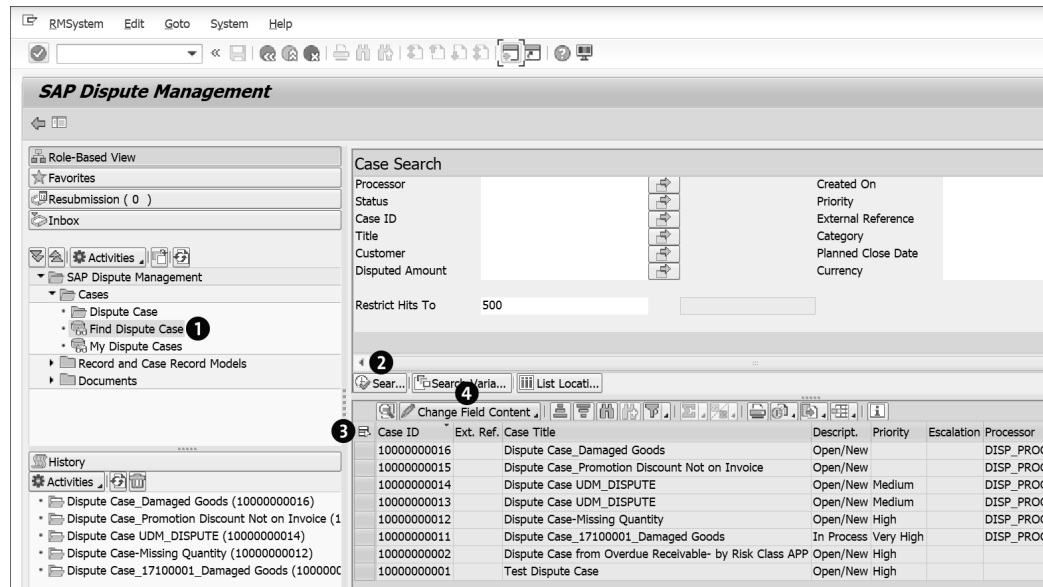


Figure 7.16 Mass Changes to Dispute Cases

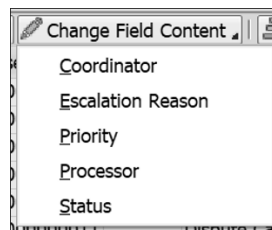


Figure 7.17 Mass Changes to Dispute Cases Fields

Now, click on **Processor**, which will open the screen for specifying a new processor, as shown in Figure 7.18. Enter "REC_ACCT" and press **Enter**. You'll see a log of changes made to the **Processor** fields of 8 dispute cases, as shown in Figure 7.19.



Figure 7.18 Mass Changes to Dispute Cases: Specifying a New Processor

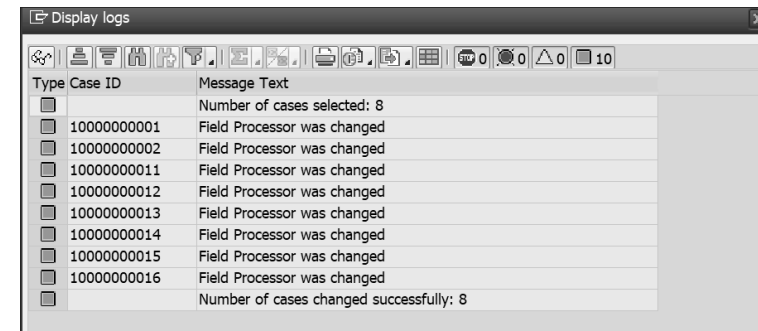


Figure 7.19 Log of Mass Change to Process Fields of Selected Dispute Case

Finally, processor **REC_ACCT** has been set for dispute cases, as shown in Figure 7.20.

Case ID	Ext. Ref.	Case Title	Descript.	Priority	Escalation	Processor
10000000016		Dispute Case_Damaged Goods	Open/New			REC_ACCT
10000000015		Dispute Case_Promotion Discount Not on Invoice	Open/New			REC_ACCT
10000000014		Dispute Case_UDM_DISPUTE	Open/New	Medium		REC_ACCT
10000000013		Dispute Case_UDM_DISPUTE	Open/New	Medium		REC_ACCT
10000000012		Dispute Case-Missing Quantity	Open/New	High		REC_ACCT
10000000011		Dispute Case_17100001_Damaged Goods	In Process	Very High		REC_ACCT
10000000002		Dispute Case from Overdue Receivable- by Risk Class APP	Open/New	High		REC_ACCT
10000000001		Test Dispute Case	Open/New	High		REC_ACCT

Figure 7.20 New Processor Set to Dispute Cases through Mass Changes

7.4 Creating/Displaying Dispute Cases from Financial Accounting

Dispute management is integrated with financial accounting, and this integration is the backbone to creating and displaying dispute cases through the various transactions of financial accounting. In this section, you'll learn the process steps (both SAP Fiori and SAP GUI) for creating dispute cases from documents, customer line items, incoming payments, and bank statements. We'll also explain the prerequisites for enabling dispute case creation using key apps and transactions.

7.4.1 Creating Dispute Cases from Document Display

The document display transaction displays an accounting document or journal entry. In this section, you'll learn how to create a dispute case through the Manage Journal Entries app. Alternatively, you can create dispute cases using Transaction FBO3, but we'll focus on the SAP Fiori app in this section.

You'll see a selection screen, as shown in Figure 7.21, after double-clicking the SAP Fiori tile. Specify selection criteria in the **Document Number**, **Company Code**, and **Fiscal Year** fields, as shown in Figure 7.21, and press **Enter**. This step opens the customer invoice document.

SAP Display Document: Initial Screen

Document List First Item Editing Options More ▾

Keys for Entry View

Document Number: 1800000004

Company Code: 1710

Fiscal Year: 2021

Figure 7.21 Display Journal Entries: Selection Fields

The customer invoice (**Document Number 1800000004**), shown in Figure 7.22, contains two line items. The first line item is a debit to customer **17100009**, and the second line item is a credit posting to the revenue account. Double-click on the customer line item to display the line item's details, that is, the fields and values of the customer line item.

SAP Change Document: Data Entry View

Display Another Document Select Individual Object Display Document Header Taxes Display Currency Services for Object ▾ More ▾

Data Entry View

Document Number: 1800000004 Company Code: 1710 Fiscal Year: 2021

Document Date: 02/13/2021 Posting Date: 02/13/2021 Period: 2

Reference: TEST DISPUTE Cross-Comp.No.: Ledger Group:

Currency: USD Texts Exist:

Co...	Item	Key	Account	Description	G/L Account	G/L Account Name	Amount	Currency	Profit Center	Cost Center
1710	1	01	17100009	Domestic US Customer 9	12100000	Rcvbls Domestic	640.00	USD		
	2	50	41000000	Rev Domestic Prod		Rev Domestic Prod	640.00	USD	YB110	

Figure 7.22 Display Journal Entries: Displaying Customer Invoice 1800000004

As a business process, a customer raises dispute cases for open invoices (i.e., invoices that have not been paid). The system also allows the creation of dispute cases only for open invoices. The system has an inherent control to prevent the creation of dispute case for cleared invoices. If a customer invoice is cleared, you'll see a clearing document and a clearing date on the customer line item. The customer line item of invoice **1800000004**, shown in Figure 7.23, lacks a clearing document or a clearing date, which means this document is an open document. Thus, a dispute case can be created for this document in the SAP system.

To create a dispute case, click on **More** button in the top-right corner, which expands the navigation menu. Go to **Environment • Create Dispute Case**.

On the **Create Dispute Case** screen, shown in Figure 7.24, enter details about the dispute case, including maintaining the **Title**, **Reason**, **Priority**, **Processor**, **Coordinator**, and **Process**.

Deadline fields, among others, and then click on **Save** button. This step creates the dispute case for customer invoice **1800000004**.

SAP Display Document: Line Item 1

Change Display/Change Mode Display Another Document Call Up Document Overview Display Previous Item Display Next Item

Customer: 17100009 Domestic US Customer 9 G/L Acct: 12100000

CoCode: 1710 19 East 24th St

Company Code 1710 Kearney Doc. No.: 1800000004

Line Item 1 / Invoice / 01

Amount: 640.00 USD

Tax Code: 00

Additional Data

CD Base: 640.00 CD Amount: 0.00 USD

Payt terms: 0004 Days/Percent: 0 0.000 % 0 0.000 % 0

Blinc Date: 02/28/2021 Invoice Ref.: / / 0

Pmnt block:

Payment Ref:

Dunn. Block: Dunning Key:

Last Dunned: 06/27/2021 1

Contract: / Flow Type:

Assignment: TEST

Text: Long Text

Figure 7.23 Customer Line Item of Invoice 1800000004 before Dispute Case Creation

Once the dispute case is created, the Display Journal Entries app provides navigation for viewing the dispute case. Comparing the customer line item before dispute case creation (shown in Figure 7.23) and the customer line item after dispute case creation, as shown in Figure 7.25, notice the **Dispute Case** button on the header of the customer line item after the dispute case is created. Clicking the **Dispute Case** button opens the existing dispute case on the customer invoice. Figure 7.26 shows dispute case **10000000017**, which we had created for customer invoice **1800000004**.

Note

To create or display dispute cases from the Display Journal Entries app or through Transaction FB03, you must activate **Customer-Disputed Objects** in the **Dispute Cases** function through when configuring process integration with accounts receivable accounting. This detailed configuration, explained in Chapter 8, Section 8.2.3, enables dispute case creation from Transaction FBL5N.

Figure 7.24 Display Journal Entries: Dispute Case Creation

Figure 7.25 Customer Line Item of Invoice 1800000004 after Dispute Case Creation

Hierarchy	Element Type	Visibility	Node ID (Mod...)	Status
Linked Objects				
Business Partner		All Roles	3	
Customer-Disputed Objects		All Roles	29	
1710 1800000004 2021 001 (Invoice)	Accounting Document	All Roles	30	

Figure 7.26 Dispute Case 10000000027 for Invoice 1800000004

7.4.2 Displaying Dispute Cases in Customer Line Item Reports

Customer line item reports are available through the Manage Customer Line Items app and SAP GUI Transaction FLB5N. We'll discuss both options in the following sections.

Manage Customer Line Items

Let's first focus on the Manage Customer Line Items app report, as shown in Figure 7.27, which is generated with the default **Standard** layout. The **Settings** (gear) icon allows you to change the layout by adding fields to the report.

Clicking the **Settings** icon opens the setting screen, shown in Figure 7.28. Enter "Dispute" into the search bar for a list of dispute management-related fields that you can include the layout of your report. For our example, select **Dispute ID**, **Dispute Reason**, and **Dispute Status** and then click **OK**. The selected fields will be included as columns in the report layout of the Manage Customer Line Items app, as shown in Figure 7.29.

