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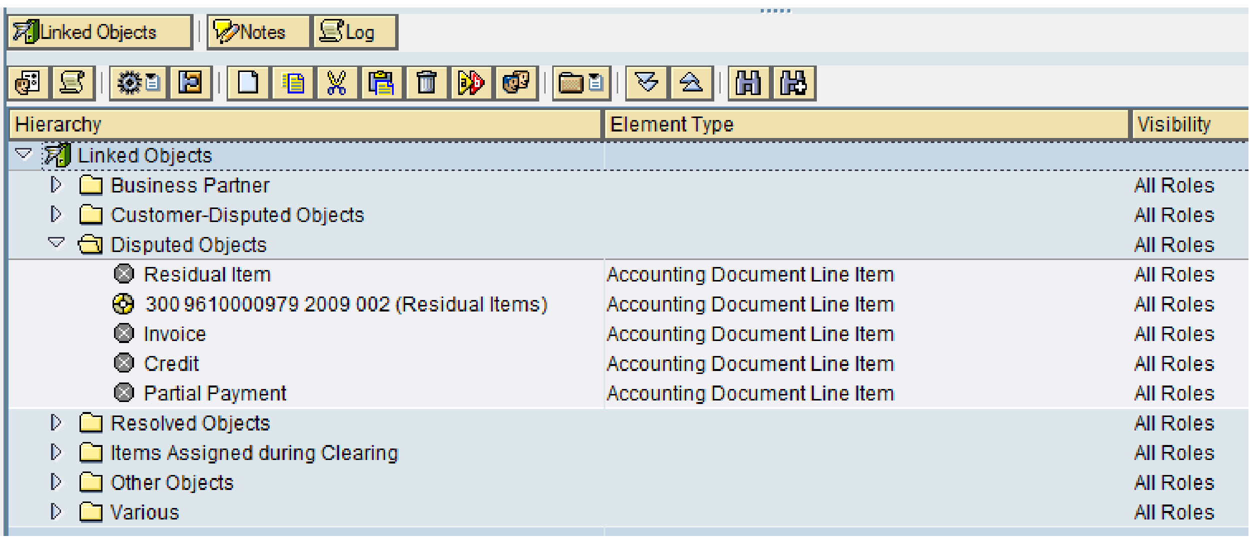
Configuration of FSCM Dispute Management

The following section outlines basic configuration steps required to set up FSCM Dispute Management in a one-system scenario. This information is based on ECC 6.0 with Enhancement Pack 2 functionality; however, not all activities in the IMG have been included.

1 Case Record Model

The case record model defines which type of objects can be linked to a dispute case. Linked objects provide one-click access to related customer master data and financial documents, for example. If you need to create a new case record model, it is recommended that you copy the SAP-standard model and modify as needed.



1.1 Create Case Records Model

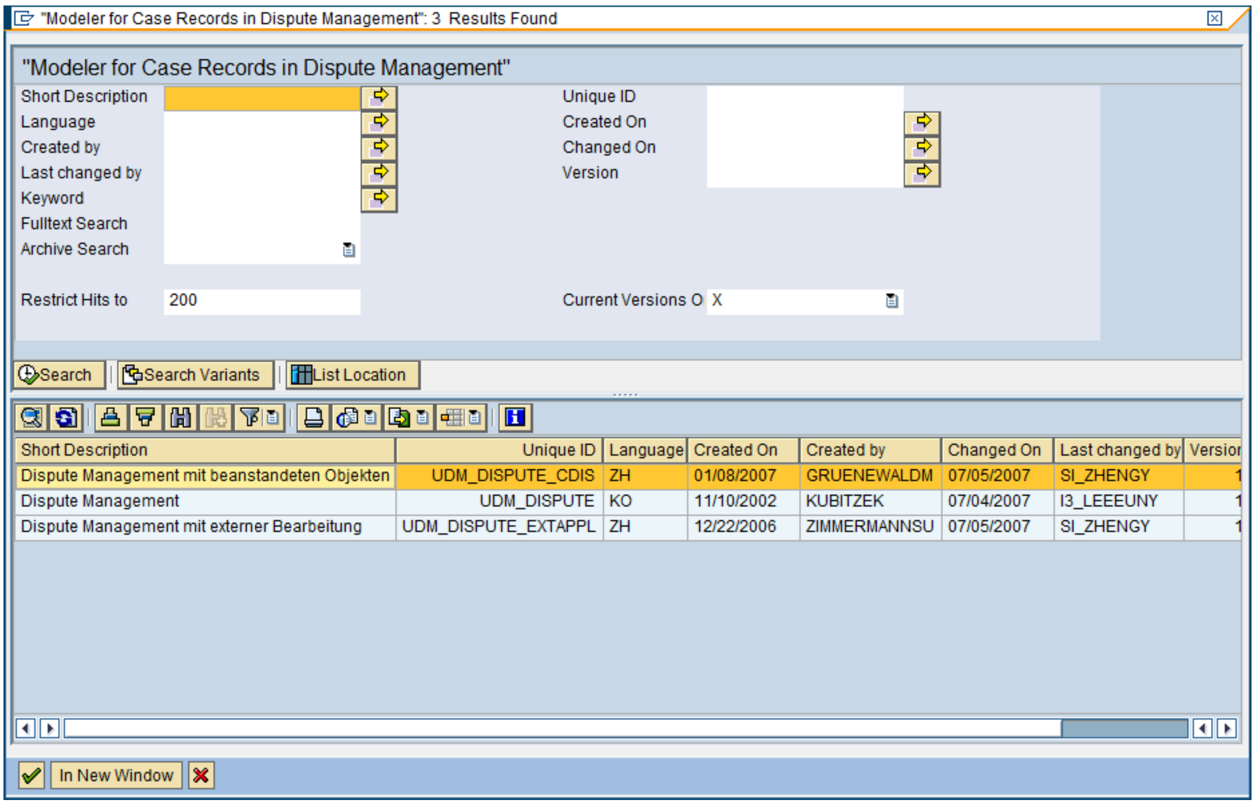
Customizing the case record model is client-independent. To begin configuration activities, please refer to the below IMG menu path:

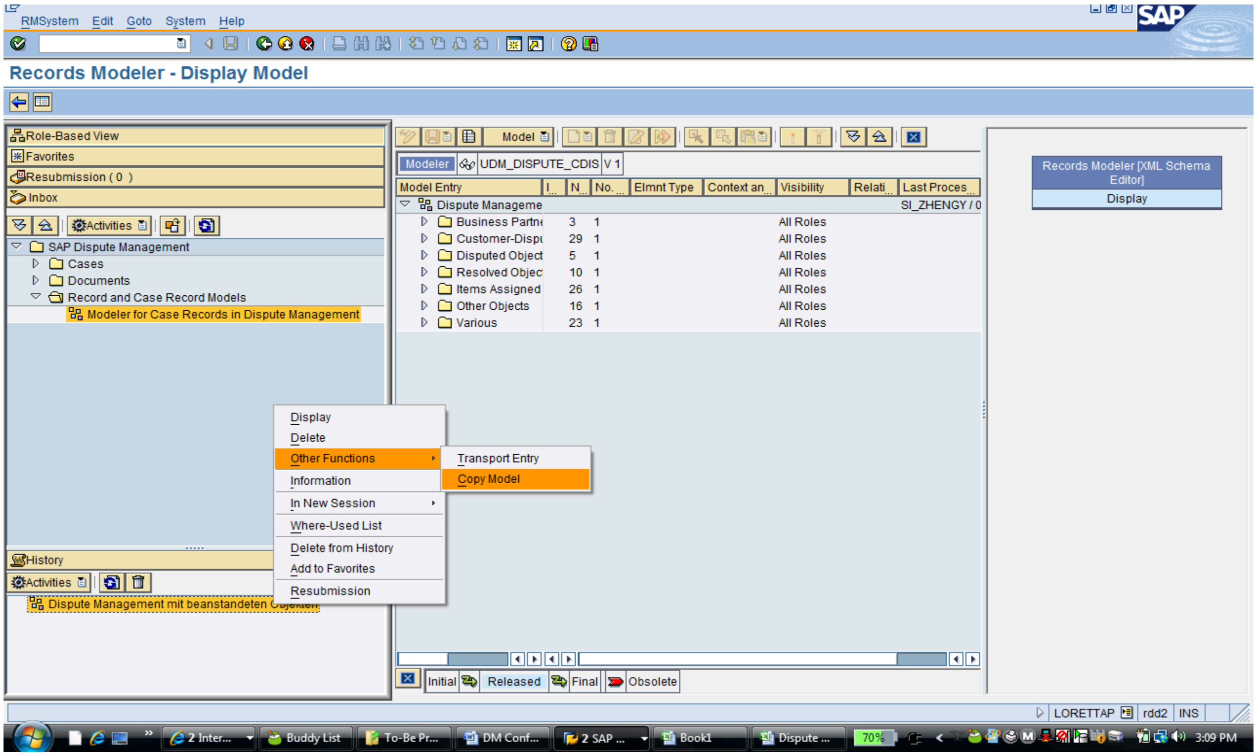
IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Element Types and Case Record Model > Create and Process Case Record Model
Transaction Code	SCASE

1.1.1 Building a Case Record Model using the SAP-Standard RMS ID UDM_DISPUTE

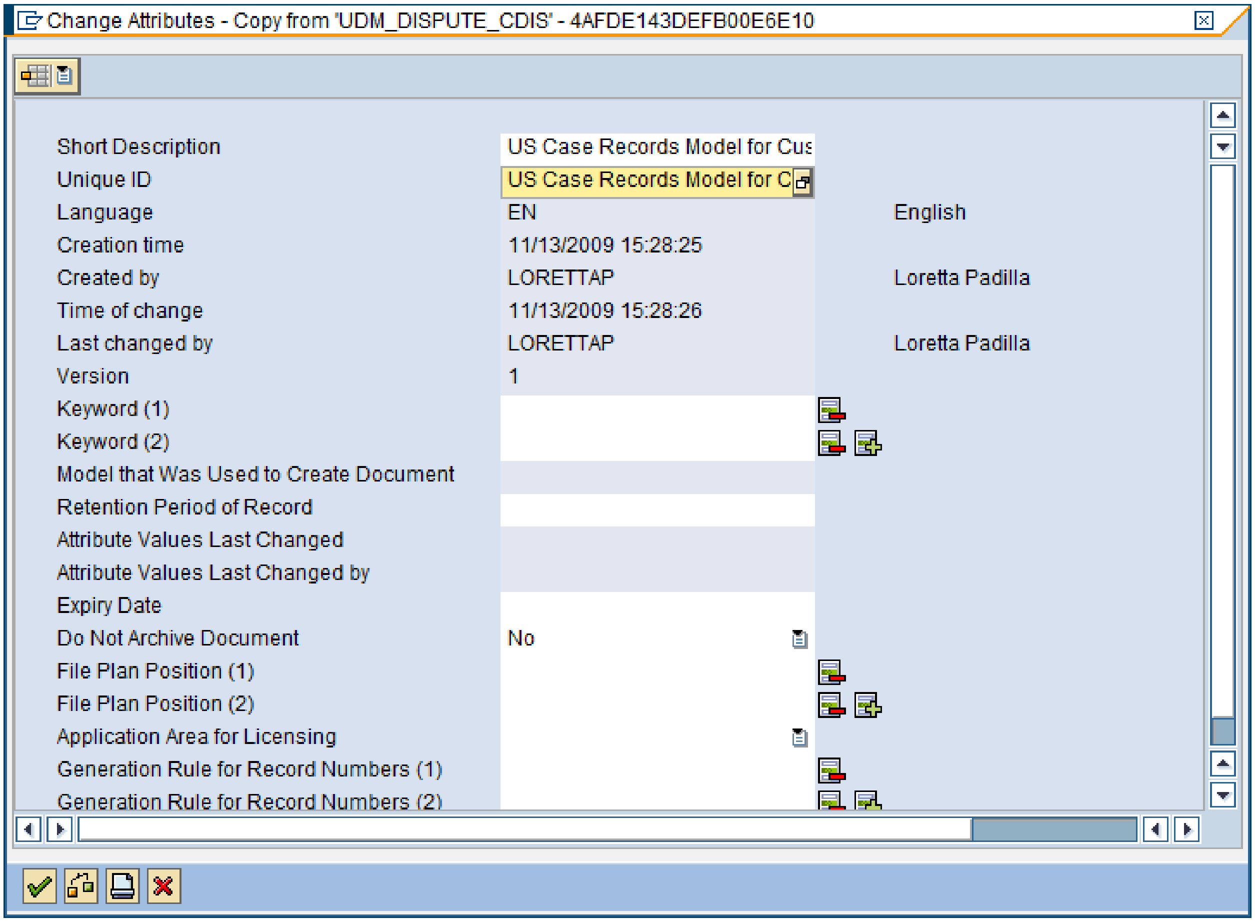
1. Select Role-Based View and drill down on SAP Dispute Management > Record and Case Record Models

2. Right-click on Modeler for Case Records in Dispute Management and select Find
3. Click on the search button
4. Double click on the desired SAP-standard dispute management entry
5. Locate the case record model in your history. Right-click and select Other Functions > Copy Model. Please refer to the below illustration for clarification.

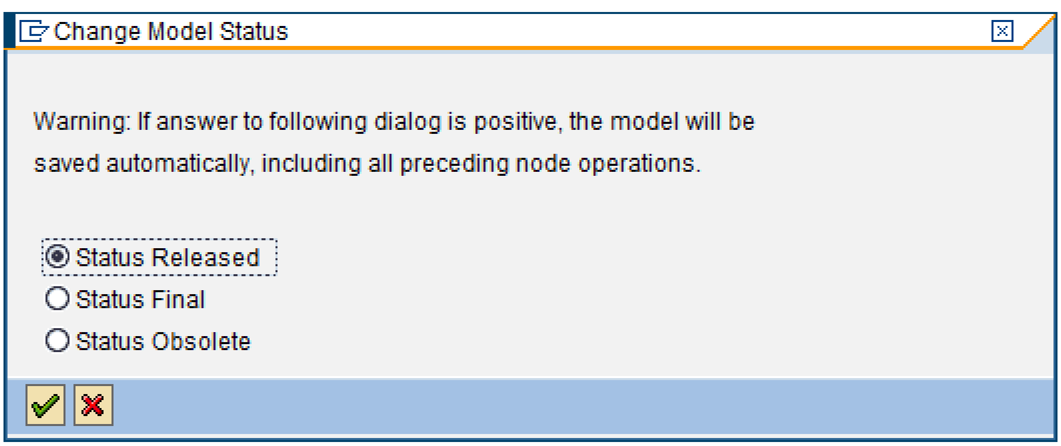




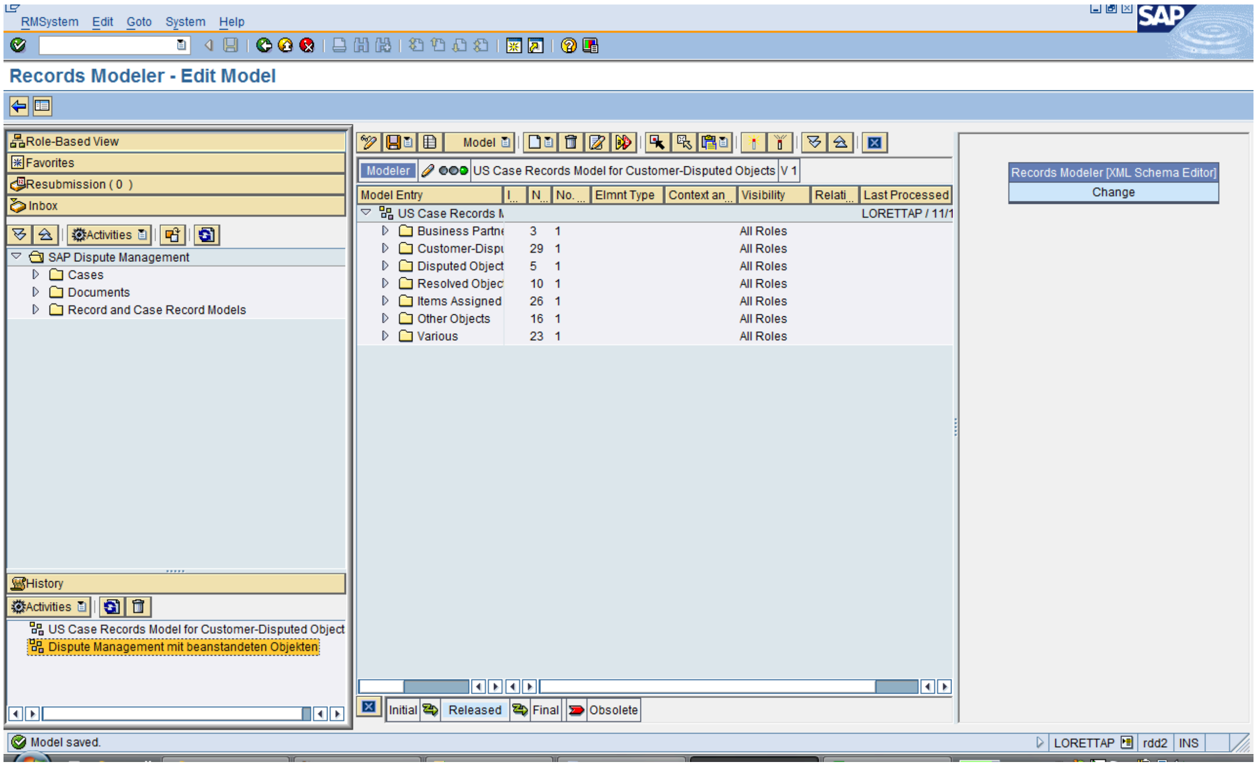
6. The modeler will indicate that a copy has been made. Click on the save button in the records modeler.
7. Click on the model attributes button and modify the short description and unique ID as desired. Click on the continue button to exit the attributes popup menu.



8. Click on the Model button and select Change Status. Select Status Released and click on the continue button to save the status.



Please note, changing the status to final is not recommended. By changing the status to final, you will not be able to make changes to the case records model. Updating the status to Status Obsolete will prevent new cases from being created with this case record model.

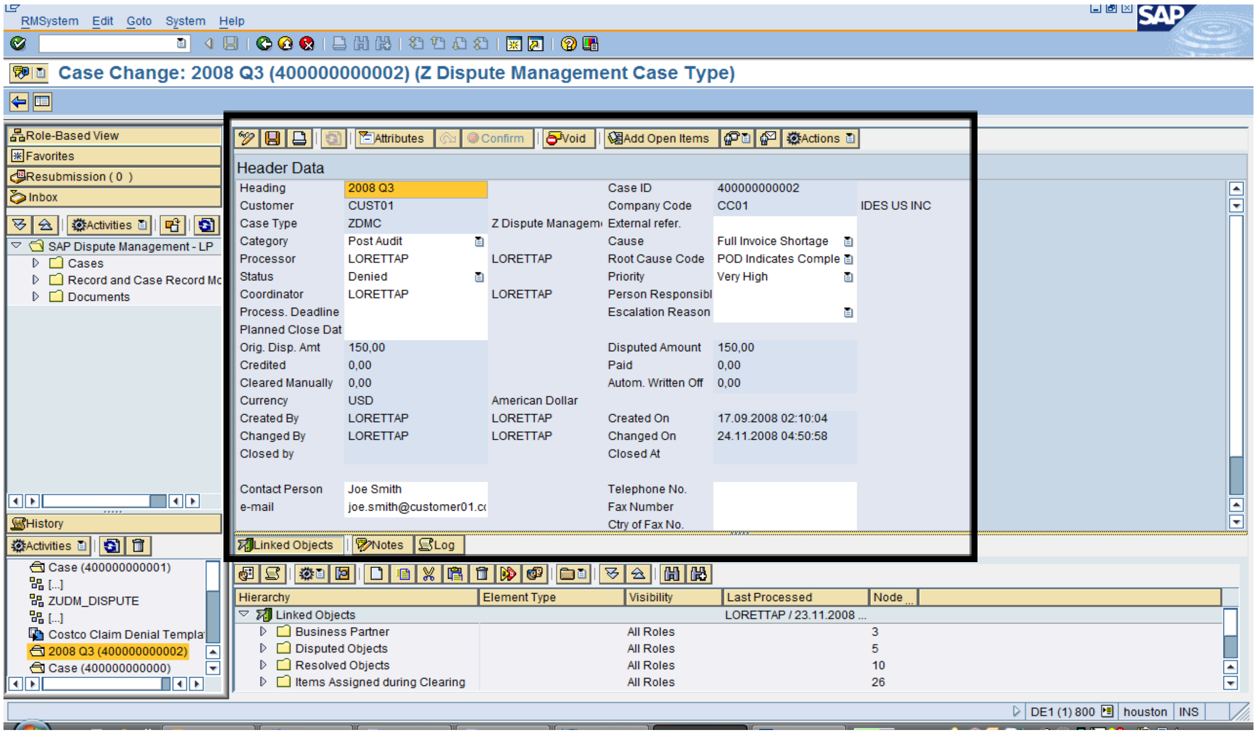


9. To transport the case record model, locate the case record model in your history. Right click and select Other Functions > Transport Entry.

In order to derive the case records model ID, so that it can be associated to the appropriate case type, find the case model record in the history section. Right-click on the newly created case model record and select information. The case model record ID will be displayed next to the document ID field.

2 Attribute Profile

The dispute case attribute profile controls the display and the behavior of all attributes displayed in the dispute case.



All fields contained in the dispute case UDMCASEATTR00 and SCMG_T_CASE_ATTR tables can be added to the dispute case display. Some of the standard dispute case attributes have been provided below for your reference. If you need additional fields for display on the dispute case, they must be added to the UDMCASEATTR00 table before they can be configured in the attribute profile.

Table SCMG_T_CASE_ATTR			Table UDMCASEATTR00	
Label	**Attribute Name**		**Label**	**Attribute Name**
Case Type	CASE_TYPE		Block Indicator	FIN_SEMAPHORE
Case ID	EXT_KEY		Created By(RFC)	FIN_RFC_CREATOR
External refer.	EXT_REF		Coordinator	FIN_COORDINATOR
Created By	CREATED_BY		Root Cause Code	FIN_ROOT_CCODE
Created On	CREATE_TIME		Process. Deadline	FIN_DUE_DATE
Changed By	CHANGED_BY		Orig. Disp. Amt	FIN_ORIGINAL_AMT
Changed On	CHANGE_TIME		Disputed Amount	FIN_DISPUTED_AMT
Closed by	CLOSED_BY		Paid	FIN_PAID_AMT
Closed At	CLOSING_TIME		Credited	FIN_CREDITED_AMT
Planned Close Date	PLAN_END_DATE		Cleared Manually	FIN_WRT_OFF_AMT
Processor	PROCESSOR		Autom. Written Off	FIN_NOT_SOLV_AMT
Person Respons.	RESPONSIBLE		Currency	FIN_DISPUTE_CURR
Heading	CASE_TITLE		Customer-Disputed Amount	FIN_CUSTDISP_AMT
Escalation Reason	ESCAL_REASON		Currency of Customer-Disputed Amount	FIN_CUSTDISP_CUR
Category	CATEGORY		Contact Person	FIN_CONTACT_NAME
Priority	PRIORITY		e-mail	FIN_CONTACT_MAIL
Auth. Level	SECURE_LEVEL		Telephone No.	FIN_CONTACT_TEL
Status Profile	PROFILE_ID		Fax Number	FIN_CONTACT_FAX
Status	STAT_ORDERNO		Ctry of Fax No.	FIN_CONTACT_FAXC
System Status	STAT_PARA		Contact Person Key	FIN_CONTACT_KEY
Object GUID	STAT_OBJNR		Customer	FIN_KUNNR
System Status	STAT_LINE		Company Code	FIN_BUKRS

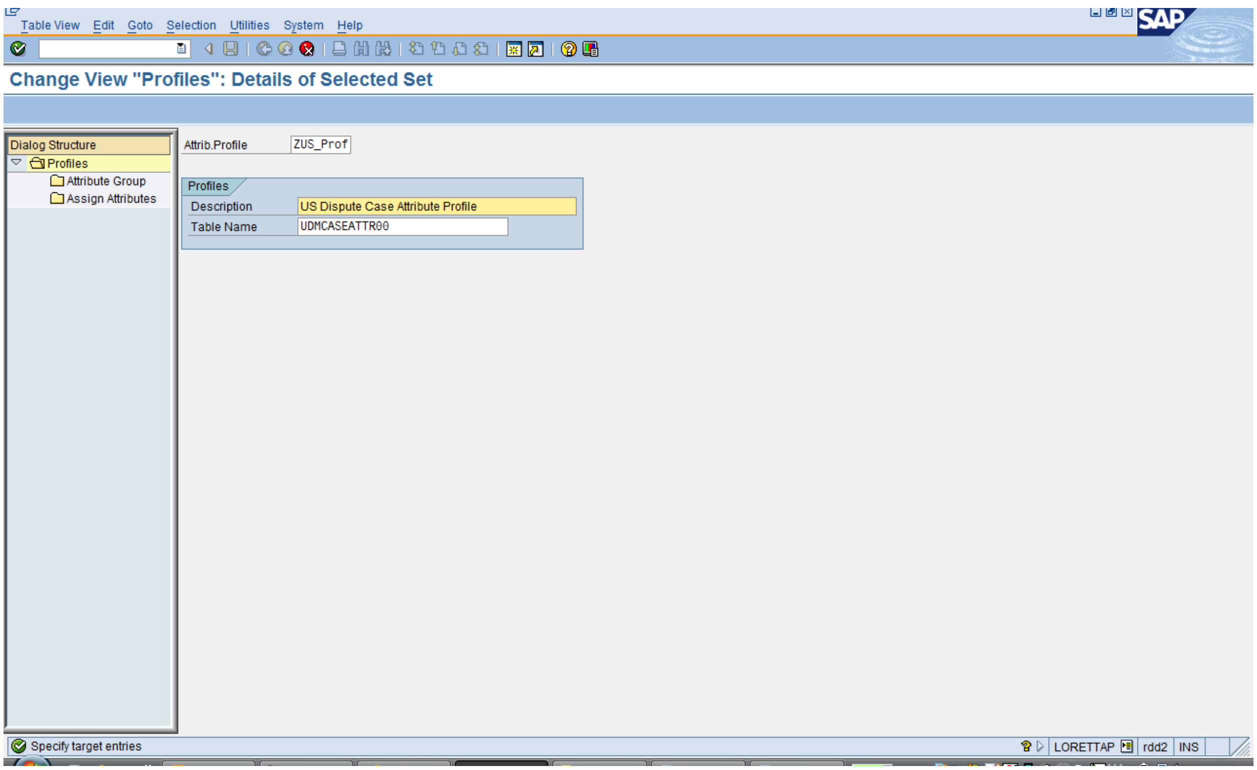
2.1 Create Attribute Profile

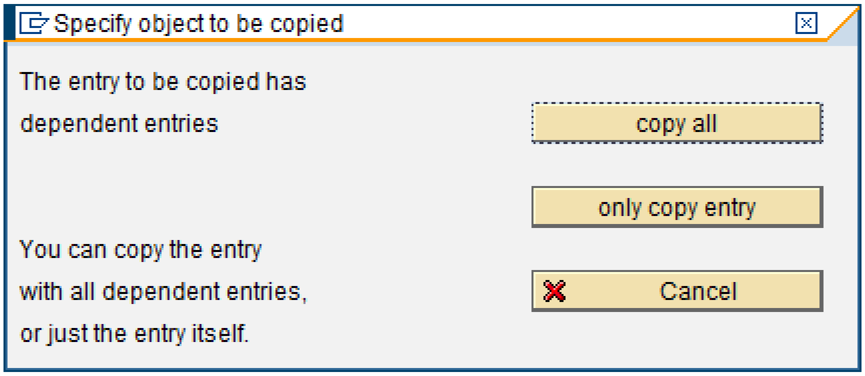
If you need to modify the standard layout, create a copy of the SAP-delivered profile FIN_DISPUTE or FIN_DIS2 for customer-disputed objects and use it as a template to modify as needed. To begin, please refer to the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide >Financial Supply Chain Management > Dispute Management >

	Dispute Case Processing >Attribute Profile > Create Attribute Profile
Transaction Code	SPRO

1. Highlight the FIN_DISP SAP-delivered attribute profile for dispute management.
2. Right-click and select Copy As.
3. Rename the attribute profile and profile description.
4. Select copy all to copy all dependent entries
5. Highlight the newly created attribute profile
6. Double click on Assign Attributes to begin modifications




Specify object to be copied
The entry to be copied has dependent entries
copy all
only copy entry
You can copy the entry with all dependent entries, or just the entry itself.
Cancel