Customer	Company ...	Clearin...	Journal Entry Date	Journal Entry	Journal E...	Special...	Due Ne...	Amount (CoCode CrCy)
17100001	1710	☒	08/22/2021	1400000016	DZ		☒	-500.00 USD
17100001	1710	☒	08/02/2021	1800000030	DR		☒	750.00 USD
17100001	1710	☒	08/02/2021	1800000028	DR		☒	100.00 USD
17100001	1710	☒	08/02/2021	1800000027	DR		☒	100.00 USD
17100001	1710	☒	08/01/2021	1400000013	DZ		☒	-600.00 USD
17100001	1710	☒	07/24/2021	1800000024	DR		☒	100.00 USD
17100001	1710	☒	07/13/2021	1800000026	DR		☒	600.00 USD
17100001	1710	☒	07/13/2021	1800000019	DR		☒	1,000.00 USD
17100001	1710	☒	07/01/2021	1800000029	DR		☒	750.00 USD
17100001	1710	☒	06/25/2021	1800000018	DR		☒	20,825.00 USD
17100001	1710	☒	06/23/2021	1400000003	DZ		☒	-600.00 USD
17100001	1710	☒	06/21/2021	1800000025	DR		☒	100.00 USD
17100008	1710	☒	06/11/2021	1800000005	DR		☒	128.00 USD
17100050	1710	☒	06/08/2021	1800000007	DR		☒	221.00 USD
17100010	1710	☒	05/11/2021	1800000006	DR		☒	7,000.00 USD
17100013	1710	☒	04/20/2021	1800000008	DR		☒	1,000.00 USD
17100009	1710	☒	03/11/2021	1800000016	DR		☒	5,000.00 USD
17100009	1710	☒	02/13/2021	1800000004	DR		☒	640.00 USD
17100009	1710	☒	02/11/2021	1800000015	DR		☒	5,000.00 USD
17100009	1710	☒	02/11/2021	1800000003	DR		☒	990.00 USD
17100009	1710	☒	02/11/2021	1800000002	DR		☒	5,000.00 USD
17100009	1710	☒	01/11/2021	1800000001	DR		☒	3,000.00 USD
17100009	1710	☒	12/30/2020	1400000000	DZ		☒	-5,000.00 USD
								73,395.75 USD

Figure 7.27 Manage Customer Line Items App

Columns	Sort	Filter	Group
<input type="checkbox"/> Select All (12/208)		Dispute	Show Selected
<input checked="" type="checkbox"/> Dispute ID			
<input checked="" type="checkbox"/> Dispute Reason			
<input checked="" type="checkbox"/> Dispute Status			
<input type="checkbox"/> Disp.Proc.User ID			
<input type="checkbox"/> Dispute Priority			
<input type="checkbox"/> Dispute Priority Nme			
<input type="checkbox"/> Dispute Processor			
<input type="checkbox"/> Dispute Reason Name			
<input type="checkbox"/> Dispute Status Code			
<input type="checkbox"/> Dispute Title			
<input type="checkbox"/> Disputed Item			

Figure 7.28 Manage Customer Line Items: Dispute Management Fields

Customer	Company ...	Clearin...	Journal Entry Date	Journal Entry	Journal E...	Special...	Due Ne...	Amount (CoCode CrCy)	Dispute ID	Dispute Reason	Dispute Status
17100001	1710	☒	08/22/2021	1400000016	DZ		☒	-500.00 USD	1000000019	Underdelivery or shortshipment (0004)	New
17100001	1710	☒	08/02/2021	1800000030	DR		☒	750.00 USD	1000000019	Underdelivery or shortshipment (0004)	New
17100001	1710	☒	08/02/2021	1800000028	DR		☒	100.00 USD			
17100001	1710	☒	08/02/2021	1800000027	DR		☒	100.00 USD			
17100001	1710	☒	08/01/2021	1400000013	DZ		☒	-600.00 USD			
17100001	1710	☒	07/24/2021	1800000024	DR		☒	100.00 USD	1000000014	Price Difference (0003)	New
17100001	1710	☒	07/13/2021	1800000026	DR		☒	600.00 USD	1000000012	Underdelivery or shortshipment (0004)	New
17100001	1710	☒	07/13/2021	1800000019	DR		☒	1,000.00 USD	1000000018	Price Difference (0003)	New
17100001	1710	☒	07/01/2021	1800000029	DR		☒	750.00 USD	1000000011	Damaged Goods (0001)	In Process
17100001	1710	☒	06/25/2021	1800000018	DR		☒	20,825.00 USD			
17100001	1710	☒	06/23/2021	1400000003	DZ		☒	-600.00 USD			
17100001	1710	☒	06/21/2021	1800000025	DR		☒	100.00 USD			
17100008	1710	☒	06/11/2021	1800000005	DR		☒	128.00 USD			
17100050	1710	☒	06/08/2021	1800000007	DR		☒	221.00 USD			
17100010	1710	☒	05/11/2021	1800000006	DR		☒	7,000.00 USD			
17100013	1710	☒	04/20/2021	1800000008	DR		☒	1,000.00 USD	1000000001	Quality Issue (0011)	New
17100009	1710	☒	03/11/2021	1800000016	DR		☒	5,000.00 USD			
17100009	1710	☒	02/13/2021	1800000004	DR		☒	640.00 USD	1000000017	Damaged Goods (0001)	New
17100009	1710	☒	02/11/2021	1800000015	DR		☒	5,000.00 USD			
17100009	1710	☒	02/11/2021	1800000003	DR		☒	990.00 USD			
17100009	1710	☒	02/11/2021	1800000002	DR		☒	5,000.00 USD			
17100009	1710	☒	01/11/2021	1800000001	DR		☒	3,000.00 USD	1000000013	Pricing Issue (0007)	New
17100009	1710	☒	12/30/2020	1400000000	DZ		☒	-5,000.00 USD	1000000002	Damaged Goods (0001)	New
17100009	1710	☒	07/11/2020	1800000005	DR		☒	6,000.00 USD	1000000002	Damaged Goods (0001)	New
17100009	1710	☒	07/11/2020	1800000005	DR		☒	15,000.00 USD			
17100010	1710	☒	05/11/2020	1800000000	DR		☒	7,000.00 USD			
								73,395.75 USD			

Figure 7.29 Manage Customer Line Items: Dispute Management Columns

Customer Line Item Display

Dispute cases can be created from the SAP GUI transaction that generates the list of customer line items. To generate the Customer Line Item Display report, follow the SAP IMG menu path **Financial Accounting • Accounts Receivable • Account • Display/Change Line Items**. Alternatively, you can execute Transaction FBL5N.

Figure 7.30 shows the selection parameters for the Customer Line Item Display report. For our example, we specified customer **17100001** and company code **1710** for selection fields under the **Customer selection** section. In the **Line Item selection** section, you'll see three options: **Open items**, **Cleared items**, and **All items**. The default selection for the report is **Open items** since usually this report is for displaying customer open items that are due for payment. The **Open at key date** field has the current date (today). You can specify a previous date for a list of historically open items. Similarly, you can specify dates in the **Clearing date** and **Open at key date** fields for a selected list of cleared items.

Execute this report for **Open items** to get the list of open items for customer **17100001** for company code **1710**. Figure 7.31 shows the open items posted to the customer account **17100001**. Notice the **Create Dispute Case** button in this report. Select **DocumentNo 180000019** and then click on **Create Dispute Case** to create a dispute case.

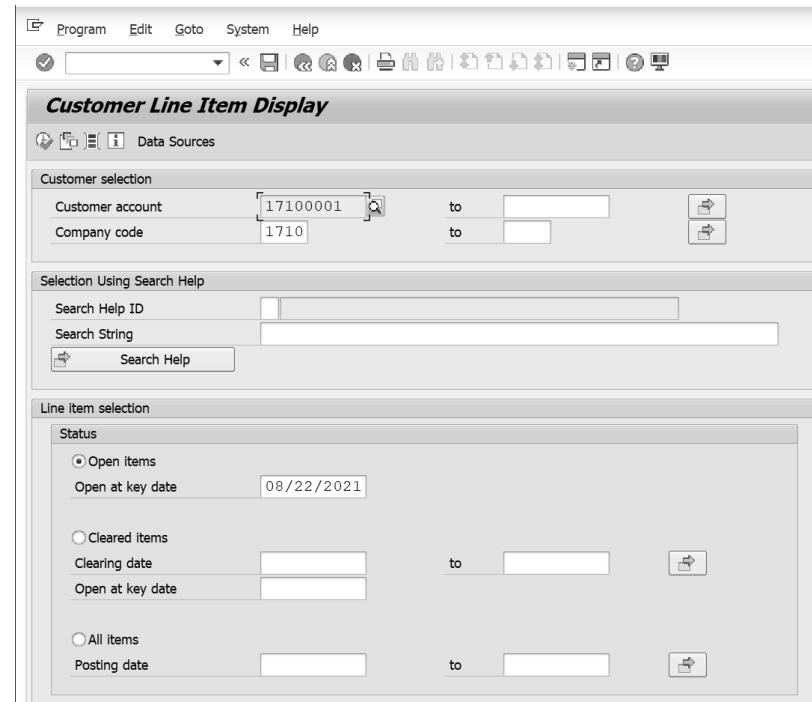


Figure 7.30 Customer Line Item Display: Selection Fields

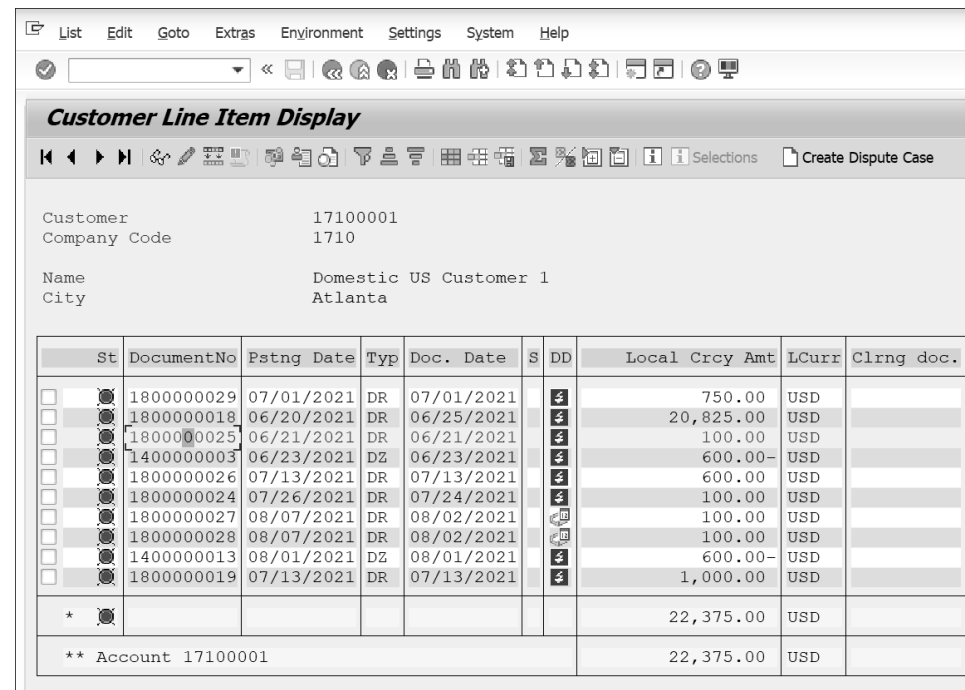


Figure 7.31 Customer Line Item Display: Open Item Report (Customer 17100001)

Once you've entered details into required fields, including the **Title**, **Reason**, **Priority**, **Processor**, and **Process Deadline** fields, as shown in Figure 7.32, save the dispute case by clicking the **Save** icon in the lower right-hand corner. This step creates the dispute case.