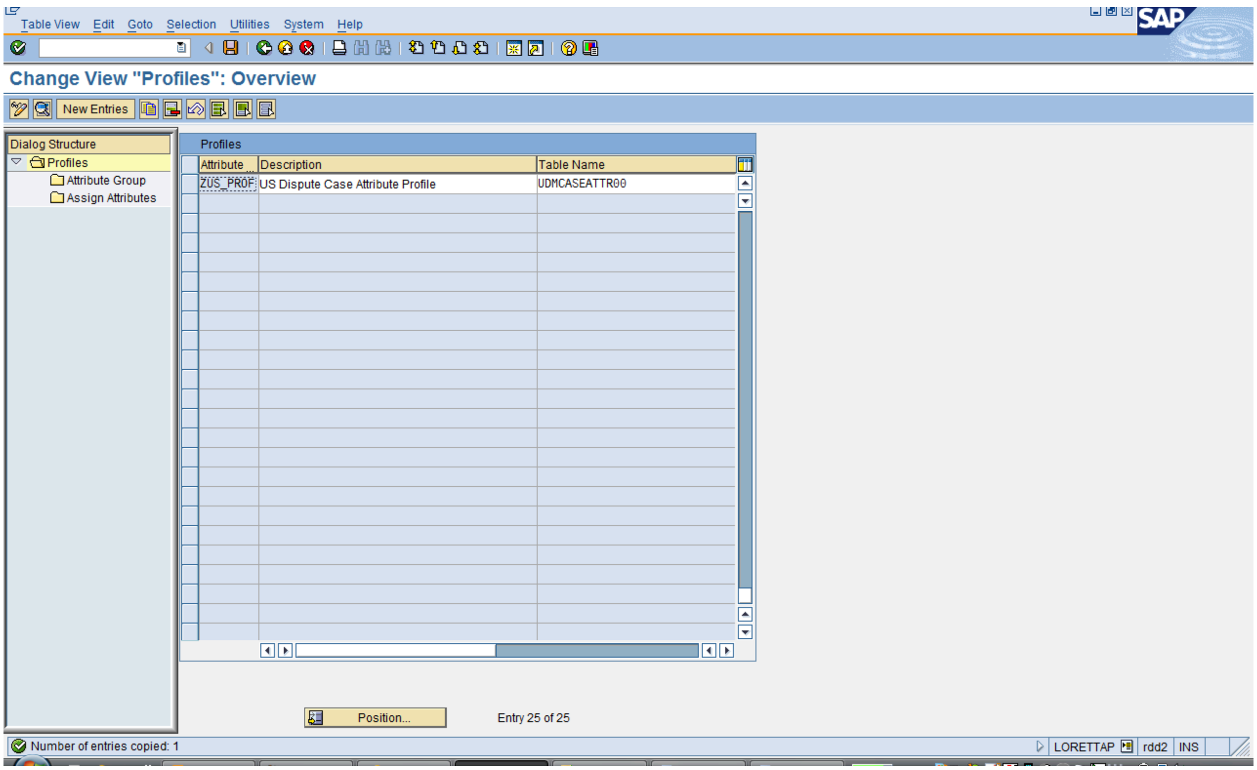
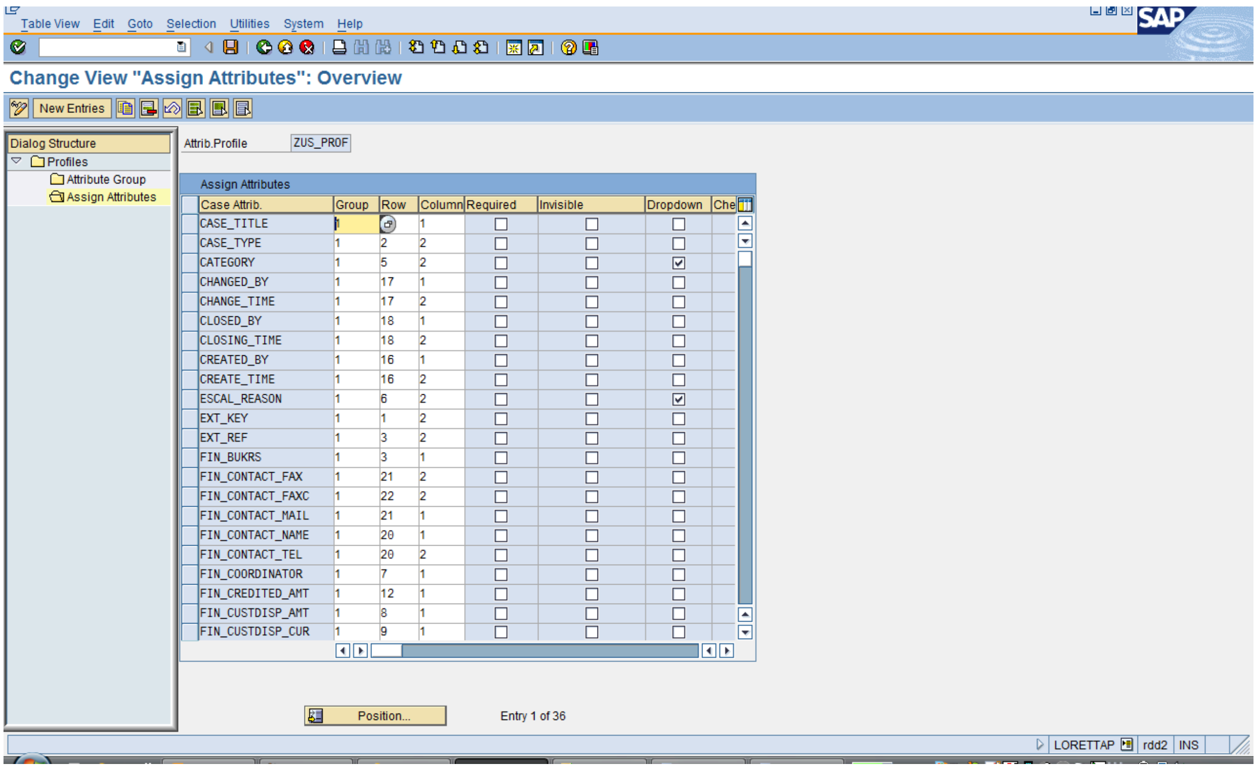


Table View Edit Goto Selection Utilities System Help
Change View "Profiles": Overview
New Entries
Dialog Structure
Profiles
Attribute Group
Assign Attributes
Profiles
Attribute
Description
Table Name
ZUS_PROF
US Dispute Case Attribute Profile
UDMCASEATTR00
Position...
Entry 25 of 25
Number of entries copied: 1
LORETTAP
rdd2
INS



Insert and remove case attributes as needed. For each attribute you can also perform the following activities:

- **Group** – This field splits the attribute display into different areas. SAP recommended value is "1" for all attributes.
- **Row** – Number of the row which the attribute is displayed within each attribute group.
- **Column** – Number of the column which the attribute is displayed within each attribute group. You can only input up to two columns.
- **Required** – Set this indicator if the attribute is mandatory.
- **Invisible** – Set this indicator if the attribute is not visible.
- **Dropdown** – Set this indicator if the attribute has a list of possible values for display. Sample attributes with value lists include priority, status, escalation reason, category, reason code and root cause code.
- **Checkbox** – Set this indicator if the attribute value should be displayed as a check box.
- **Not Modifiable** – Set this indicator if the attribute is display only.
- **Modifiable New** – Set this indicator if the attribute can only be modified upon creation of the dispute case.
- **Log** – Set this indicator if changes to this attribute should be recorded in the dispute case log.

2.2 Attribute Values

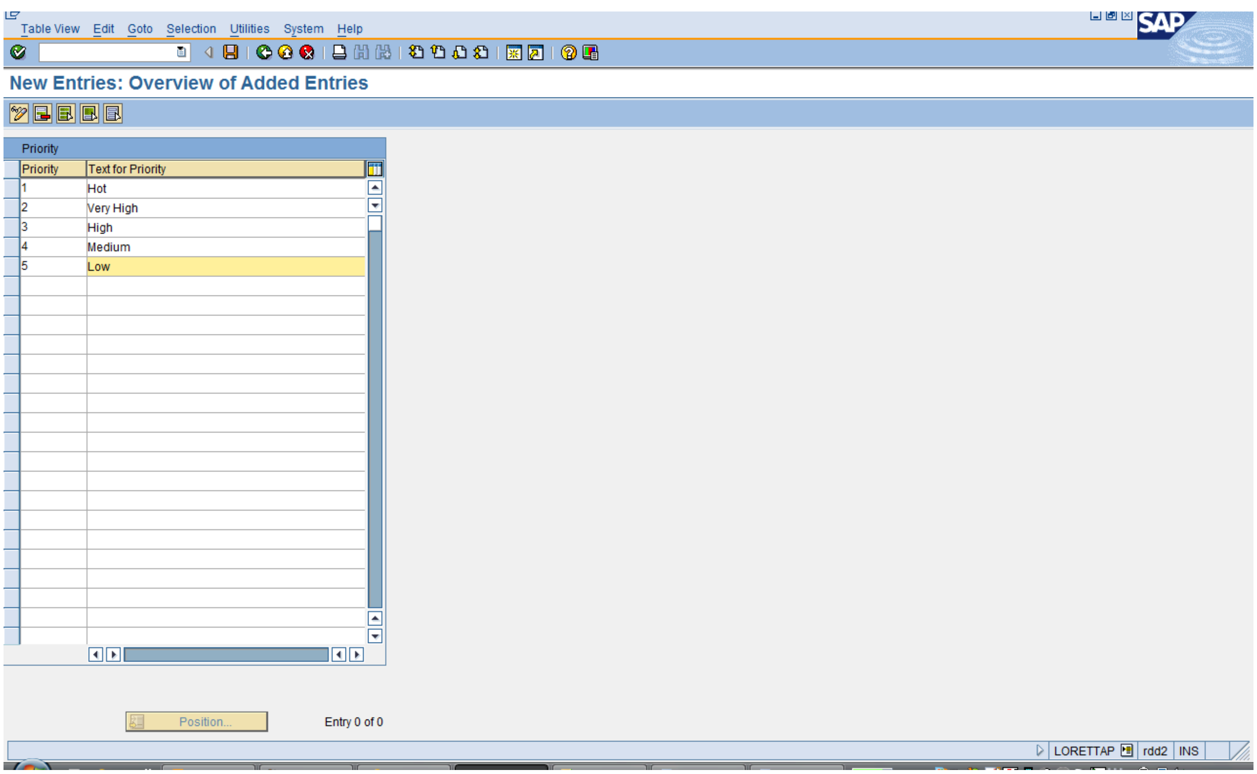
The following activities describe how to define values for prioritization of a dispute case along with escalation reasons that are used for automatic write-off of the dispute case.

2.2.1 Priority

To modify dispute case priority values, please follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management >Dispute Management > Dispute Case Processing > Attribute Profile > Attribute Values > Create Values for Attribute ‘Priority’
Transaction Code	SPRO

1. Insert a unique priority ID and priority description.
2. Click on save

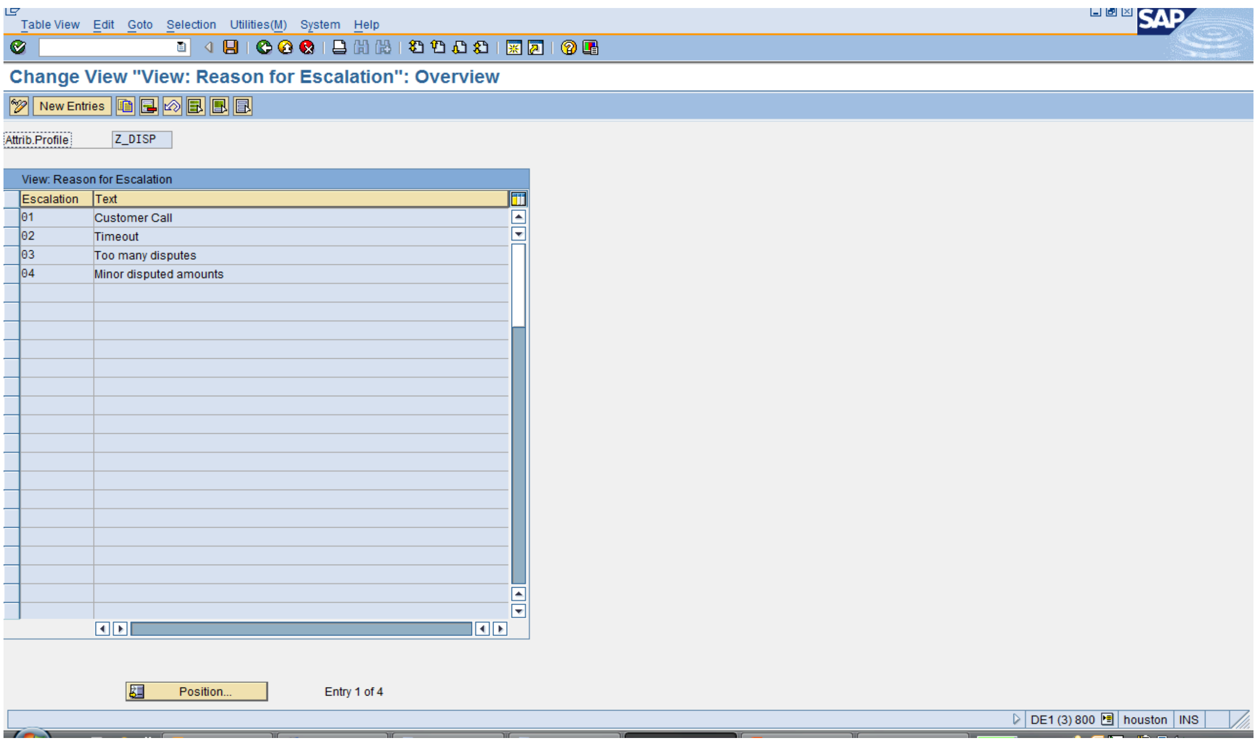


2.2.2 Attribute Profile

After the escalation reasons have been configured, you need to identify which escalation reasons are visible in the appropriate attribute profile. To begin, please follow the below IMG menu path:

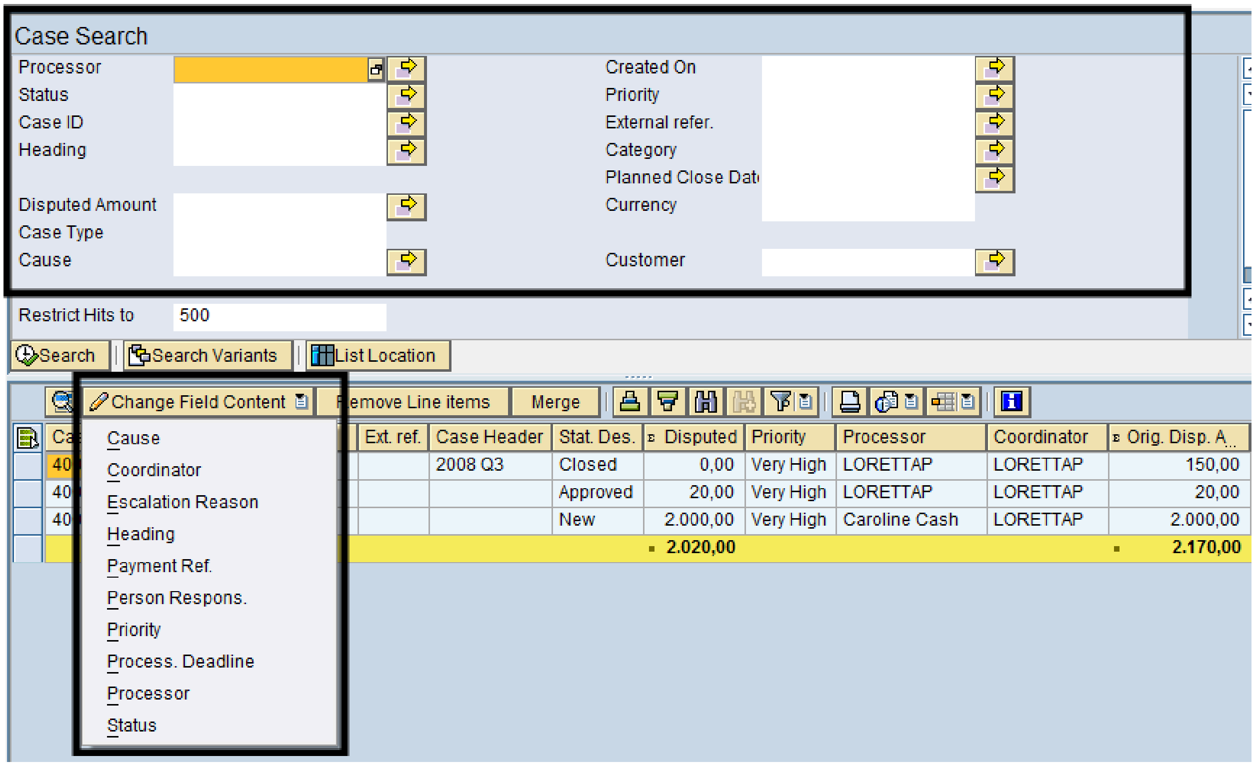
IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Attribute Profile > Attribute Values > Assign Escalation Reasons to an Attribute Profile
Transaction Code	SPRO

1. Select the attribute profile click on continue
2. Click on the New Entries button
3. Insert each escalation reason that should be available for selection
4. Click on Save



3 Case Search

The case search profile defines (1) which dispute case attributes are used to search for a dispute case as well as (2) which dispute case attributes can be updated using the mass change function when selecting the change field content button from the case search screen. If you would like to modify the SAP-delivered case search profile FIN_LOC, please create a copy and use it as a template for your modifications. After the new case search profile is created, please remember to create a new element type based on the SAP-delivered UDM_SPS_CASE_LOCATOR element type. Once created, replace the locator profile ID parameter value with the newly configured case search profile ID.



3.1 Create Profile for Case Search

If you are using the SAP-delivered RMS ID UDM_DISPUTE, **please use the SAP-delivered profile to avoid creation of a new element type for UDM_SPS_CASE_LOCATOR**. If the FIN_LOC case search profile does not exist, create a new search provide and ensure the case search profile name is FIN_LOC. Begin configuration by follow the below IMG menu path:

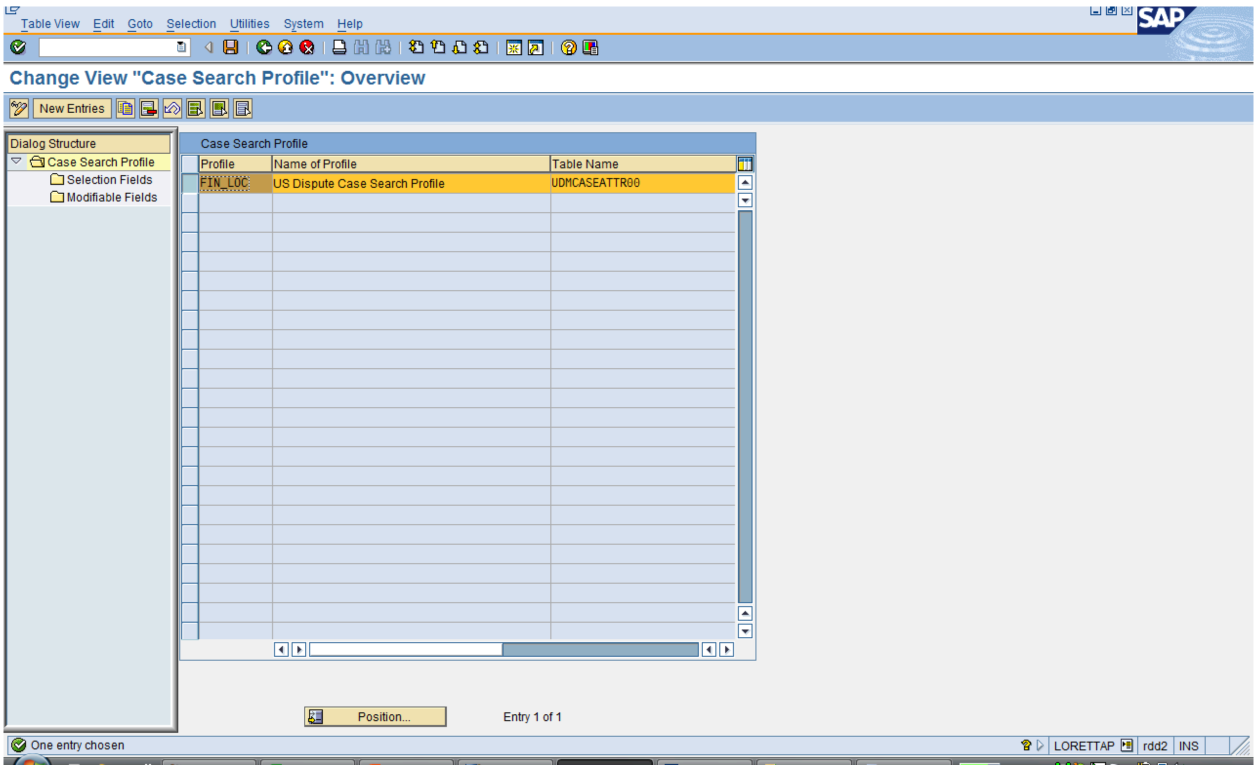
IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Case Search > Create Profile for Case Search
Transaction Code	SPRO

1. Highlight the FIN_LOC case search profile
2. Right-Click and select Copy As
3. Rename the Profile ID and Profile description
4. Hit Enter and select the copy all button to copy all dependent entries
5. Add, remove and modify selection fields

6. Add or remove modifiable fields as needed
7. Click on Save

Insert and remove case attributes as needed. For each attribute you can define the following items:

- **Row** – Number of the row for attribute display in the case search selection screen.
- **Column** – Number of the column for attribute display in the case search selection screen.
- **Case Attributes** – Case attribute from the dispute case UDMCASEATTR00 and SCMG_T_CASE_ATTR tables.
- **Additional Selection Options** – Set this indicator if multiple selections against this attribute are allowed.



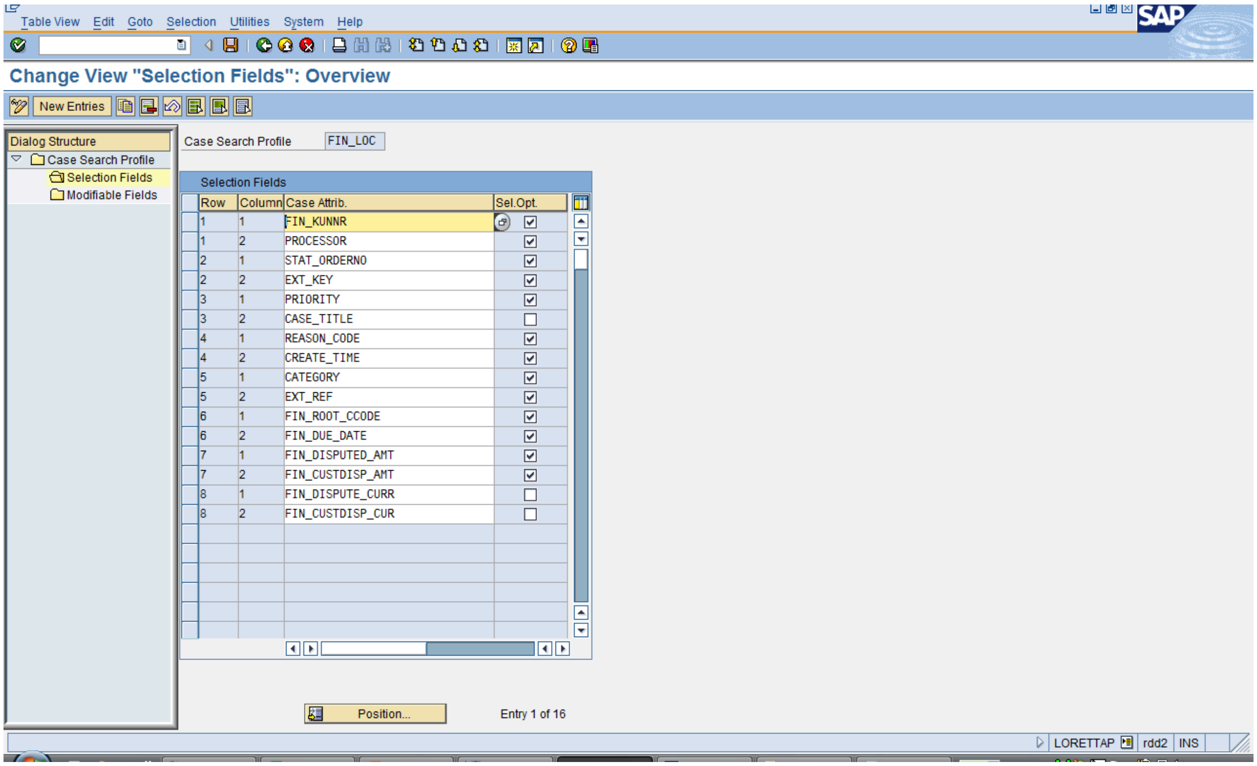


Table View Edit Goto Selection Utilities System Help
Change View "Selection Fields": Overview
New Entries
Dialog Structure
Case Search Profile
Selection Fields
Modifiable Fields
Case Search Profile FIN_LOC
Selection Fields
Row Column Case Attrib. Sel.Opt.
1 1 FIN_KUNNR
1 2 PROCESSOR
2 1 STAT_ORDERNO
2 2 EXT_KEY
3 1 PRIORITY
3 2 CASE_TITLE
4 1 REASON_CODE
4 2 CREATE_TIME
5 1 CATEGORY
5 2 EXT_REF
6 1 FIN_ROOT_CCODE
6 2 FIN_DUE_DATE
7 1 FIN_DISPUTED_AMT
7 2 FIN_CUSTDISP_AMT
8 1 FIN_DISPUTE_CURR
8 2 FIN_CUSTDISP_CUR
Position...
Entry 1 of 16
LORETTAP rdd2 INS