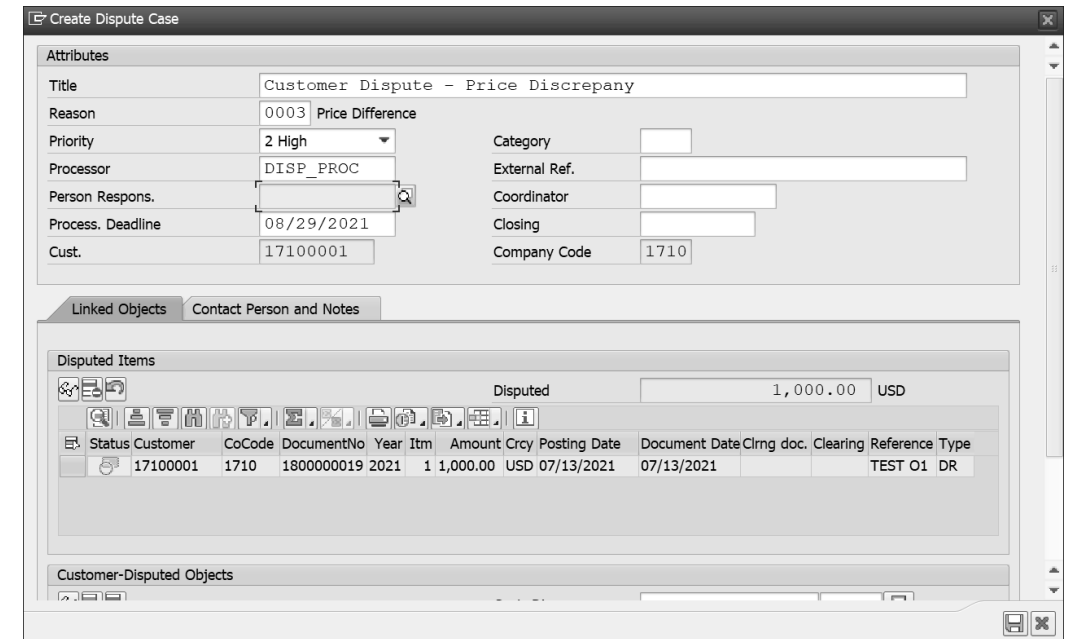


Figure 7.32 Customer Line Item Display: Creating a Dispute Case

If the Customer Line Item Display report with Transaction FLB5N lacks the required dispute management fields in the layout, execute program RFPOSXEXTEND. This program extends special fields like dispute management fields into the report. Figure 7.33 shows the message for executing program RFPOSXEXTEND to extend the structure. Usually, dispute management fields have already been extended. However, if dispute management fields are not available with on the Customer Line Item Display report, execute this program to make them available by selecting **Yes** in the popup window shown in Figure 7.33.

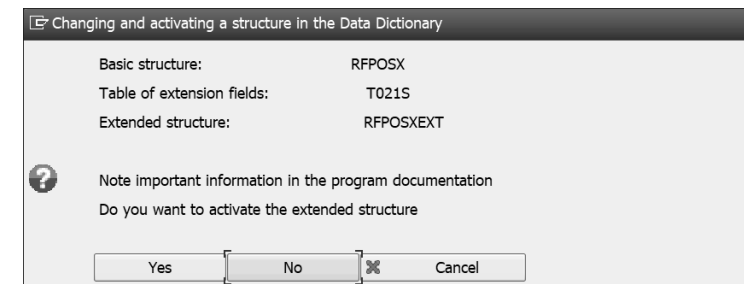


Figure 7.33 Executing Program RFPOSXEXTEND to Include Dispute Management Fields

7.4.3 Creating Dispute Cases from Incoming Payment (Clearing) Transactions

On many occasions, a customer raises a dispute for partial amounts at the same time as making a payment for open invoices (through short payments). As described in Chapter 3, Section 3.2.1, you can create residual items to account for the difference amount between invoice and payments and clear invoice with the payments. Now, you'll learn how to create a dispute case for the residual item while clearing the invoice with an incoming payment.

Figure 7.34 shows the customer invoice **180000030** for the amount of **USD 750.00**. Let's look at a scenario where customer **17100001** makes a payment of **USD 500.00** against this invoice but also raises a dispute for the remaining amount of **USD 250.00**.

Co...	Item	Key	Account	Descriptn	G/L Acct	G/L Acct Name	Amount	Crcy	Cost Ctr
1710	1	01	17100001	Domestic US Customer 1	12100000	Rcvbls Domestic	750.00	USD	
	2	50	41000000	Rev Domestic Prod		Rev Domestic Prod	750.00-	USD	

Figure 7.34 Customer Invoice 180000030

To post an incoming payment manually, use the Post Incoming Payments app. Alternatively, you can use Transaction F-28 or follow the IMG menu path **Financial Accounting • Accounts Receivable • Document Entry • Incoming Payments**.

Start by double-clicking on the SAP Fiori tile to post a payment of USD 500 from customer 17100001. As shown in Figure 7.35, we'll focus on a few elements highlighted in the header section. The **General Information** section ❶ includes information like company code, posting date, journal entry (document) date, journal entry (document) type, and header text. The **Bank Data** section ❷ contains the house bank, bank account, bank general ledger account, and payment amounts. In the **Open Item Selection** section ❸, you can enter the account type and account. The value of the **Account Type** field by default is the same value as the **Customer** field when posting incoming payment transactions. Specify customer account **17100001**. Clicking the **Propose Items** button ❹ populates open invoices into the **Open Items** section ❺ for customer **17100001** for clearing the invoice with the incoming payment. In our example shown in Figure 7.35, no open items appear.

Figure 7.35 Post Incoming Payment: Header Section

Now, click on **Propose Items** ❹ to select the open items to be cleared with the incoming payment of USD 500 from customer 17100001. Figure 7.36 shows the bottom part of the **Post Incoming Payments** screen after open items have been populated. Select invoice (**Journal Entry**) **180000030** (shown earlier in Figure 7.34 and last in the open item list shown in Figure 7.36). Then, click the **Clear >>** button.

Compa...	Account	Journal Entry	Journal...	Journal Entry Date	Net Due Date	Amount (USD)	Clear
1710	17100001	140000003	DZ	06/23/2021	06/30/2021	-600.00	Clear >>
1710	17100001	140000013	DZ	08/01/2021	08/01/2021	-600.00	Clear >>
1710	17100001	180000018	DR	06/25/2021	08/09/2021	20,825.00	Clear >>
1710	17100001	180000019	DR	07/13/2021	07/31/2021	1,000.00	Clear >>
1710	17100001	180000024	DR	07/24/2021	07/31/2021	100.00	Clear >>
1710	17100001	180000025	DR	06/21/2021	06/30/2021	100.00	Clear >>
1710	17100001	180000026	DR	07/13/2021	07/31/2021	600.00	Clear >>
1710	17100001	180000027	DR	08/02/2021	08/31/2021	100.00	Clear >>
1710	17100001	180000028	DR	08/02/2021	08/31/2021	100.00	Clear >>
1710	17100001	180000029	DR	07/01/2021	07/31/2021	750.00	Clear >>
1710	17100001	180000030	DR	08/02/2021	08/31/2021	750.00	Clear >>

Figure 7.36 Open Items for Customer 17100001

As shown in Figure 7.37, the invoice **180000030** has been selected in the **Open Items** section, and this invoice also appears in the **Items to Be Cleared** section. The **Open Amount** in the **Items to be Cleared** section is **USD 750.00** (the same as the invoice amount). Specify **USD 500.00** in the **Allocated Amount** field since the customer made a short payment and disputes the remaining amount. The **Proposed Items** tab is also highlighted with **USD 500.00** in parenthesis (the same as the value of the **Allocated Amount** field).

Compa...	Account	Journal Entry	Journal...	Journal Entry Date	Net Due Date	Amount (USD)	Clear
1710	17100001	1400000003	DZ	06/23/2021	06/30/2021	-600.00	Clear >>
1710	17100001	1400000013	DZ	08/01/2021	08/01/2021	-600.00	Clear >>
1710	17100001	1800000018	DR	06/25/2021	08/09/2021	20,825.00	Clear >>
1710	17100001	1800000019	DR	07/13/2021	07/31/2021	1,000.00	Clear >>
1710	17100001	1800000024	DR	07/24/2021	07/31/2021	100.00	Clear >>
1710	17100001	1800000025	DR	06/21/2021	06/30/2021	100.00	Clear >>
1710	17100001	1800000026	DR	07/13/2021	07/31/2021	600.00	Clear >>
1710	17100001	1800000027	DR	08/02/2021	08/31/2021	100.00	Clear >>
1710	17100001	1800000028	DR	08/02/2021	08/31/2021	100.00	Clear >>
1710	17100001	1800000029	DR	07/01/2021	07/31/2021	750.00	Clear >>
1710	17100001	1800000030	DR	08/02/2021	08/31/2021	750.00	Clear >>

Figure 7.37 Open Item 180000030 Selected for Clearing with Incoming Payment of USD 400

Click on the **Create Dispute** button to create the dispute case. On the screen shown in Figure 7.38, specify details about the dispute case, including maintaining the **Title**, **Reason**, **Priority**, and **Processor** fields. This transaction also provides an **Upload** capability so you can add supporting documents to the dispute case.

Dispute

Items with Partial Payments

Dispute	Journal Entry	Open Amount (USD)	Allocated Amount	Journal Entry Date	Net Due Date
<input checked="" type="checkbox"/>	1800000030	750.00	500.00	08/02/2021	08/31/2021

Details

Title:

Reason:

Priority:

Processor:

External Reference:

Name of Contact Person:

Note:

Attachments (0)

Figure 7.38 Post Incoming Payment: Dispute Case Screen during Clearing

Upon entering the dispute case's details, click on the **OK** button. You'll be returned to the **Post Incoming Payments** screen, with two new buttons populated—the **Update Dispute** button and the **Remove Dispute** button—instead of the **Create Dispute** button (compare the screen shown in Figure 7.37 and Figure 7.39).

Compa...	Account	Journal Entry	Journal...	Journal Entry Date	Net Due Date	Amount (USD)	Clear
1710	17100001	1400000003	DZ	06/23/2021	06/30/2021	-600.00	Clear >>
1710	17100001	1400000013	DZ	08/01/2021	08/01/2021	-600.00	Clear >>
1710	17100001	1800000018	DR	06/25/2021	08/09/2021	20,825.00	Clear >>
1710	17100001	1800000019	DR	07/13/2021	07/31/2021	1,000.00	Clear >>
1710	17100001	1800000024	DR	07/24/2021	07/31/2021	100.00	Clear >>
1710	17100001	1800000025	DR	06/21/2021	06/30/2021	100.00	Clear >>
1710	17100001	1800000026	DR	07/13/2021	07/31/2021	600.00	Clear >>
1710	17100001	1800000027	DR	08/02/2021	08/31/2021	100.00	Clear >>
1710	17100001	1800000028	DR	08/02/2021	08/31/2021	100.00	Clear >>
1710	17100001	1800000029	DR	07/01/2021	07/31/2021	750.00	Clear >>
1710	17100001	1800000030	DR	08/02/2021	08/31/2021	750.00	Clear >>

Figure 7.39 Open Item 180000030 Selected for Clearing with Incoming Payment of USD 500

Click on the **Post** button to create a payment (clearing) document for the incoming payment of USD 500, which creates payment document **1400000016**, as shown in Figure 7.40.

Success

Journal entry 1400000016 (2021, 1710) successfully posted

Figure 7.40 Payment (Clearing) Document 1400000016

Figure 7.41 shows dispute case **10000000019**, created when we cleared customer invoice **1800000030** through payment document **1400000016**. Expand the **Disputed Objects** folder under the **Linked Objects** section, as shown in Figure 7.41, to see invoice **1800000030** and payment document **1400000016**.

Note

Comparing the values in the **Orig. Disp. Amt** and **Disputed Amount** fields for the dispute cases created through the Display Document or Customer Line Item Display apps (shown earlier in Figure 7.26) with the values in dispute cases created from clearing or incoming payment transactions (as shown in Figure 7.41), the amounts in the former case are equal to the invoice amount while the amounts in the latter case are equal to the difference between the invoice amounts and the payment (credit) amounts.

Figure 7.41 Dispute Case 10000000019 Created while Posting Payment Document

7.4.4 Creating Dispute Cases from Reprocessed Bank Statement Items

In Section 7.4.3, you learned about the process of creating dispute cases while applying an incoming payment manually to an invoice through the Post Incoming Payment app. Many organizations receive bank statements or lockboxes (in the US) and thus clear their open customer invoices through automated cash application like EBS or lockbox. (You learned about EBS and lockbox processes in Chapter 3, Section 3.3.3 and Section 3.3.4, respectively.) However, when a customer makes a short payment out of some dispute, open customer invoices are identified for which payment is received when the bank statement is imported. However, due to the difference between the invoice amount and the incoming payment amount, both the customer invoice and the incoming payment will need postprocessing through the Reprocess Bank Statement Items app. Alternatively, you can use Transactions FEBA_BANK_STATEMENT or FEBAN. The corresponding IMG menu path is **Financial Accounting • Banks • Input • Bank Statement • Reprocess**.