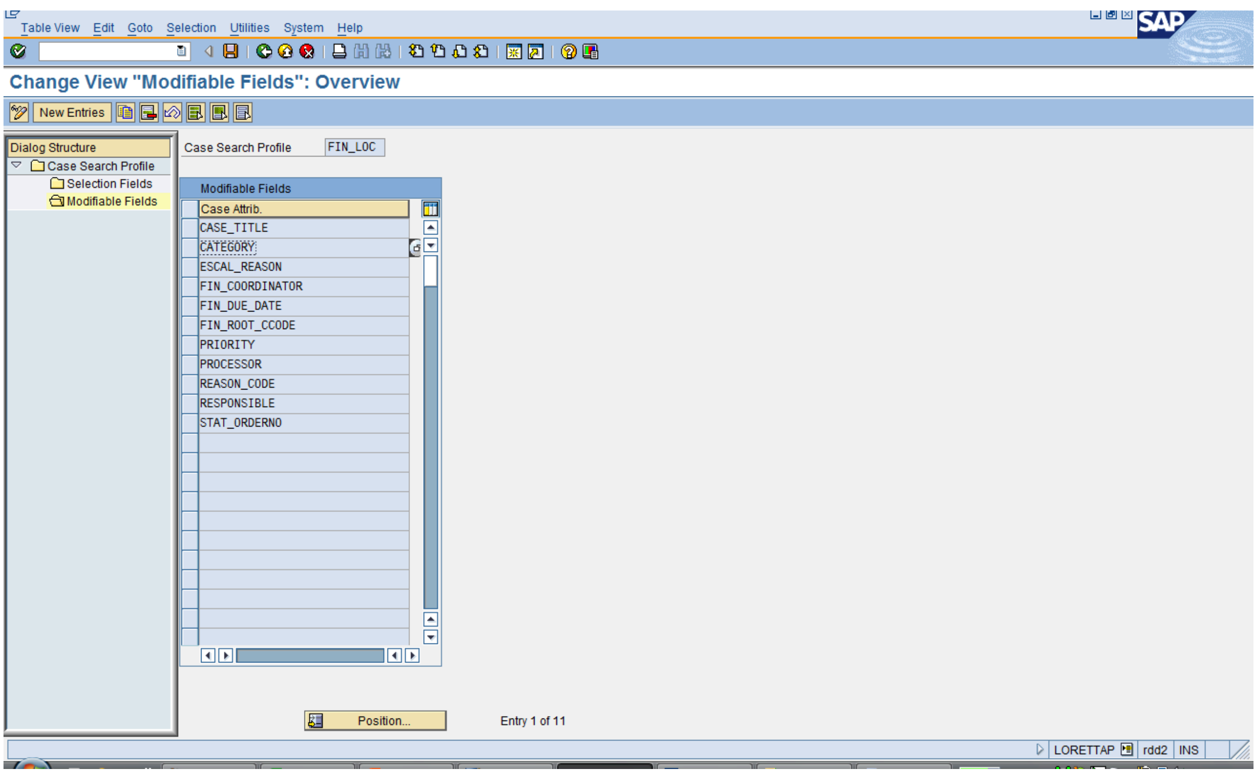
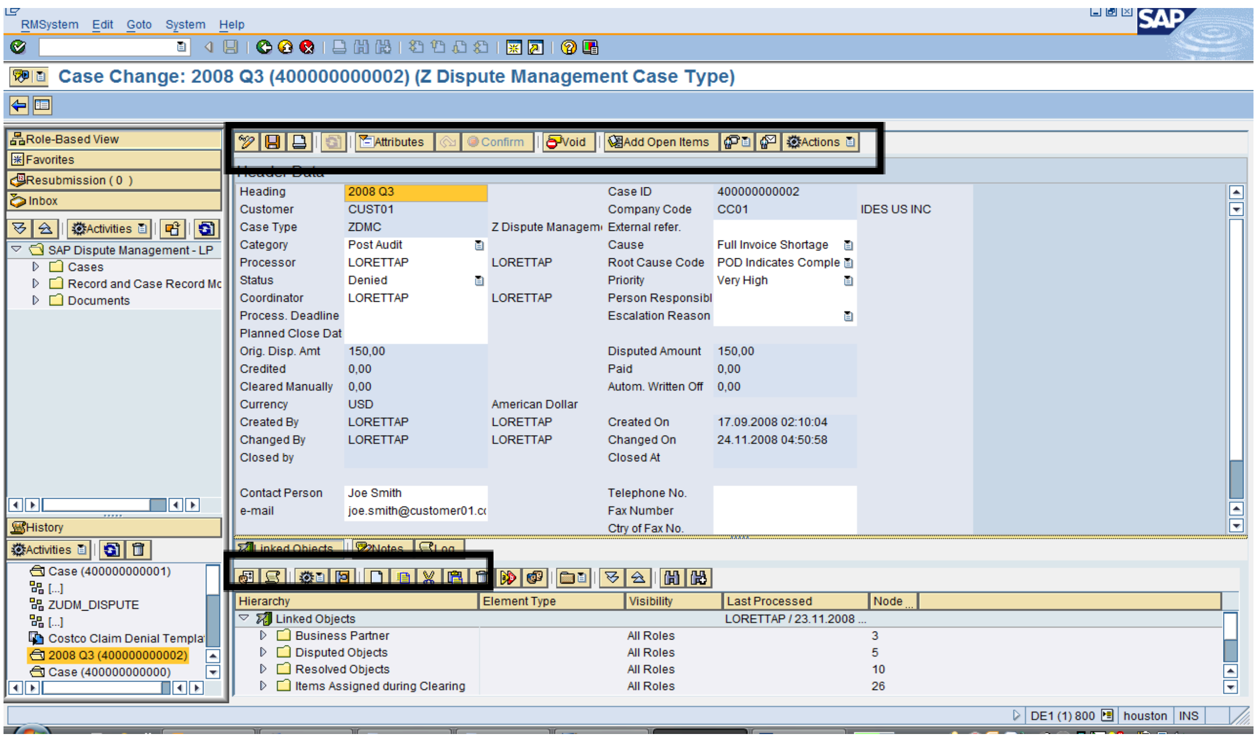


Table View Edit Goto Selection Utilities System Help
Change View "Modifiable Fields": Overview
New Entries
Dialog Structure
Case Search Profile
Selection Fields
Modifiable Fields
Case Search Profile FIN_LOC
Modifiable Fields
Case Attrib.
CASE_TITLE
CATEGORY
ESCAL_REASON
FIN_COORDINATOR
FIN_DUE_DATE
FIN_ROOT_CCODE
PRIORITY
PROCESSOR
REASON_CODE
RESPONSIBLE
STAT_ORDERNO
Position...
Entry 1 of 11
LORETTAP rdd2 INS

4 Function Profile

Modify the function profile to control which actions are allotted in the dispute case. Functions are activated by clicking on the corresponding button to execute the desired activity, such as getting customer contact information, generating correspondence or saving a dispute case for example.



SAP-delivered functions for dispute management have been summarized below:

Function Name	Function Type	Function Description
FIN_ADD_CUSTDISP_OBJ	Function	Add Customer-Disputed Object
FIN_ADD_NEW_DISP_LINE_ITEM	Function	Add Disputed Object
FIN_ASSIGN_CUSTOMER	Function	Assign to Customer
FIN_CALC_CDIS_AMOUNT	Function	Calculated Customer-Disputed Amount
FIN_CONTACT	Function	Contact Person
FIN_CONTACT_CHANGE_LOCAL	Function	Change Contact Person
FIN_CONTACT_GET	Function	Get Contact Person
FIN_CONTACT_LIST	Function	List Contacts
FIN_CORR_CREATE	Function	Create Correspondence
FIN_EXC_TRIGGER	Function	Execute Actions
FIN_OBJECTS	Function	FI Objects
FIN_REMOVE_LINE_ITEM	Function	Remove Objects
FIN_SHOW_TRIGGER	Function	Display Actions
FIN_TRIGGER	Function	Actions
PRINT	Function	Print
REFRESH	Function	Refresh
RESI	Function	Reduce Attributes
SAVE	Function	Save
STATUS_ACCEPT	Function	Confirm
STATUS_REOPEN	Function	Resume
STATUS_VOID	Function	Void
TOGGLE_DISPLAY_CHANGE	Function	Display <--> Change
SUBCOMPONENT_LOG	Case Component	Case Log
SUBCOMPONENT_NOTES	Case Component	Notes
SUBCOMPONENT_RECORD	Case Component	Linked Objects

4.1 Create Function Profile

If you need to modify the SAP-delivered function profile, create a copy of the FIN_DISP or FIN_DIS2 function profile and use it as a template for your modifications. To begin follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Function Profile > Create Function Profile
Transaction	SPRO

1. Highlight the desired SAP-standard function profile
2. Right-click and select Copy As
3. Update the function profile ID and description
4. Hit Enter
5. Click on the copy all button to copy all dependent entries
6. Highlight the newly created function profile and click on allowed functions and allowed case components to modify as needed
7. Click on Save

Copy the FIN_DIS2 function profile

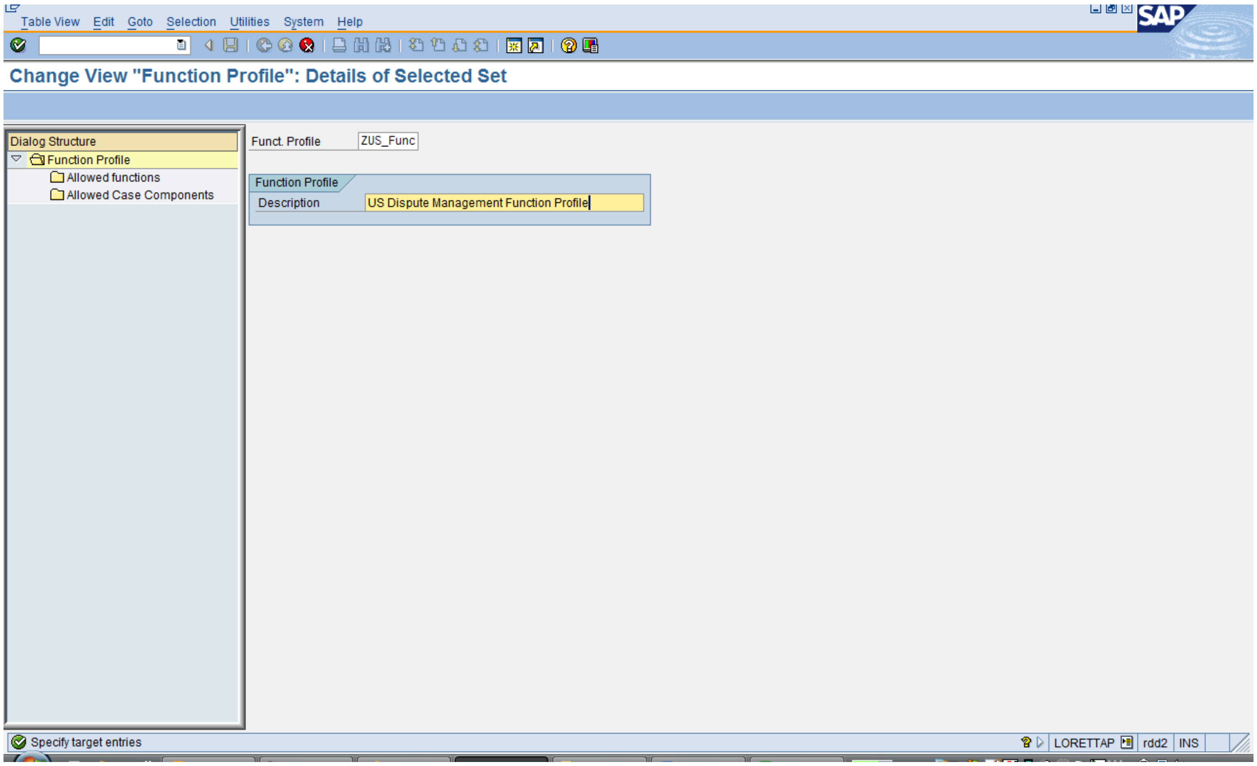
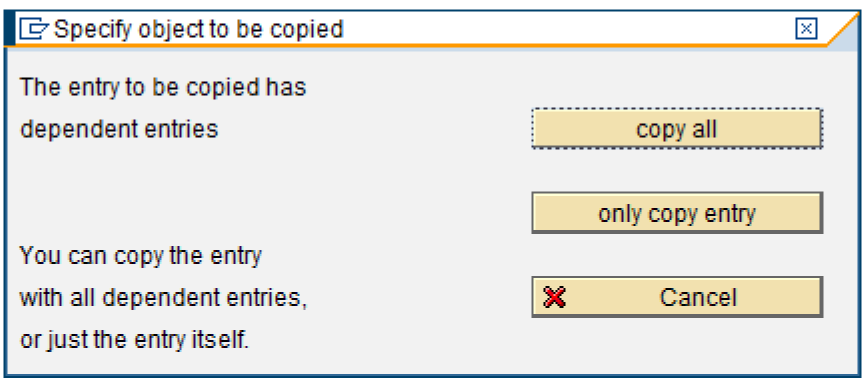
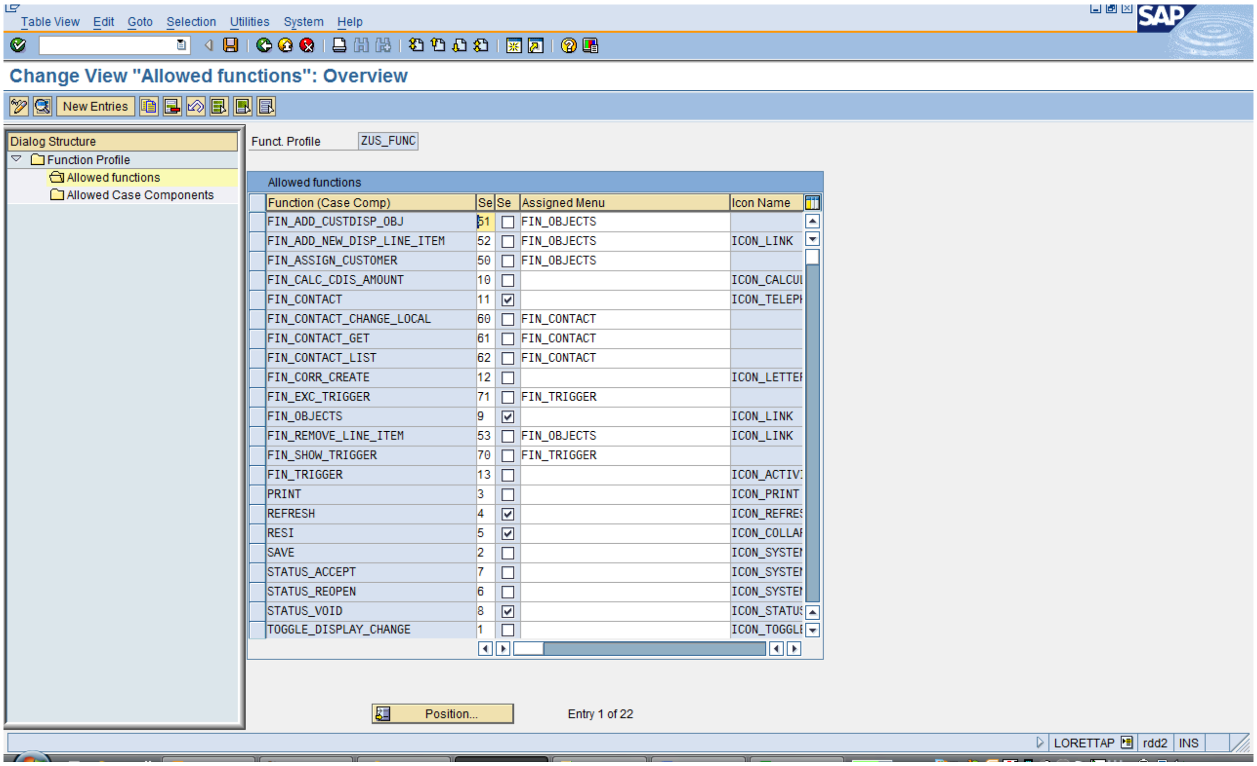
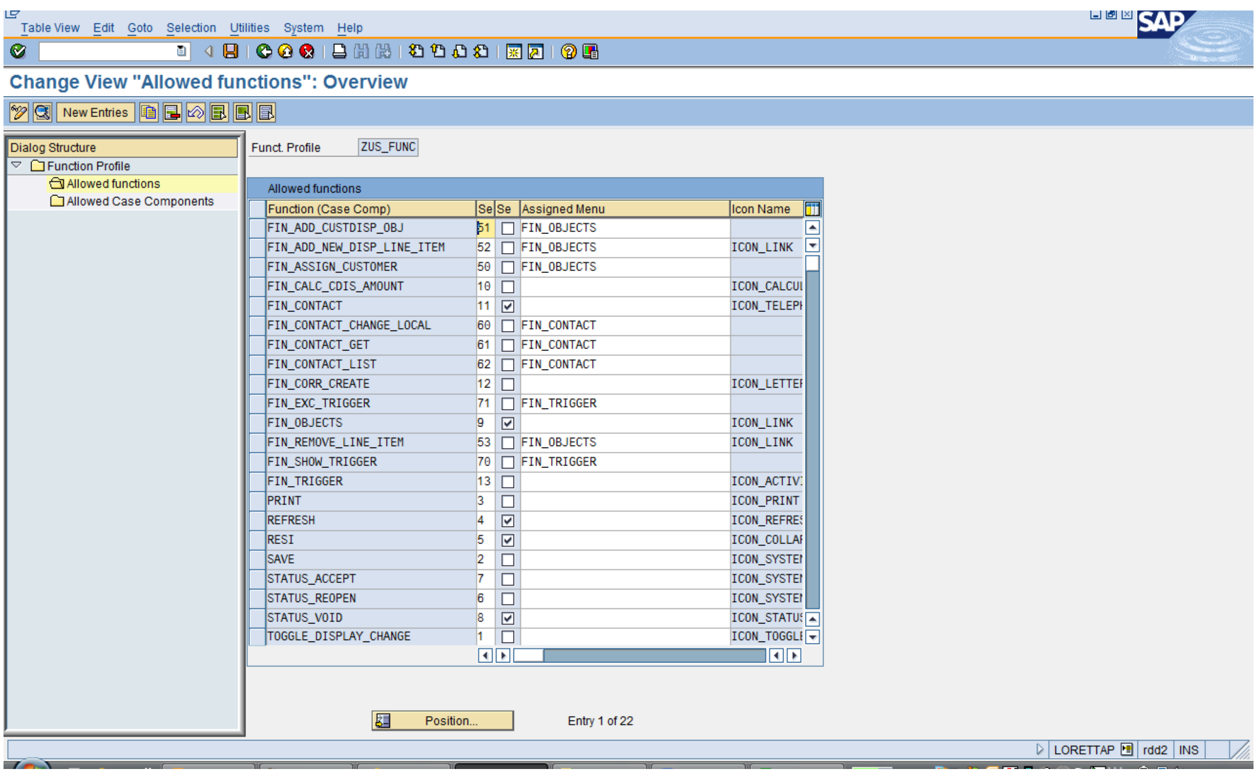