In this section, we'll explain the process of creating dispute cases while reprocessing bank statement items.

Processing Bank Statements

Figure 7.42 shows open invoice **1800000044** for customer **17100001**. The **Reference** field of the invoice contains the value **0090000025**, and the invoice amount is USD **1,200.00**. We'll explain the process of receiving an incoming payment of USD 1,000 against this invoice through a bank statement and then for creating a dispute case for the difference amount (USD 200) later, during postprocessing of the bank statement item of this incoming payment.

Figure 7.42 Customer Invoice 1800000044

Figure 7.43 shows the bank statement. The highlighted values are the statement date and time (record types **01** and **02**), the incoming payment amount of USD 1000.00 (record type **16**), and the reference invoice (record type **88**).

```
01,Test MBC Test Receiver,210909,0435,1,99,99,1/
02,Test Receiver,820800001,1,210909,0435,USD/
03,25800611,USD,010,2505028,,,015,2605028,,,045,13600000,,,/
16,195,100000,0,0,0,0,0,0/
88,0090000025/
49,1500320062,99/
98,1500320062,1,99/
99,1500320062,1,99/
```

Figure 7.43 Bank Statement File

Let's process this bank statement using the Upload Bank Statements app. You learned about the EBS import process through this app in Chapter 3, Section 3.3.3. Figure 7.44 shows the selection fields for the app. Import the bank statement shown earlier in Figure 7.43.

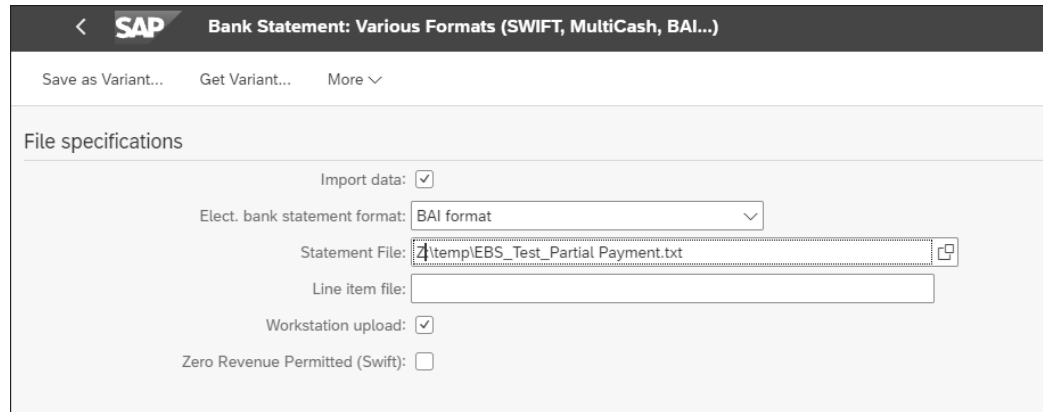


Figure 7.44 Upload Bank Statement: EBS Import

Figure 7.45 shows the posting log for the bank statement after it is imported into SAP. In the upper portion of the log, bank accounting document **100000042** is posted to debit the bank general ledger account and to credit the cash receipt account for USD **1000**. However, for the accounts receivable subledger posting in the lower portion of the log, an invoice is identified for reference **0090000025**. Since customer **1710001** made a short payment (short by USD 200), the incoming cash was not applied to the invoice, and you'll see the error message **Error: (F5 263) The difference is too large for clearing**.

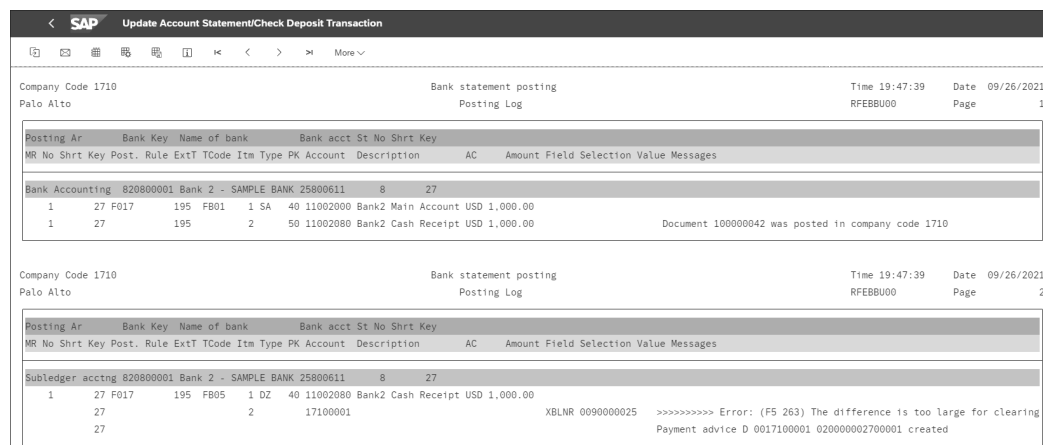


Figure 7.45 Bank Accounting and Subledger Accounting Posting through Bank Statement Import

Creating a Dispute Case

We'll now use the Reprocess Bank Statement Items app to clear the incoming payment and create a dispute case for the short payment to capture this scenario (a customer pays short and raises a dispute for the remaining amount).

As shown in Figure 7.46, for our example, enter "1710" in the **Company Code** field, "USBK2" in the **House Bank** field, "USAC2" in the **House Bank Account** field, and the date "09/09/2021" in the **Bank Statement Date** field. Then, click on the **Go** button. This step opens the **Bank Statement Line Items** screen for the incoming payment of USD 1000. Click on the > icon under the **Reprocess** column to postprocess this payment.

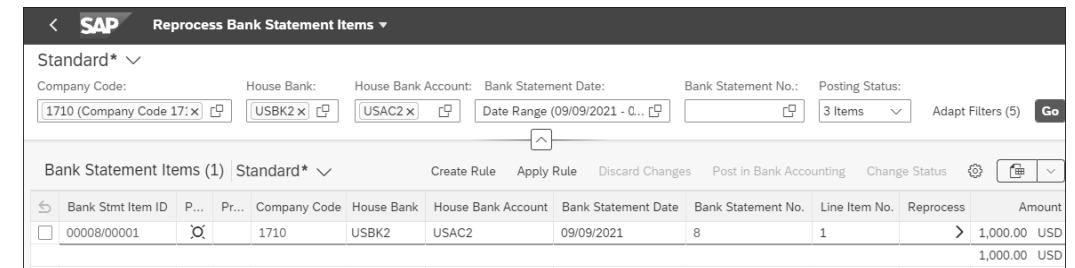


Figure 7.46 Bank Statement Line Item of Incoming Payment for USD 1000

This step opens the details of the bank statement item, as shown in Figure 7.47. At the top, the **Details** section contains payment details, such as the customer identified from the invoice reference on the bank statement (i.e., customer **17100001**); the **Posting Date** of the payment document (statement date) **09/09/2021**; and the **Payment Amount** of USD **1,000.00**. The **Open Items** section, shown at the bottom of Figure 7.47, contains two parts: a list of open items of customer **17100001** on the left and the open item(s) identified during bank statement import on the right, under **Items To Be Cleared**. When the bank statement was imported using the Upload Bank Statement app, the customer invoice **1800000044** was identified through the reference **0090000025** (refer to the **Reference** field shown earlier in Figure 7.42 and the **88** record type of the bank statement shown earlier in Figure 7.43). You'll see invoice **1800000044** under the **Items to Be Cleared** section. If the payment amount and invoice amount had been the same or within the allowable tolerance, invoice **1800000044** would have been cleared during the import of the bank statement itself. Notice the payment amount of USD **1000.00** in the header portion and the invoice amount of invoice **1800000044** for USD **1200.00**. You'll also see the **Create Dispute** button in the bottom right of the screen shown in Figure 7.47.

To clear the invoice and create a dispute case, first change the value of the **Allocated Amount** field to USD 1000.00, from defaulted invoice amount of USD 1200.00. Then, click on the **Create Dispute** button to arrive at the dispute case creation screen shown in Figure 7.48.

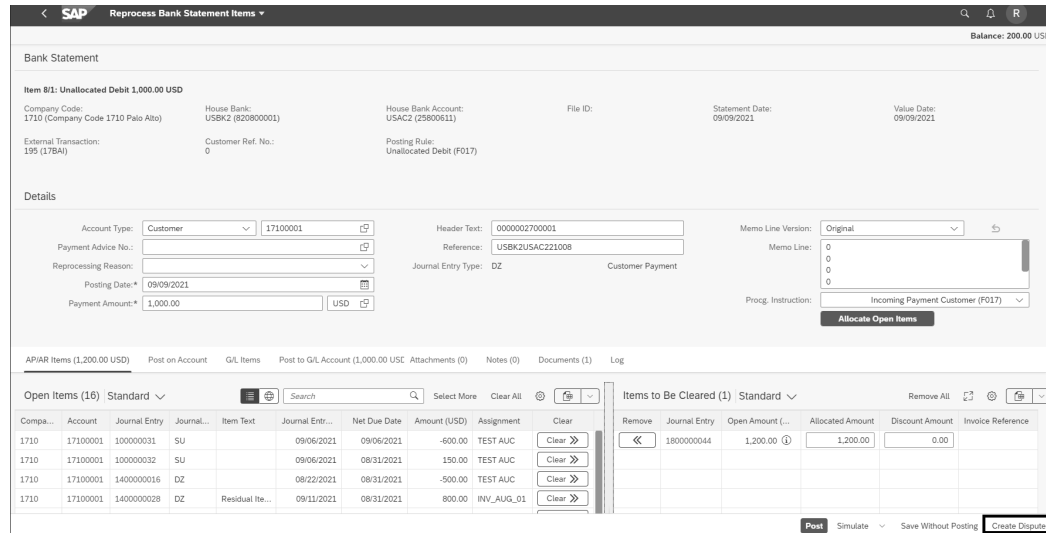


Figure 7.47 Reprocess Bank Statement Items: Details for Clearing Invoice

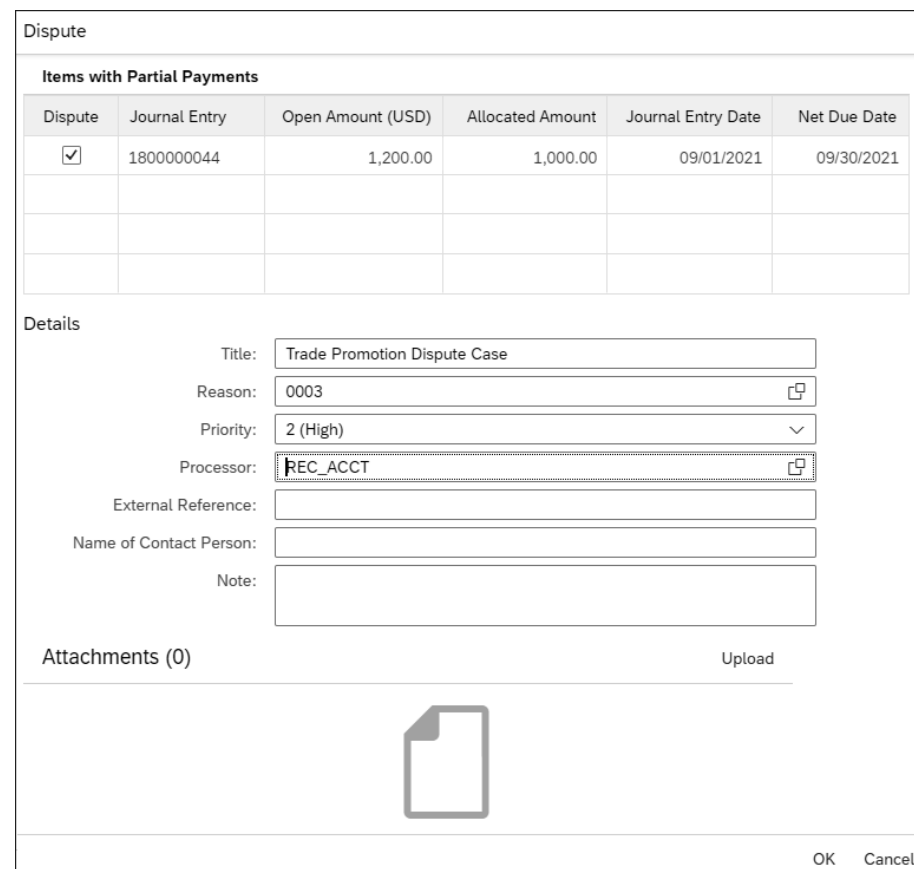


Figure 7.48 Reprocess Bank Statement Items: Creating a Dispute Case

Once you've maintained the dispute case's attributes, click on the **OK** button, which creates the dispute case and organizes information for the payment document in the **Details**, **Open Items**, and **Items to be Cleared** sections, as shown in Figure 7.49. Note that the screen shown in Figure 7.47 has the **Create Dispute** button enabled, while the screen shown in Figure 7.49 has the **Update Dispute** and **Remove Dispute** buttons enabled. By clicking on the **Post** button shown in Figure 7.49, payment document 1400000031 is created, as indicated by the message shown in Figure 7.50.