Table View Edit Goto Selection Utilities System Help
Change View "Function Profile": Details of Selected Set
Dialog Structure
Function Profile
Allowed functions
Allowed Case Components
Funct. Profile ZUS_Func
Function Profile
Description US Dispute Management Function Profile
Specify target entries
LORETTAP rdd2 INS



Specify object to be copied
The entry to be copied has
dependent entries
copy all
only copy entry
You can copy the entry
with all dependent entries,
or just the entry itself.
Cancel





For each function and case component you can define the following items:

- **Function** - Identify function or case component in the function profile
- **Sequence of Function Buttons** – Order in which the functions are displayed in the dispute case
- **Separator After Pushbutton** – Select this indicator if a separating line should be placed after the button
- **Assigned Menu** – Contains dropdown menu to which the function is assigned
- **Icon Name** – Name of the icon associated to the function
- **No Create** – Select this indicator if the button is disabled upon creation of the dispute case
- **Not for Modify** – Select this indicator if the function is not available for modification
- **No Display** – Select this indicator if the function is not available for display
- **Button with Menu** – Select this indicator if the function has a push button with a menu

5 Text Profile

Creation of a text profile defines which types of notes are contained in the dispute case. Notes are used to capture the research and resolution of a disputed item throughout the dispute case life cycle. They can also be displayed on claim correspondence to the customer requesting additional information or requesting repayment for invalid deductions.

5.1 Create Text Profile

If the SAP-delivered notes do not suffice, please create a copy of the FIN_DISP or text profile ID and use it as a template to modify the existing values. To begin configuring a new text profile, follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Text Profile > Create Text Profile
Transaction Code	SPRO

1. Highlight the FIN_DISP text profile ID
2. Right-click and select Copy As
3. Update the text profile ID and description
4. Hit Enter
5. Click on the copy all button to copy all dependent entries
6. Highlight the newly created text profile and click text ID’s to modify as needed
7. Click on Save

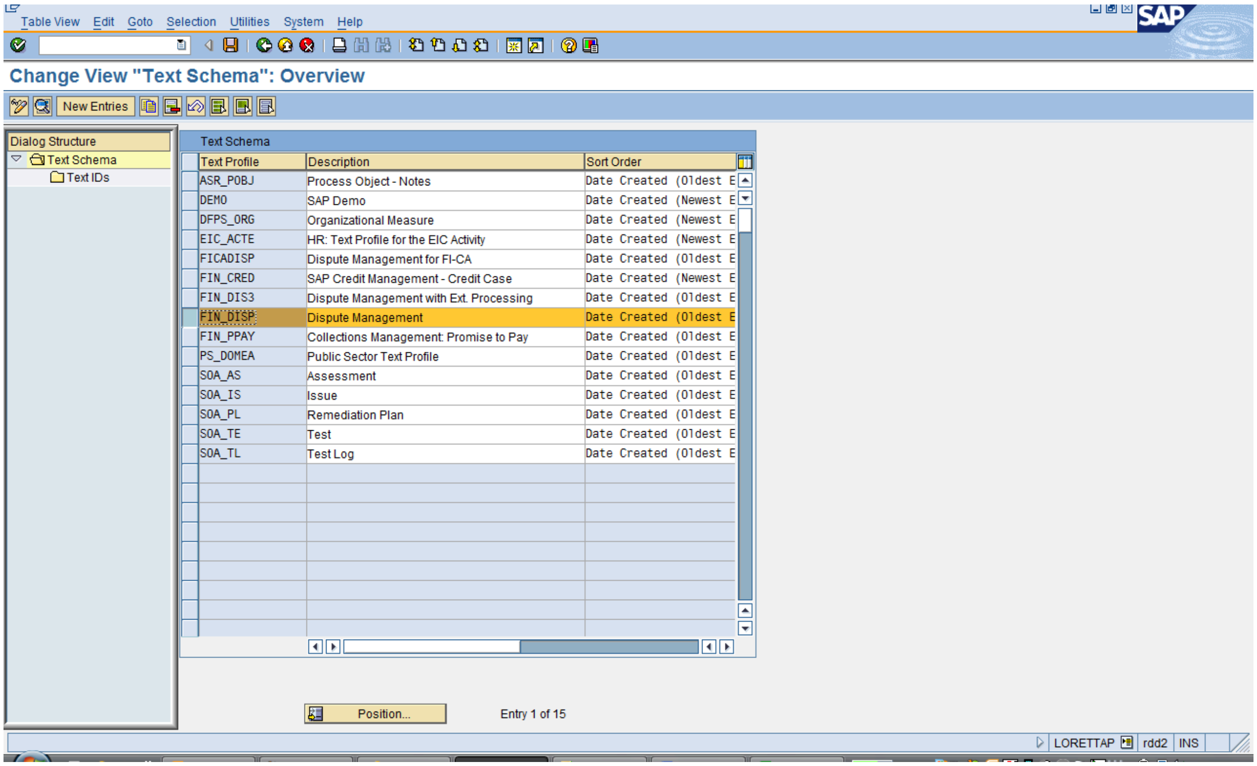


Table View Edit Goto Selection Utilities System Help
Change View "Text Schema": Overview
New Entries
Dialog Structure
Text Schema
Text IDs
Text Schema
Text Profile
Description
Sort Order
ASR_POBJ Process Object - Notes Date Created (Oldest E
DEMO SAP Demo Date Created (Newest E
DFPS_ORG Organizational Measure Date Created (Newest E
EIC_ACTE HR: Text Profile for the EIC Activity Date Created (Newest E
FICADISP Dispute Management for FI-CA Date Created (Oldest E
FIN_CRED SAP Credit Management - Credit Case Date Created (Newest E
FIN_DIS3 Dispute Management with Ext. Processing Date Created (Oldest E
FIN_DISP Dispute Management Date Created (Oldest E
FIN_PPAY Collections Management: Promise to Pay Date Created (Oldest E
PS_DOMEA Public Sector Text Profile Date Created (Oldest E
SOA_AS Assessment Date Created (Oldest E
SOA_IS Issue Date Created (Oldest E
SOA_PL Remediation Plan Date Created (Oldest E
SOA_TE Test Date Created (Oldest E
SOA_TL Test Log Date Created (Oldest E
Position...
Entry 1 of 15
LORETTAP rdd2 INS

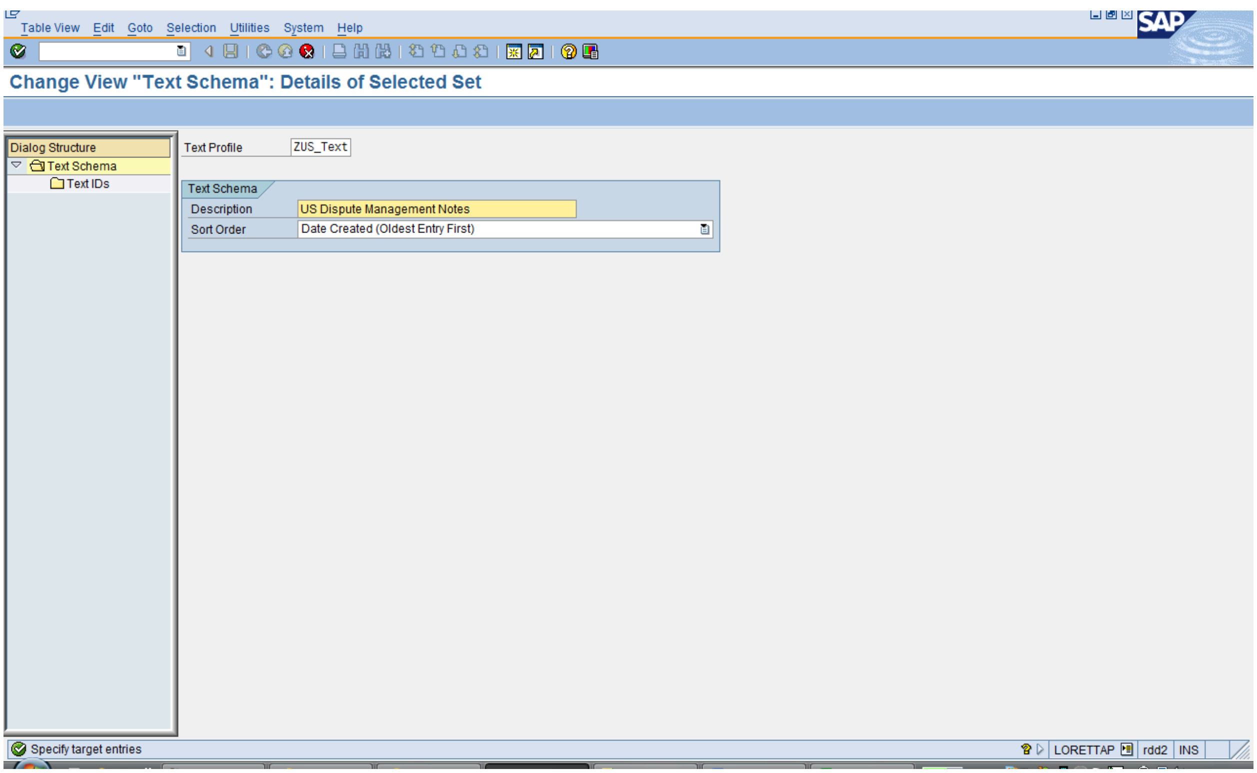
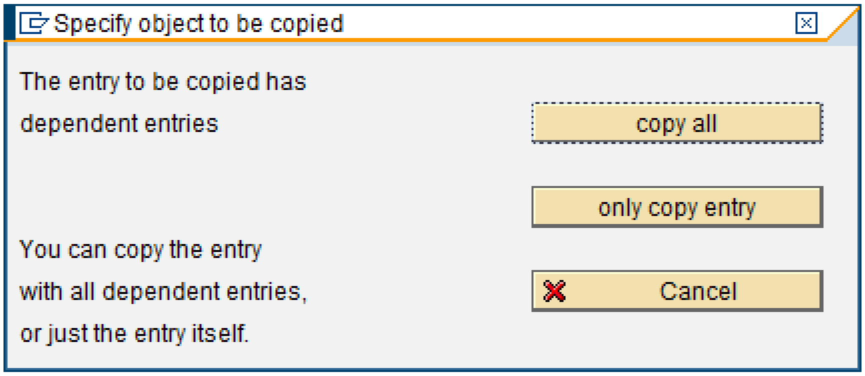
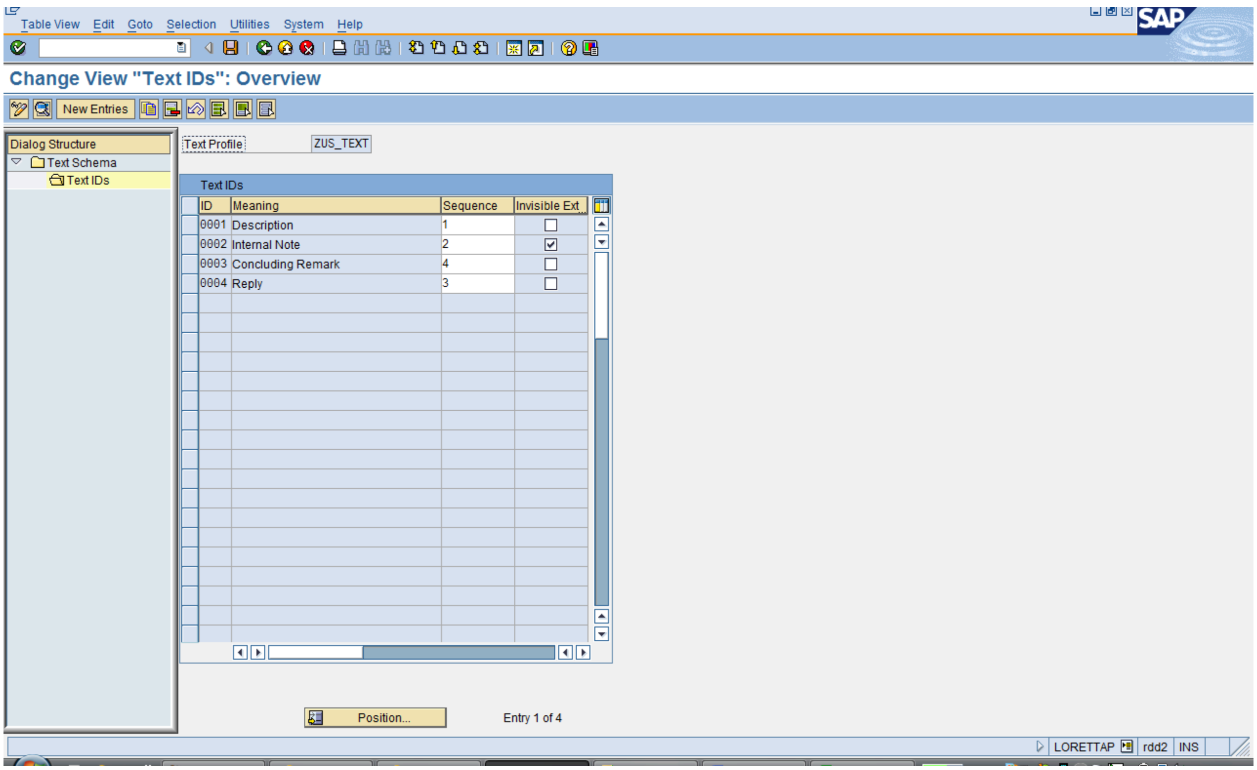


Table View Edit Goto Selection Utilities System Help
Change View "Text Schema": Details of Selected Set
Dialog Structure
Text Schema
Text IDs
Text Profile ZUS_Text
Text Schema
Description US Dispute Management Notes
Sort Order Date Created (Oldest Entry First)
Specify target entries
LORETTAP rdd2 INS



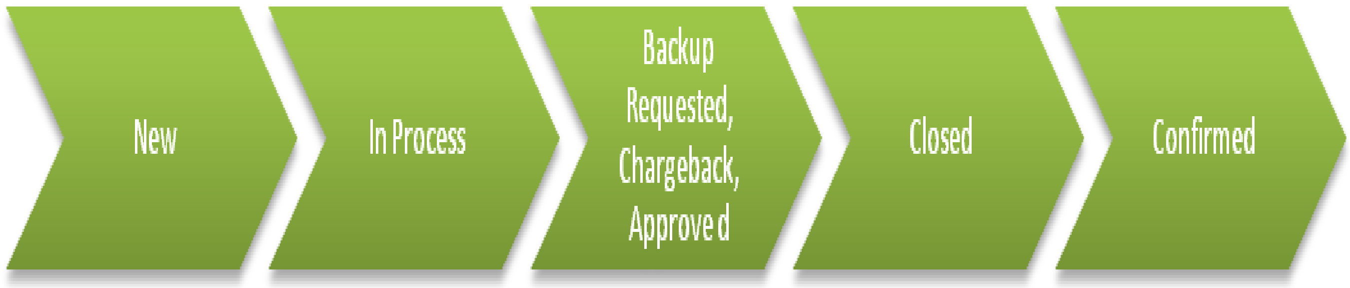


For each note type you can define the following items:

- **ID** - Unique identification for each note type
- **Meaning** – Description for each note type
- **Sequence** – Order in which the note types are displayed in the dispute case note drop down
- **Invisible Externally** – Select this indicator if the note should not be displayed on correspondence. This text will be invisible to the customer.

6 Status Management

The status of a dispute case indicates where the stage in of deduction resolution the dispute case processing is. Status values and events are used to control when status values can be set and enable automatic status updates.



Upon creation of a dispute case the status will automatically be set to new. After updates are made to the dispute case, the status will be updated to reflect an in process status. Once a resolution has been determined by the dispute case processor, he or she can manually update the processing status to Chargeback or Approved to indicate the claim validity or to Backup Requested to indicate the claim processing status, for example. Once the claim has been paid by the customer, cleared with a credit, and/or written off the dispute case status will automatically update to Closed. Closed dispute cases can also be updated to a confirmed status for permanent closure.

6.1 Create Status Profile

To create a status profile, please create a copy of the FIN_DISP status profile and use it as a template for building the new status profile. To begin, follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Status Management > Create Status Profile
Transaction Code	SPRO

1. Highlight the FIN_DISP status profile
2. Right-click and select Copy As
3. Update the status profile ID and description
4. Hit Enter
5. Click on the copy all button to copy all dependent entries
6. Highlight the newly created status profile and click on status values to modify as needed
7. Click on Save

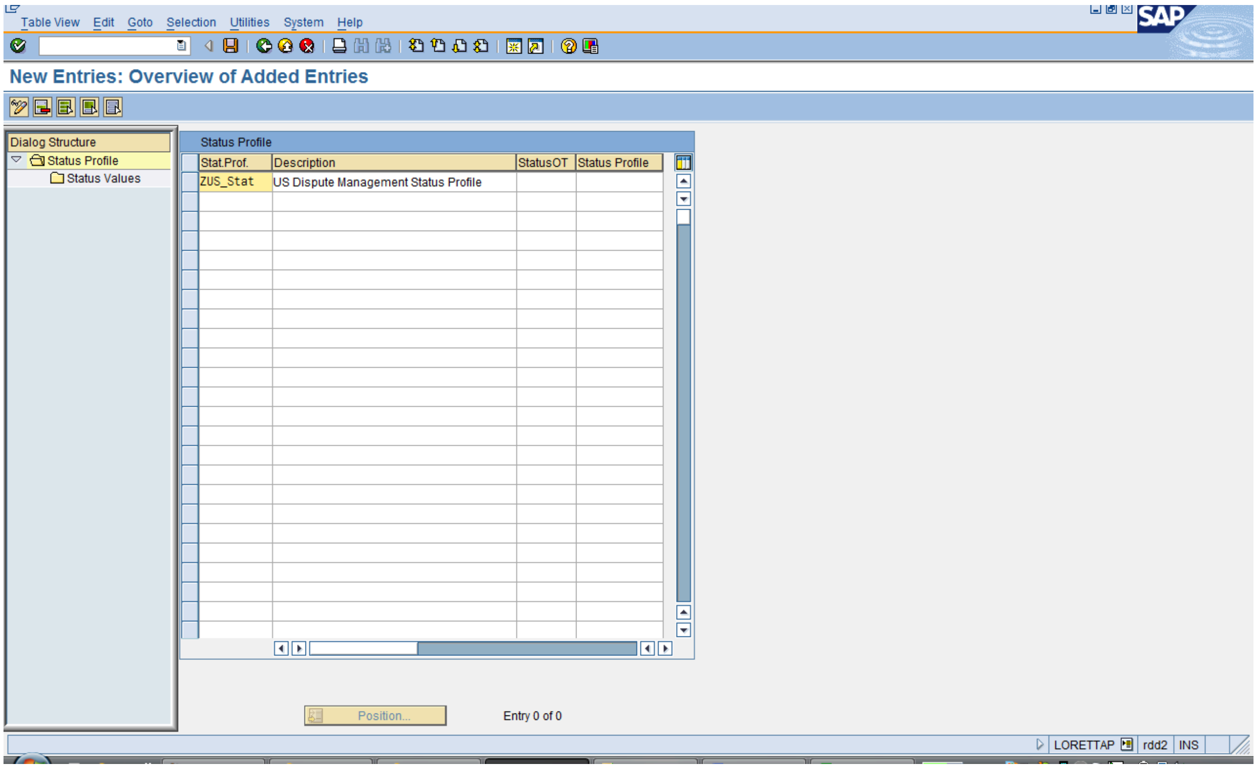
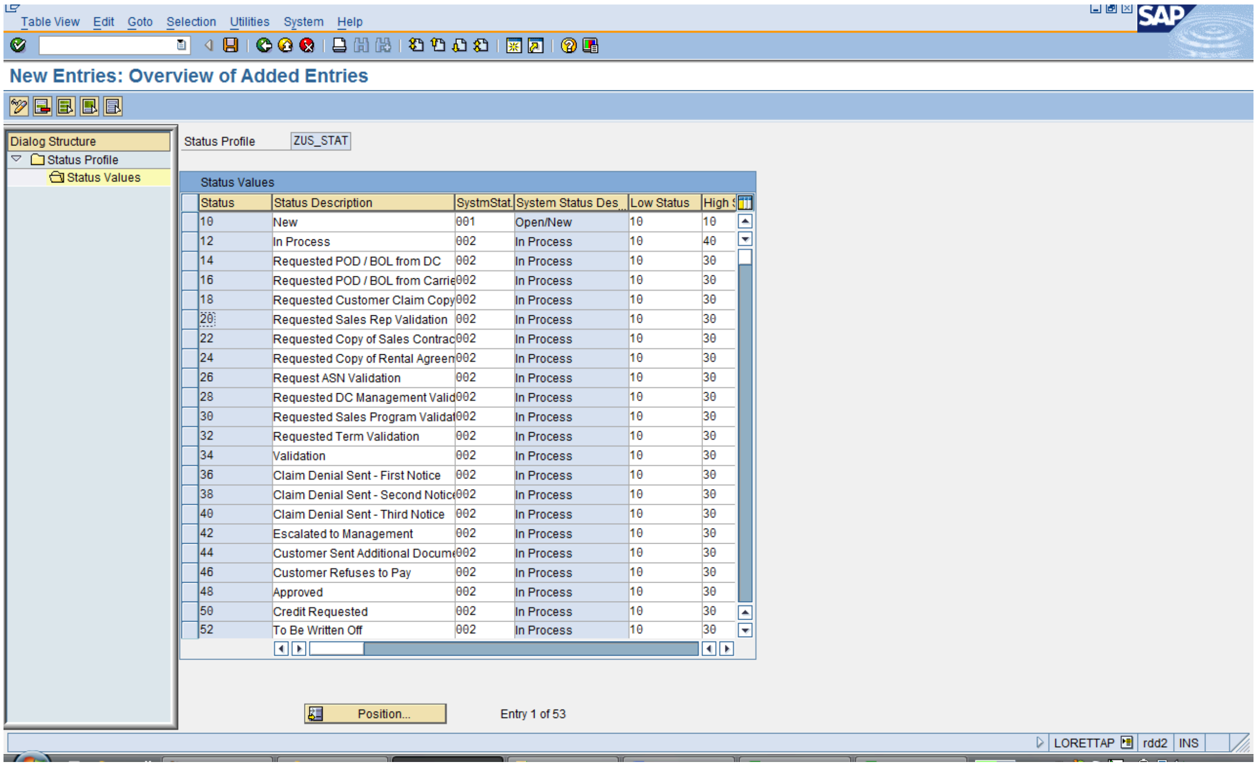
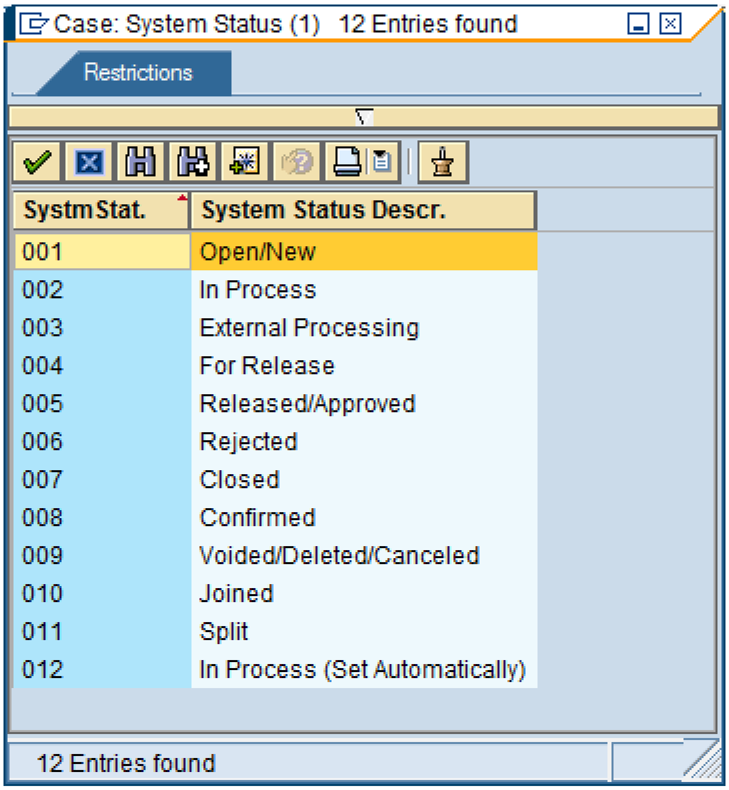


Table View Edit Goto Selection Utilities System Help
New Entries: Overview of Added Entries
Dialog Structure
Status Profile
Status Values
Status Profile
Stat.Prof.
Description
StatusOT
Status Profile
ZUS_Stat
US Dispute Management Status Profile
Position...
Entry 0 of 0
LORETTAP
rdd2
INS



For each status, you need to configure the following items:

- **Status** – Unique ID for the status
- **Status Description** – Description for the status value
- **System Status** – Select a system status that should be associated to each status. System status values are as follows:



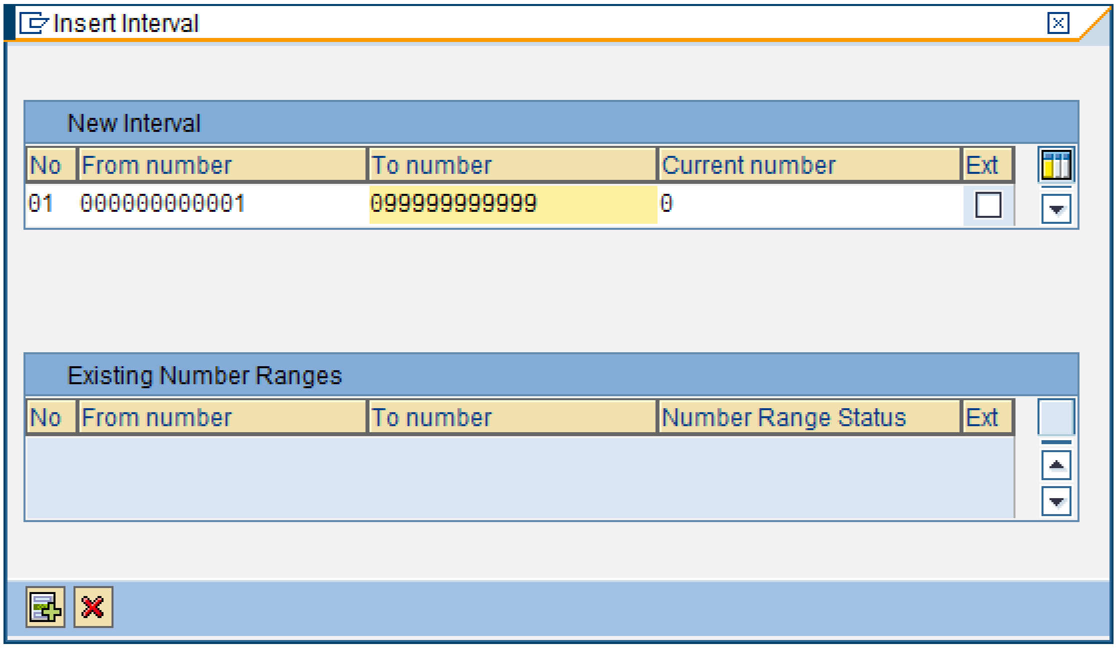
- **System Status Description** – Once a system status has been input, the corresponding status description will automatically populate when hitting return
- **Low Status** & **High Status** – Sequence numbers which control changes in status. A status can be set if the current status is greater than or equal to the lowest sequence number and smaller than or equal to the highest sequence number.
- **Auto** – Set this indicator if the status is set automatically
- **Even for Case** – Select workflow event to be generated upon the dispute case status change.