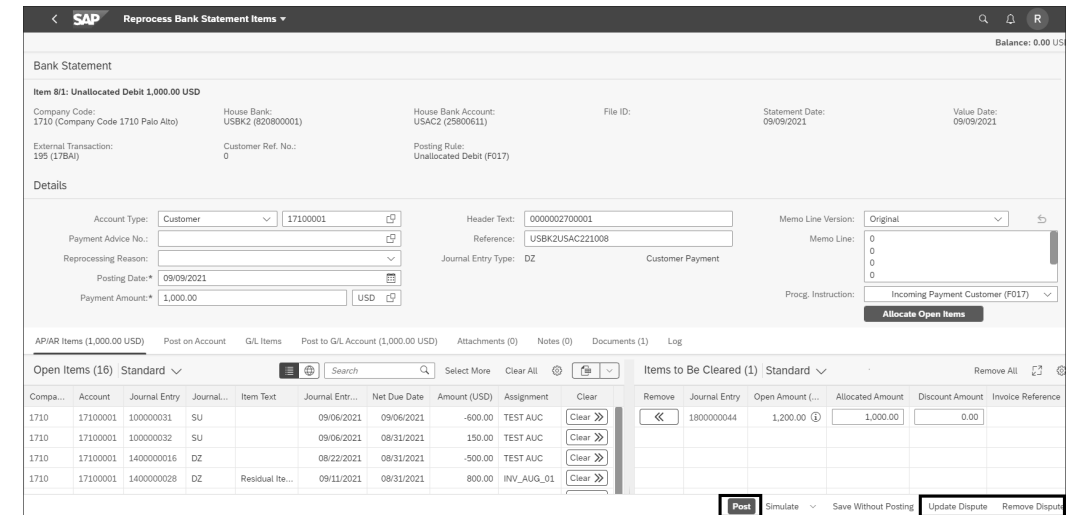


Figure 7.49 Reprocess Bank Statement Items: After Creation of Dispute Case

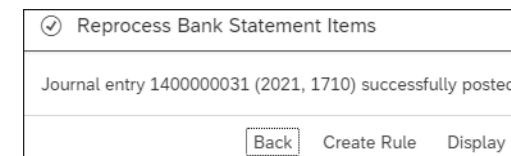


Figure 7.50 Reprocessing Bank Statement Items: Accounts Receivable Subledger Posting

Reviewing a Dispute Case

Let's now review the dispute case by displaying journal entry 1400000031. First, we'll display the journal entry for the payment document through the Manage Journal Entries app. Figure 7.51 shows the journal entry. Double-click on the customer line to open the attributes screen for the line item, as shown in Figure 7.52.

SAP Display Document: Data Entry View

Change Display/Change Mode | Display Another Document | Select Individual Object | Display Document Header | Display Currency | General Ledger View

Data Entry View

Document Number: 1400000031 | Company Code: 1710 | Fiscal Year: 2021
 Document Date: 09/09/2021 | Posting Date: 09/09/2021 | Period: 9
 Reference: USBK2USAC221008 | Cross-Comp.No.: | Texts Exist: | Ledger Group: | Currency: USD

Co...	Item	Key	Account	Descriptn	G/L Acct	G/L Acct Name	Amount	Crcy	Clrng doc.	Invoice Ref.
1710	1	40	11002080	Bank2 Cash Receipt		Bank2 Cash Receipt	1,000.00	USD		
	2	15	17100001	Domestic US Customer 1	12100000	Rcvbls Domestic	1,000.00-	USD		1800000044

Figure 7.51 Journal Entry for an Incoming Payment of USD 1000

SAP Display Document: Line Item 2

Change Display/Change Mode | Display Another Document | Call Up Document Overview | Display Previous Item | Display N

Customer: 17100001 | Domestic US Customer 1 | G/L Acct: 12100000
 CoCode: 1710 | 200 Augusta Ave SE
 Company Code 1710 | Atlanta | Doc. No.: 1400000031

Line Item 2 / Incoming payment / 15

Amount: 1,000.00 USD
 Tax Code: | CD Amount: 0.00 USD
 Payment for: 1800000044 / 2021 / 1

Additional Data

Bline Date: 09/30/2021 | Pmnt block: | Dunning Key: | Last Dunned: | Contract: | Flow Type: | Payment Amt: 1,000.00 USD
 Assignment: 0090000020 | Text: | Long Text

Figure 7.52 Customer Line Item of Journal Entry 1400000031

Double-click the **Dispute Case** button in the top-right corner (not shown) to open the dispute case created for the short payment of USD 200. Figure 7.53 shows the header data of dispute case 10000000032, which includes its **Status (New)**, its **Priority (High)**, its **Processor (REC_ACCT)**, its original disputed amount in the **Orig. Disp. Amt** field, and

the **Disputed Amount (USD 200)**. The dispute case header also contains other core attributes, such as company code, case type, etc.

SAP Case Display: Trade Promotion Dispute Case (10000000032) (Dispute Mana)

Services for Object | More

Attributes | Void | FI Objects | Actions

Title	Trade Promotion Dispute Case	Case ID	10000000032
Customer	17100001	Domestic US Customer 1, Case Type	YT01
Company Code	1710	Company Code 1710	External Reference
Status	New	Escalation Reason	
Reason	Price Difference	Category	
Process. Deadline		Planned Close Date	
Root Cause Code		Priority	High
Processor	REC_ACCT	Person Responsible	
Coordinator			
Orig. Disp. Amt	200.00	Disputed Amount	200.00
Credited	0.00	Paid	0.00
Autom. Written Off	0.00	Cleared Manually	0.00

Figure 7.53 Header Attributes of Dispute Case 10000000032

Scroll down to view the **Linked Objects** section, as shown in Figure 7.54. The **Business Partner** folder includes customer 17100001, and the **Disputed Objects** folder contains the invoice reference of 1800000044 and payment reference of 1400000031.

Hierarchy	Element Type	Visibility	Node ID (Model)
Linked Objects			
Business Partner		All Roles	3
0017100001 (Customer)	Customer	All Roles	4
Disputed Objects		All Roles	5
1710 1800000044 2021 001 (Invoice)	Accounting Document Line	All Roles	7
1710 1400000031 2021 002 (Partial Payment)	Accounting Document Line	All Roles	9
Other Objects		All Roles	16
1710 1800000044 1800 001 (Invoice)	Accounting Document Line	All Roles	18

Figure 7.54 Linked Objects of Dispute Case 10000000032

7.5 Automatic Creation of Dispute Cases

At this point, we've focused on the ways dispute cases can be created through manual processing transactions in dispute management and also through various financial accounting transactions. Your customer might raise a dispute while making a payment,

perhaps by making an underpayment for disputed transactions with a specific reason (i.e., damaged goods, late shipments, quantity issues, promised discounts or promotions, etc.). In this section, you'll learn how dispute cases can be created automatically while applying cash through EBS or lockbox. You'll also learn how accounts receivable reason codes can help you assign various attributes to dispute cases automatically.

7.5.1 Reason Codes and Dispute Management Reason Attributes

Reason codes are the keys that explain the difference between an invoice amount and a payment amount. These codes represent the cause for an underpayment and create a basis on which to create a dispute case for the underpayment. You'll configure reason codes in accounts receivable. However, the codes configured in SAP S/4HANA may be different than the codes used by your banks, in their systems, and thus, you'll need to consider their bank codes in the statements you receive. Therefore, accounts receivable reason codes may need to be mapped to the reason codes used by your bank. Additionally, financial supply chain management includes a reason attribute that can be assigned to dispute cases as underlying reasons. Table 7.1 provides the significance of the different types of reason codes that you can use to create dispute cases automatically.

Attribute for Short Payment Reason	Description
Accounts receivable reason code	Reason for underpayment by customer.
External reason code	Reason codes used by external parties such as banks. External reason codes vary between banks. You must assign external reason codes to versions created for specific banks.
Financial supply chain management reason attribute	Reason for the dispute case. Accounts receivable reason codes should ideally match with financial supply chain management dispute management reason attributes.

Table 7.1 Accounts Receivable Reason Codes

You'll learn how to configure accounts receivable reason codes, external reason codes and versions, and dispute management reason attributes in Chapter 8, Section 8.1.6. For the automatic creation of dispute cases while applying cash through the lockbox or EBS functionalities, we'll focus on versions of external reason codes. We'll configure the conversion of a version of reason code LBX for mapping lockbox codes for underpayment (provided by banks in lockbox files) with the reasons configured in accounts receivable. An external reason code version is assigned to the customer (business partner) master data for customers that make payments through the lockbox functionality with a specific bank.

Figure 7.55 shows the external reason code version **LBX** assigned to the **Reason Code Conv.** field of the customer master data for company code **1710**. Detailed steps for configuring reason codes, versions, and dispute management reason attributes are provided in Chapter 8, Section 8.1.6. In the next section, we'll show you the process of automatically creating dispute cases through incoming payments transmitted through a lockbox file.

The screenshot shows the SAP Business Partner Master Data interface for a customer role. The title bar indicates 'Display Organization: 17100009, role Customer (Fin.Accounting)'. The main content area is divided into several sections:

- Business Partner:** 17100009, Domestic US Customer 9 / Kearney NE 68847-5457
- * Display in BP role:** Customer (Fin.Accounting)
- Company Code:** 1710, Company Code 1710. Includes buttons for 'Company Codes' and 'Switch Company Code'.
- Customer:** 17100009
- Vendor:** 17100009
- Customer: Account Management** (selected), Customer: Payment Transactions, Customer: Correspondence, Customer: Insurance
- Lockbox:** 1234567
- Alternative payer:** (empty field)
- Next payee:** (empty field)
- Additional Company Code Data:** AR Pledging Ind: (checkbox), Alt.payer(doc.): (checkbox), Permitted Payer (button)
- Payment Advice Notes:** Reason Code Conv.: LBX, Lockbox Reason Codes, Selection Rule: (empty field)

Figure 7.55 Business Partner Master Data: FI Customer Role, Payment Transaction Tab of Customer's Company Code Master Data Attributes

7.5.2 Residual Item Creation with Reason Code with Lockbox

As described in the previous section, the reason codes used by different banks for a short payment vary by bank. Thus, bank reason codes must be mapped with the reason codes configured in accounts receivable. Bank reason codes are configured for the reason code conversion version. Reason code conversion versions are assigned to customer master data (shown earlier in Figure 7.55). We'll explain this configuration in detail in Chapter 8, Section 8.2.2. In this section, we'll explore the structure of lockbox files that contain reason codes for underpayment, and we'll process a lockbox file to create a

residual item with a reason code. Using reason codes on residual items helps create dispute cases automatically through batch jobs.

Let's look at an example of creating short delivery reason codes for residual items created through a lockbox file. We'll review this configuration in Chapter 8, Section 8.1.13, but for this short delivery scenario, bank reason code (reason code conversion version code) is 001, which is assigned to the relevant SAP accounts receivable reason code, in this case, reason code 100. Our example lockbox file uses the reason code 001.

In our example, let's say customer 17100010 makes a short payment of USD 750 against an invoice for USD 1000. The customer cited the reason as a "short delivery." The lockbox file from the bank contains information about the payment for USD 750, with a reference to the customer invoice number for USD 1000. The lockbox file also contains the reason code "001" to indicate that the customer informed the bank that the underlying reason for the short payment is a short delivery.

Figure 7.56 shows the lockbox file received for this short payment scenario. Only a USD 750 payment has been made against the invoice of USD 1000. The incoming payment amount is 0000075000 in record 6 and record 4 of the Bank Administration Institute (BAI) lockbox file (in the BAI2 format). Customer invoice number 1800000047 (for the USD 1000 invoice) is highlighted in record 4. The deduction amount of USD 250 (0000025000) and the bank reason code (001) are highlighted in record 4.

```
100LOCKBOXDESLOCKBOXORI2109202203
58000001234567210920LOCKBOXDESLOCKBOXORI
600100100000750000110003900000102040040124120
400100160191800000047 0000075000000025000001
8000000123456721092000010000075000
90000006
```

Figure 7.56 Lockbox File with Deduction Amount and Reason Code for Short Payment

To avoid redundancy, we won't describe how to process lockbox files for incoming payments, which we covered in Chapter 3, Section 3.3.4. Figure 7.57 shows the report generated when the lockbox file shown in Figure 7.56 is imported into SAP S/4HANA. The report shown in Figure 7.57 indicates that the status of the incoming payment is **Applied**, which means the customer invoice has been identified and cleared by the payment document while you imported the lockbox file into SAP. This report also shows the bank accounting document (**Doc. G/L**) and the accounts receivable document (**Doc. AR**), which are **100000045** and **1400000034**, respectively. We'll review the line items of the accounts receivable document to see if the lockbox program has created a residual item for the short payment of USD 250 and has assigned the equivalent reason code for the short delivery.

Check Number	Customer	Amount	Doc. (G/L)	Doc. (AR)	Doc on acc	Status	Itm	Batch	Pyt adv.
040124120	17100010	750.00	100000045	1400000034		Applied	1	001	0017100010 01040124120

Lockbox no.	Stmt Date	Status	Amount	Number
1234567	09/20/2021	Applied	750.00	1
		Part. applied	0.00	0
		Posted on acct	0.00	0
		Unprocessed	0.00	0
* 1234567			750.00	
** Total			750.00	

Figure 7.57 Lockbox Import Report with Bank Accounting General Ledger Document and Residual Item Accounts Receivable Document

Figure 7.58 shows three line items in accounts receivable document **1400000034**. The first line item is posted to the lockbox clearing account, and the remaining two line items are posted to customer **17100010**. Line item **3** shows a credit posting to the customer for USD 1000.00, and the clearing document value for that line item is filled with the accounts receivable document number. Thus, the original invoice of USD 1000 and the payment document of USD 1000 are cleared by payment document **1400000034**. The second line item represents the residual item created for the deduction amount of USD 250.00. The invoice reference for this line item contains the original customer invoice number (**Invoice Ref.**) **1800000047** (the invoice number specified in the lockbox file). The clearing document for this line item is blank, which means that this line item is an open item. You'll also see reason code (**RCd**) **100** (mapped to bank reason code 001) assigned to the residual item created for the short payment. (We'll explain this configuration in Chapter 8, Section 8.2.2.) As you can see, if a bank provides reason codes for short payments, SAP's lockbox processes can automatically populate the relevant SAP reason code in the residual item created for the deduction amount.

We'll explain the automatic creation of dispute cases using reason codes in Section 7.5.4.

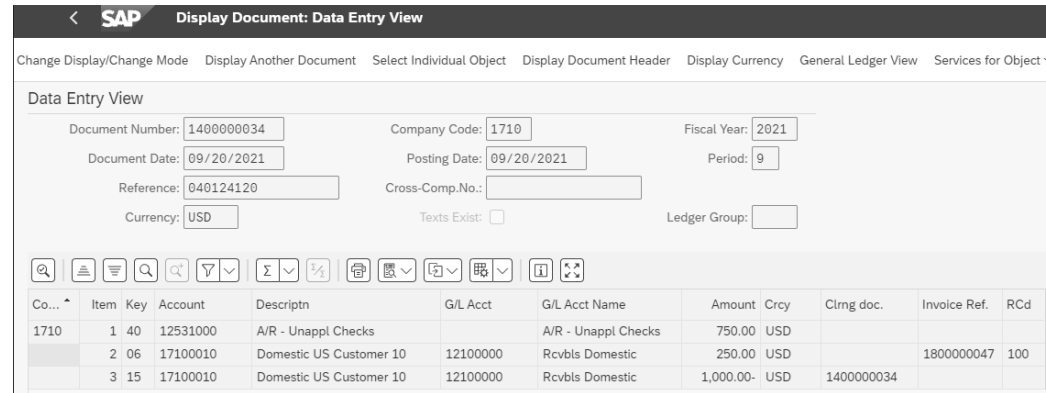


Figure 7.58 Residual Item for Short Payment of USD 250

7.5.3 Residual Items with Reason Codes with Reprocessing Bank Statement Items

You learned how to create dispute cases manually in the Reprocessing Bank Statement Items app in Section 7.4.4. In this section, you'll learn how to create a residual item and assign an accounts receivable reason code to the residual item, without creating a dispute case manually, as described in Section 7.4.4. We covered how to set up automatic dispute case creation using reason codes for residual items created by lockbox files (see Section 7.5.2); now, we'll cover residual items created during the reprocessing of bank statement line items.

You can use the Reprocess Bank Statement Items app (shown earlier in Figure 7.46 in Section 7.4.4). Alternatively, you can use Transaction FEBA_BANK_STATEMENT or FEBAN or follow the IMG menu path **Financial Accounting • Banks • Input • Bank Statement • Reprocess**. In this scenario, we'll create a residual item with a reason code using the Reprocess Bank Statement Items app for the incoming payment of USD 1000 against the invoice **1800000043** for the amount of USD 1200. In this example, the customer has made a short payment for a trade promotion discount of USD 200. Figure 7.59 shows the bank statement item for the incoming payment of USD 1,000.00.

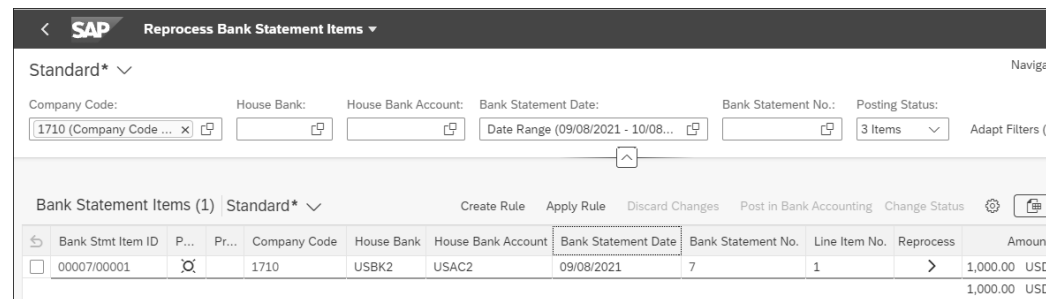


Figure 7.59 Reprocess Bank Statement Items: Incoming Payment of USD 1000

Double-clicking on the > icon under the **Reprocess** column opens the screen where you can assign a customer invoice and create a residual item for the short payment, as

shown in Figure 7.60. In the top-right corner, the balance amount is USD 200, that is, the difference between the payment amount of USD 1000 (shown under the **Details** section) and the invoice amount of USD 1,200 of the assigned invoice **1800000043** (shown under the **Items to be Cleared** section). The **Residual Amount** and **Reason Code** fields are blank by default, as shown in Figure 7.60.

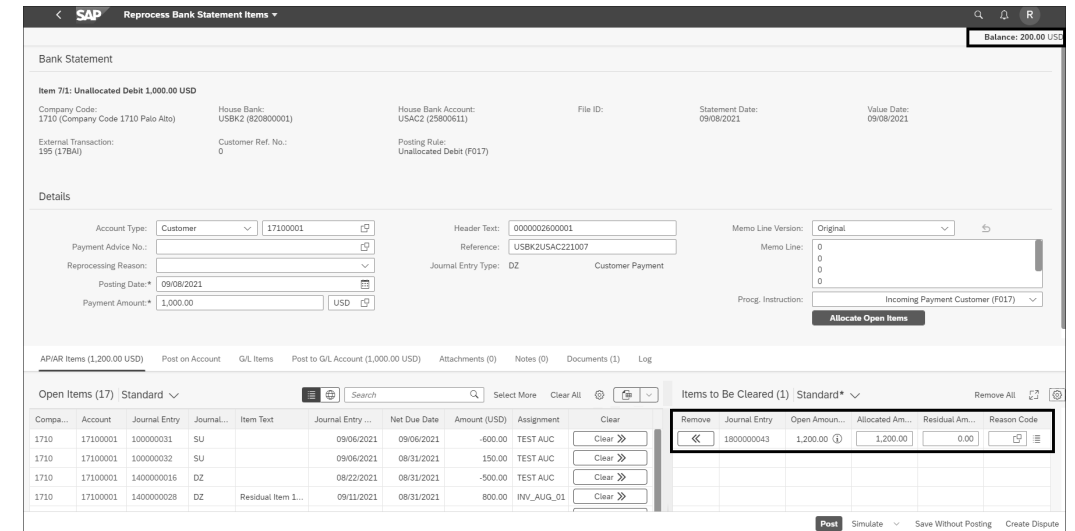


Figure 7.60 Reprocess Bank Statement Items: Open Item Assignment and Clearing

Enter USD "200" under **Residual Amount** and **Reason Code 030 (Trade Promotions)**, as shown in Figure 7.61. Now, the balance amount is 0.00, as shown in the top-right corner of Figure 7.61, since the total payment amount and the residual amount (for short payments) now match the total invoice amount.

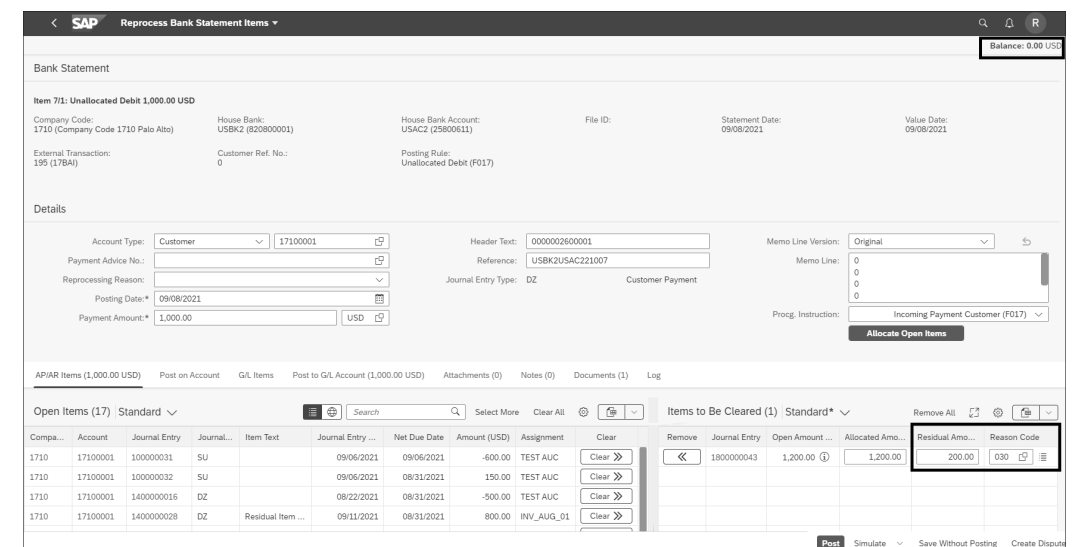


Figure 7.61 Reprocess Bank Statement Items: Residual Amount and Reason Code

Once you've entered the residual amount and the reason code, click on the **Post** button, which posts document **140000035** for the incoming payment with the residual item, as shown in Figure 7.62.

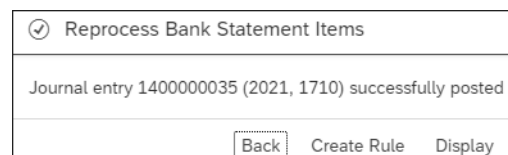


Figure 7.62 Incoming Payment Document Posting Message

Clicking on the **Display** button opens the document, as shown in Figure 7.63. Line item **2** is the residual item created for the short payment of USD 200, which has the invoice reference of the original invoice **180000043** and reason code **030**. Line item **3** indicates that invoice **180000043** has been cleared by document **140000035**, which was posted for the incoming payment through bank statement reprocessing.

Co...	Item	Key	Account	Descriptn	G/L Acct	G/L Acct Name	Amount	Crcy	Clrng doc.	Invoice Ref.	RCd
1710	1	40	11002080	Bank2 Cash Receipt		Bank2 Cash Receipt	1,000.00	USD			
	2	06	17100001	Domestic US Customer 1	12100000	Rcvbls Domestic	200.00	USD		180000043	030
	3	15	17100001	Domestic US Customer 1	12100000	Rcvbls Domestic	1,200.00	USD	140000035		

Figure 7.63 Incoming Payment for Bank Statement Item with Residual Item

7.5.4 Automatic Dispute Case Creation

In this section, you'll learn how to create dispute cases automatically for residual items created from lockbox files. We'll look at a residual item for a short payment caused by an underdelivery, as described in Section 7.5.2.

Scheduling Dispute Management Jobs for Lockboxes

We'll start with the Schedule Dispute Management Jobs app. Clicking on the SAP Fiori app tile open the screen for creating dispute management jobs, as shown in Figure 7.64. Alternatively, you can execute Transaction FDM_AUTO_CREATE for automatic dispute case creation or follow the IMG menu path **Financial Supply Chain**

Management • Dispute Management • Periodic Processing in Accounting • Automatic Creation of Dispute Case.

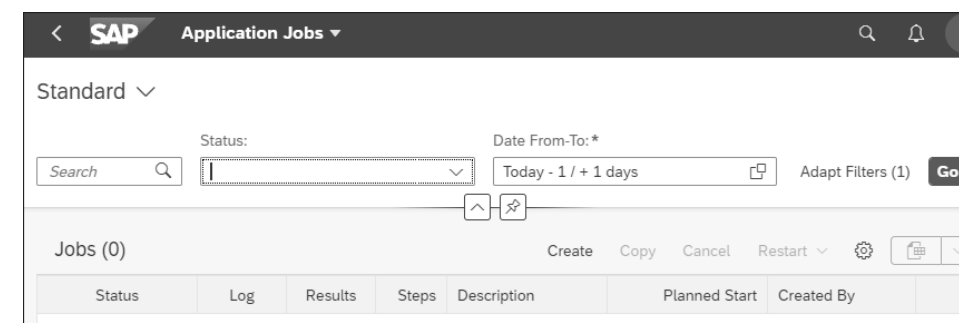


Figure 7.64 Schedule Dispute Management Batch Jobs Using App

Click on the **Create** button to schedule a batch job for automatic dispute case creation. The **Template Selection** screen, shown in Figure 7.65, will open and is the first step to scheduling dispute case creation through background jobs in SAP.

Select **Automatic Creation of Disputes Case** from the **Job Template** dropdown list and enter a suitable name in the **Job Name** field. We'll keep the default job name (**Automatic Creation of Dispute Cases**). Once these fields are maintained, click on the **Step 2** button, shown in Figure 7.65, for the next step.

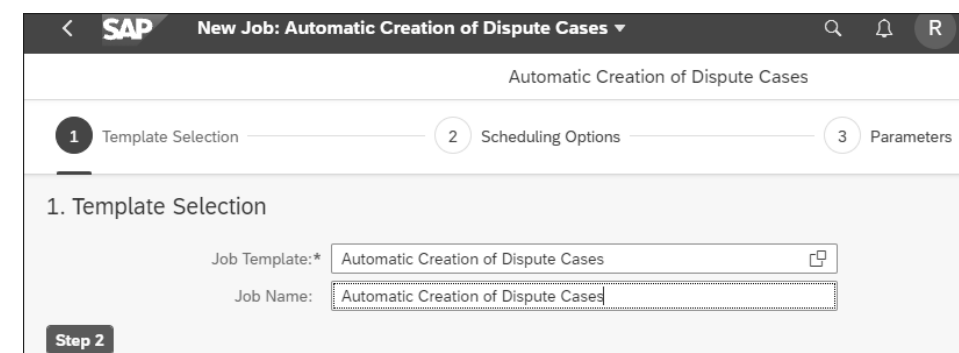


Figure 7.65 Automatic Dispute Case Creation Step 1: Job Template

Step 2 involves maintaining the scheduling options for the job, as shown in Figure 7.66. Select **Start Immediately** to execute the dispute creation batch job immediately. In many cases, you'll want to schedule this job to execute on a recurring basis in your system. Ideally, the dispute case creation job should be scheduled later in the day, after lockbox and EBS processing is completed. Click on the **Define Recurrence Pattern** button to review the options available when scheduling dispute management jobs.

Figure 7.66 Automatic Dispute Case Creation Step 2: Scheduling Options

Figure 7.67 shows the available scheduling options for recurring batch jobs. Enter a date and time into the **Job Start** fields. Then, make a selection in the **Recurrence Pattern** dropdown list (**Daily**, **Weekly**, **Monthly**, **Hourly**, **Minutes**, etc.) and specify a frequency (i.e., by entering a number into the **Every** field). Add a date for the end of the job in the **End** field, if necessary. Scheduling options for background jobs also include the ability to run jobs only on workdays or on any day.

You can click on **Define Recurrence Pattern** to explore these scheduling options for background jobs, but we'll continue with the **Start Immediately** option to move on to the next steps. Click on the **Step 3** button (shown earlier in Figure 7.66).

Figure 7.67 Automatic Dispute Case Creation Step 2: Recurring Schedule Options

Figure 7.68 shows the selection parameters for the automatic dispute case creation job. Let's look at some important parameters for scheduling background jobs.

Figure 7.68 Automatic Dispute Case Creation Step 3: Defining Parameters

Notice the two options in the **Line Item Selection** section, shown in Figure 7.68: **Automatic Incoming Payment** and **Open Items**. Since the lockbox process automates cash application for incoming payments, select the **Automatic Incoming Payment** option. Select the **Test Run** option to execute the job in test mode. (After testing, in your production system, you would deselect the **Test Run** option.)

Under **General Selections**, you'll see some selection criteria. The **Application** dropdown list provides various options, including the **Lockbox** and **Electronic and manual bank statement** options. Select the **Lockbox** option to create a dispute case for the residual item (described earlier in Section 7.5.2). If your organization has multiple lockboxes and you want to schedule separate batch jobs for each lockbox, specify the lockbox details, including the destination, the lockbox ID (in the **Lockbox** field), and the original invoice (in the **Source** field) for the specific lockbox. The **Statement Date** field should contain the current date if the job frequency is daily. For our scenario, keep those fields blank.

Under **Output Options**, select the **Dispute Case per Line Item/Residual Item** option and specify **Reason Code 100** (for underdelivery). The residual item for incoming payment document 1400000034 has amount of USD 250.00 and reason code 100. Once **Parameters** are specified, click on the **Schedule** button. With this step, the background job for the automatic creation of dispute cases is scheduled. Figure 7.69 shows the **Status** of the job as **Finished**.

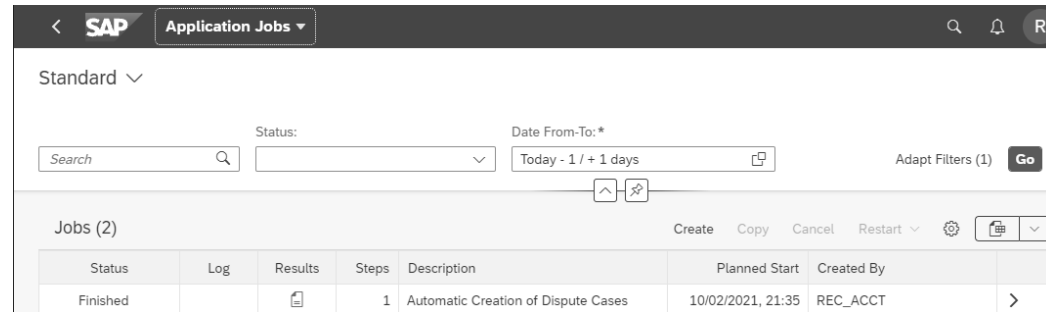


Figure 7.69 Status of the Automatic Creation of Dispute Case Job

Now, let's review the residual item (Doc. No 1400000034) posted with lockbox processing using the Display Journal Entries app, as shown in Figure 7.70.

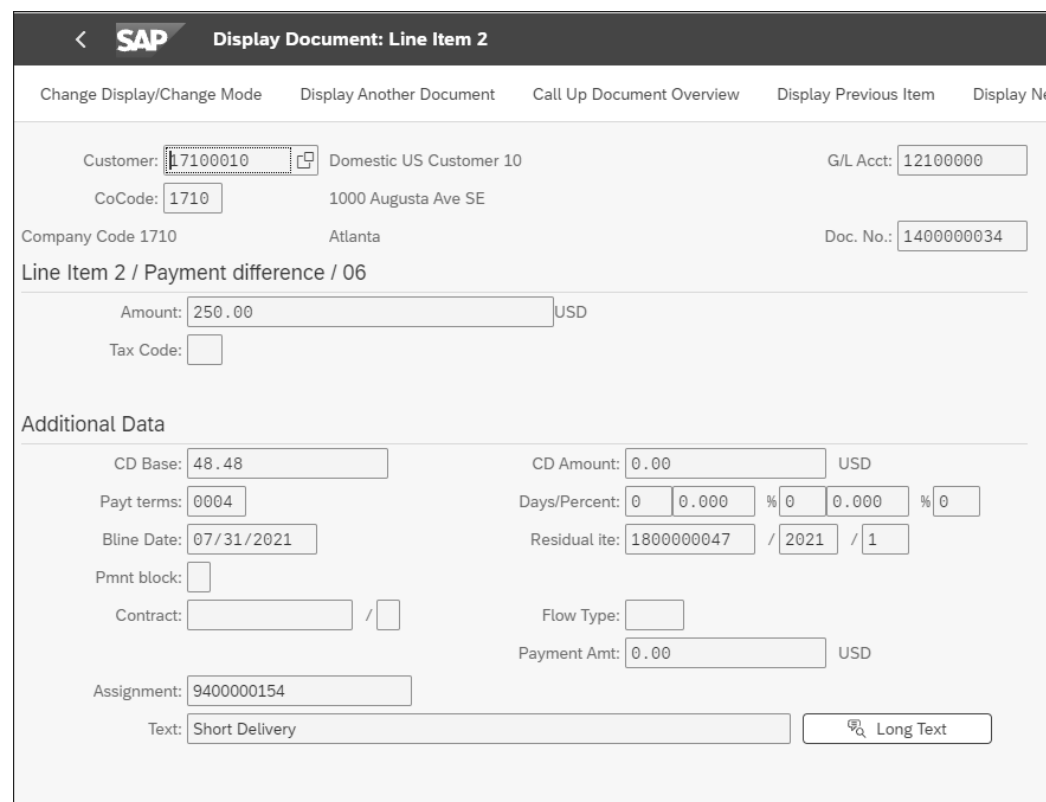


Figure 7.70 Residual Item 1400000034

Click on the **Dispute Case** button in the header (not shown). The dispute management job for automatic dispute cases created dispute case 10000000033, as shown in Figure 7.71. As the **Text for Reason of Dispute Case**, you'll see **Underdelivery or shortshipment**, which matches with accounts receivable reason code 100 (underdelivery).

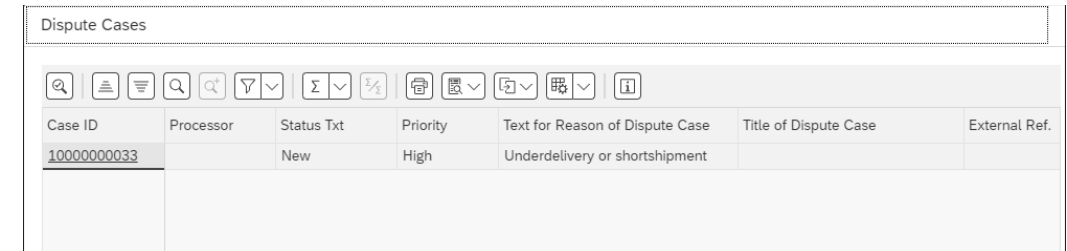


Figure 7.71 Dispute Case 10000000033

Clicking on **Case ID 10000000033** opens the dispute case. Figure 7.72 shows header data of dispute case 10000000033. The value of the **Status** field is **New**, and the value of the **Reason** field is **Underdelivery or shortshipment**. The **Priority** field of the newly created dispute case is set as **High**. The value of the **Priority** field is derived from the configuration of process integration with accounts receivable and is used for creating dispute cases automatically. We'll discuss the configuration of priority values in Chapter 8, Section 8.2.2.

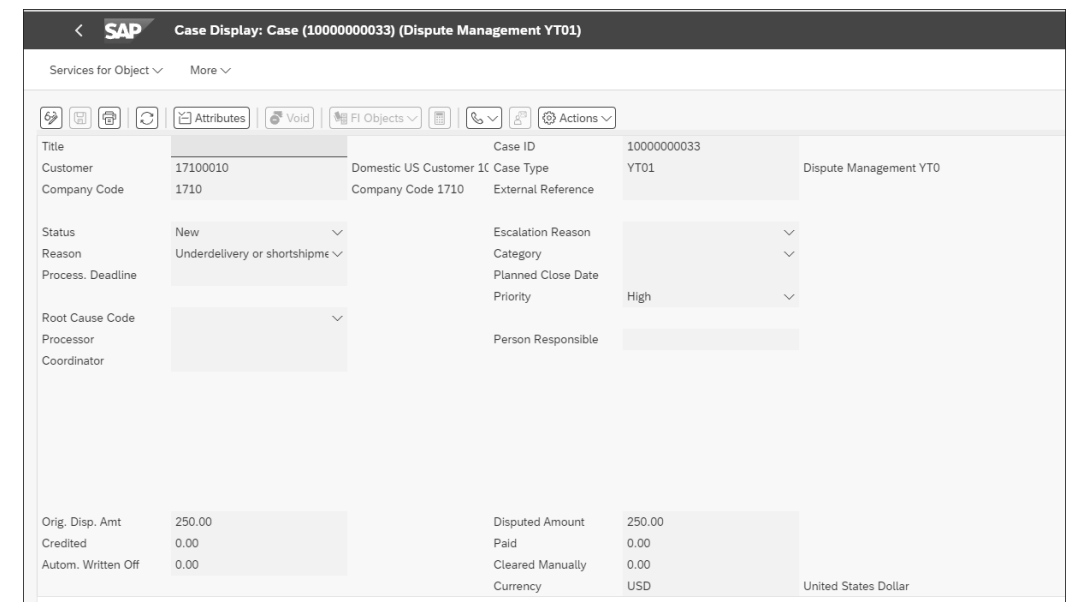


Figure 7.72 Dispute Case 10000000033: Header Data

Reviewing the amount fields, such as the **Orig. Disp. Amt** field, note that the value of the **Disputed Amount** field is USD 250.00. The other amount fields, such as the amounts credited, paid, automatically written off, and cleared manually, all derive from subsequent dispute management processes, after the creation of the dispute case, which we'll discuss in the following sections.

Figure 7.73 shows the **Linked Objects** for dispute case 10000000033. The value of the **Business Partner** field is 1700010 and represents who made the payment of USD 750.00 and also raised a dispute case for a short shipment. The value of the **Disputed Objects** field is the residual item 1400000034. The lockbox import process for the incoming payment posted residual item 1400000034 for the amount of USD 250.00 while clearing the original customer invoice 1800000047. The customer raised a dispute on customer invoice 1800000047, which appears in the **Other Objects** folder, shown in Figure 7.73. The reference to customer invoice 1800000047 is also in the **Residual ite** field of the residual item 1400000034 (as shown earlier in Figure 7.70). This field shows that residual item 1400000034 has been created for invoice 1800000047.

Hierarchy	Element Type	Visibility	Nod...	Status
Linked Objects				
Business Partner		All Roles	3	
0017100010 (Customer)	Customer	All Roles	4	
Disputed Objects		All Roles	5	
1710 1400000034 2021 002 (Residual Items)	Accounting Document I	All Roles	6	
Other Objects		All Roles	16	
1710 1800000047 2021 001 (Invoice)	Accounting Document I	All Roles	18	
0000003000001 (Account Statement Item)	Account Statement Item	All Roles	21	

Figure 7.73 Dispute Case 10000000033: Linked Objects

Schedule Dispute Management Jobs for Electronic Bank Statements

Similarly, you can schedule batch jobs for residual items posted with EBS, as described in Section 7.5.3. We won't explain the procedure step by step again to avoid redundancy. The main difference between the lockbox and EBS processes is **Step 3** (shown earlier in Figure 7.68). For EBS, the value of the **Application** field is **Electronic and manual bank statement**, and the reason code is **030** for trade promotion (refer to Section 7.5.3).

Dispute case 10000000034 was created for the residual item (document number 1400000035) posted through the Reprocess Bank Statement Items app, as described in Section 7.5.3. The **Status** field for the dispute case is **New**, and the **Reason** for the dispute case is **Trade Promotions**, as shown in Figure 7.74. The value of the **Priority** has been calculated as **Medium**, derived from the default values for the creation of dispute cases using process integration with accounts receivable. We'll explain this configuration in Chapter 8, Section 8.2.2.

Under **Linked Objects** for dispute case 10000000034, as shown in Figure 7.75, you'll see document numbers in the **Business Partner**, **Disputed Objects**, and **Other Objects** folders. The items in the **Disputed Objects** folder refer to residual items, and items in the **Other Objects** folder refer to the original customer invoice number.

Title		Case ID	
Customer	17100001	Domestic US Customer 1	Case Type
Company Code	1710	Company Code 1710	External Reference
Status	New	Escalation Reason	
Reason	Trade Promotions	Category	
Process. Deadline		Planned Close Date	
Root Cause Code		Priority	Medium
Processor		Person Responsible	
Coordinator			
Orig. Disp. Amt	200.00	Disputed Amount	200.00
Credited	0.00	Paid	0.00
Autom. Written Off	0.00	Cleared Manually	0.00

Figure 7.74 Dispute Case 10000000034: Header Data

Hierarchy	Element Type	Visibility	Last Processed	Nod...
Linked Objects			REC_ACCT / 10/03/202	
Business Partner		All Roles		3
0017100001 (Customer)	Customer	All Roles	REC_ACCT / 10/03/202	4
Disputed Objects		All Roles		5
1710 1400000035 2021 0	Accounting Document I	All Roles	REC_ACCT / 10/03/202	6
Other Objects		All Roles		16
1710 1800000043 2021 0	Accounting Document I	All Roles	REC_ACCT / 10/03/202	18

Figure 7.75 Dispute Case 10000000034: Linked Objects

7.6 Updates to Dispute Cases

During the lifecycle of a dispute case, its status will change after investigation into the validity of the dispute case. In this section, we'll explain the dispute case management processes that impact a dispute case during its lifecycle.

In this section, you'll learn how dispute case updates are made by subsequent processes like clearing transactions. For example, let's say a customer has raised a dispute, but then, as part of dispute resolution, the customer makes a partial or full payment that clears the disputed invoice. In addition to the status changes involved, we'll also explain how various amount fields are updated.

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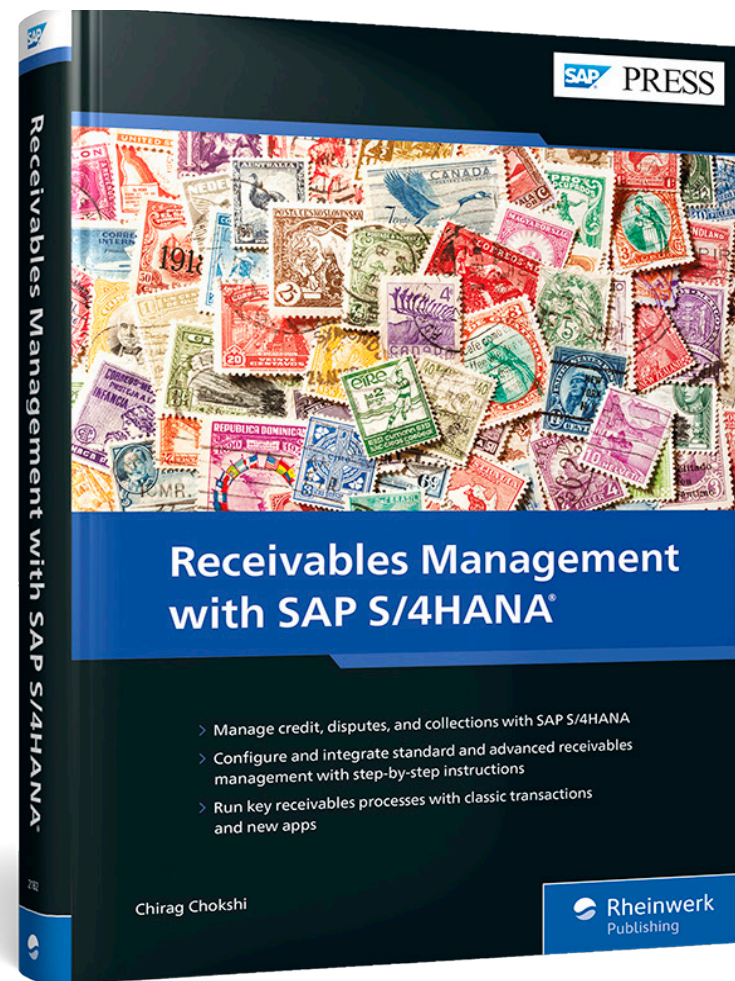
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Chirag Chokshi is an SAP S/4HANA Finance solution architect with more than 20 years of consulting experience. He works as a senior principal with Infosys Consulting. He is an accomplished digital transformation leader in finance and a recognized subject matter expert for the latest SAP S/4HANA functionalities including

Central Finance, cash management, and receivables management. Chirag has led and delivered many complex, global SAP financials projects across different countries and various business sectors such as consumer products, life sciences, process manufacturing, retail, and fashion management. Chirag has also published multiple SAP financials white papers. He has been recognized by SAPInsider as a featured expert for the year 2020.

Chirag Chokshi

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