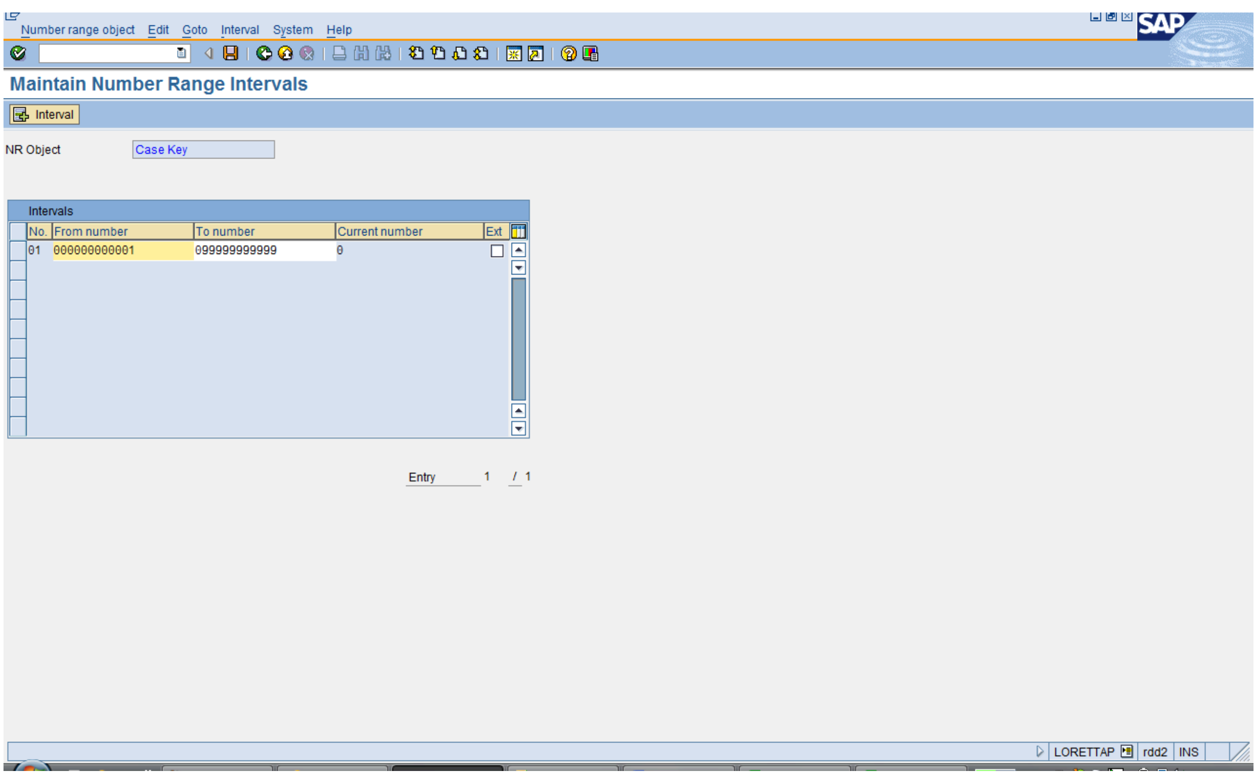
7 Maintain Number Ranges

Upon creation of a dispute case, a systematically generated number is assigned to the dispute case ID. The number range for generation of the case ID is unique to each case type. To create a number rage, please follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Define Number Range Interval for Case
Transaction Code	SCASE_NUMBERRANGE

1. Click on the Change Intervals button
2. Click on the Insert Interval button
3. Insert a unique number rage and select the external indicator for external number issuance.
4. Click on Save.

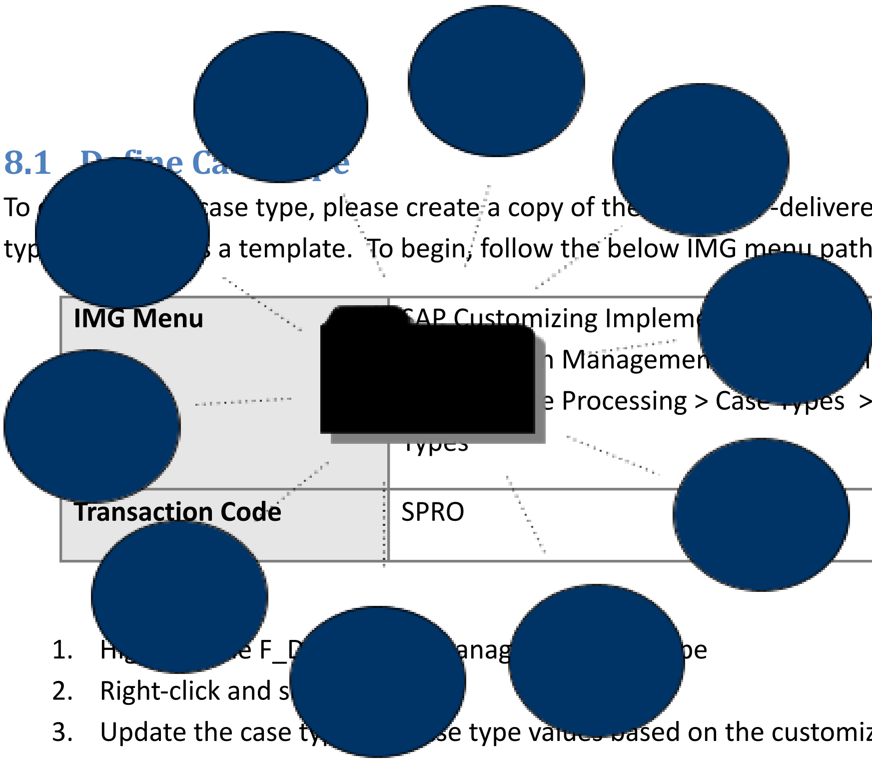




8 Case Type

A dispute case type is a central object that groups customizing settings together to define the various components, profiles and attributes of a dispute case. A case type can be assigned to one or many company codes. Therefore, the look and feel of dispute cases will remain consistent across a particular company code.

Case Type Components

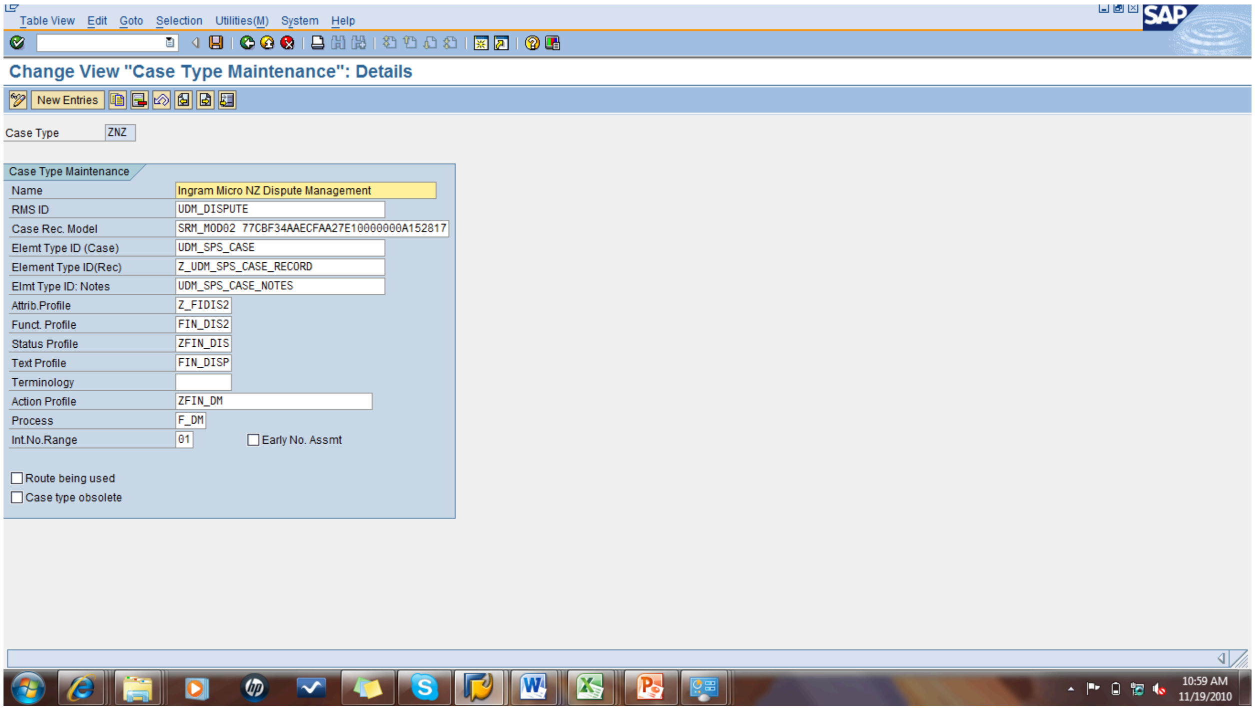


8.1 D[illegible]ine Ca[illegible]e

To [illegible]case type, please create a copy of the [illegible]-delivered dispute management case typ[illegible] a template. To begin, follow the below IMG menu path:

IMG Menu	[illegible]AP Customizing Impleme[illegible] > Financial [illegible]n Managemen[illegible]anagement > [illegible]e Processing > Case Types > Define Case Types
Transaction Code	SPRO

1. Hi[illegible]e F_D[illegible]anag[illegible]pe
2. Right-click and s[illegible]
3. Update the case ty[illegible]se type values based on the customizing activities completed above
4. Click on Save



9 Create Attribute Values

Once your case type has been created, you can begin the creation of values for the category, reason code and root cause code dispute case attributes. All three of these attributes enable visibility, reporting and root cause analysis for your deduction population.

Category is a classification of the dispute case which can be used to subdivide case types. Sample categories are as follows:

- Pet Products
- Personal Hygiene Products
- Non-Product Related
- Post Audit

Cause is the reason for the customer's dispute and can be synchronized with the reason code in FI-Accounts Receivable. Reason codes can also used to drive the prioritization and derivation of a G/L account for automatic write-off. Please see below for sample reason codes:

- Shortage
- Pricing
- Returns

Root cause code captures the issue supporting claim resolution, or why the claim is approved, written off or billed back for example. Sample root cause codes are as follows:

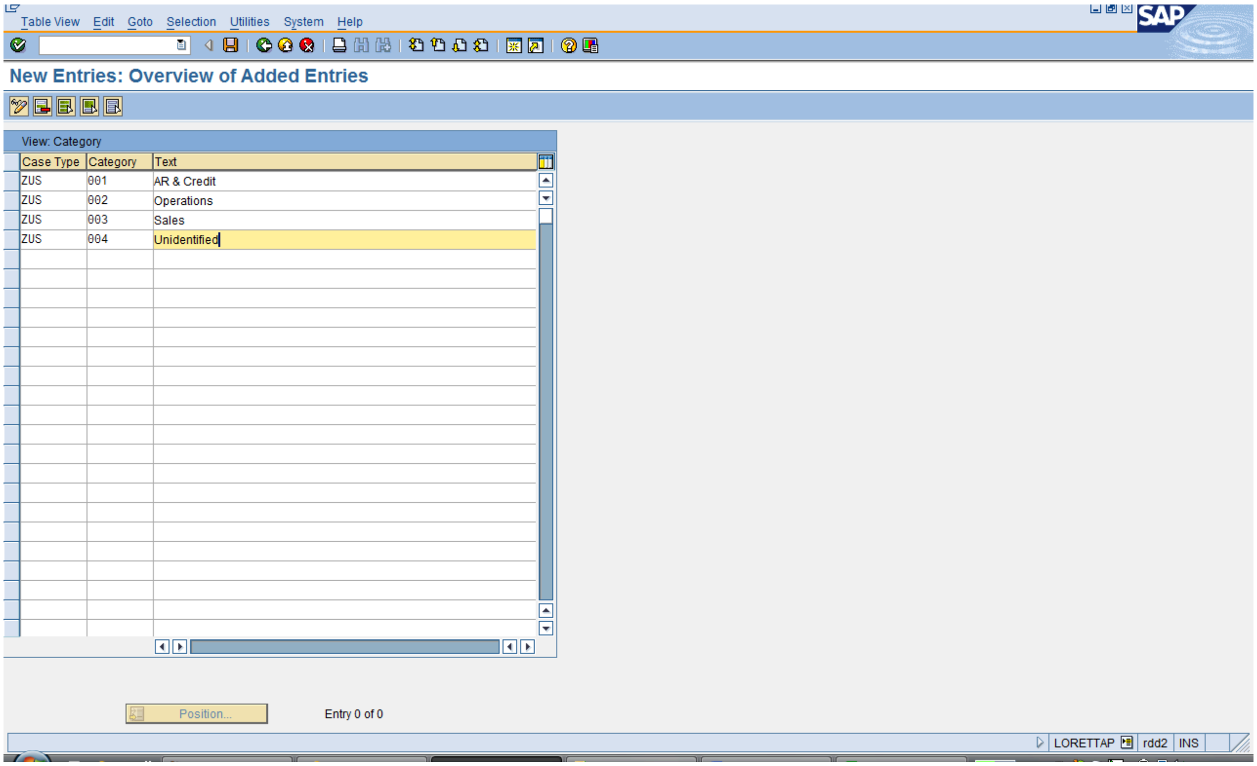
- POD Indicates Complete Delivery
- POD Indicates Partial Delivery
- Carrier Error
- Discount Not Applied to Invoice
- Sales Department Error

9.1 Create Values for Attribute Category

To begin creating category values, please follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Case Types > Create Values for Attribute "Category"
Transaction Code	SPRO

1. Click on the New Entries button
2. Enter the case type
3. Enter a unique category code per case type
4. Enter the category description
5. Click on Save

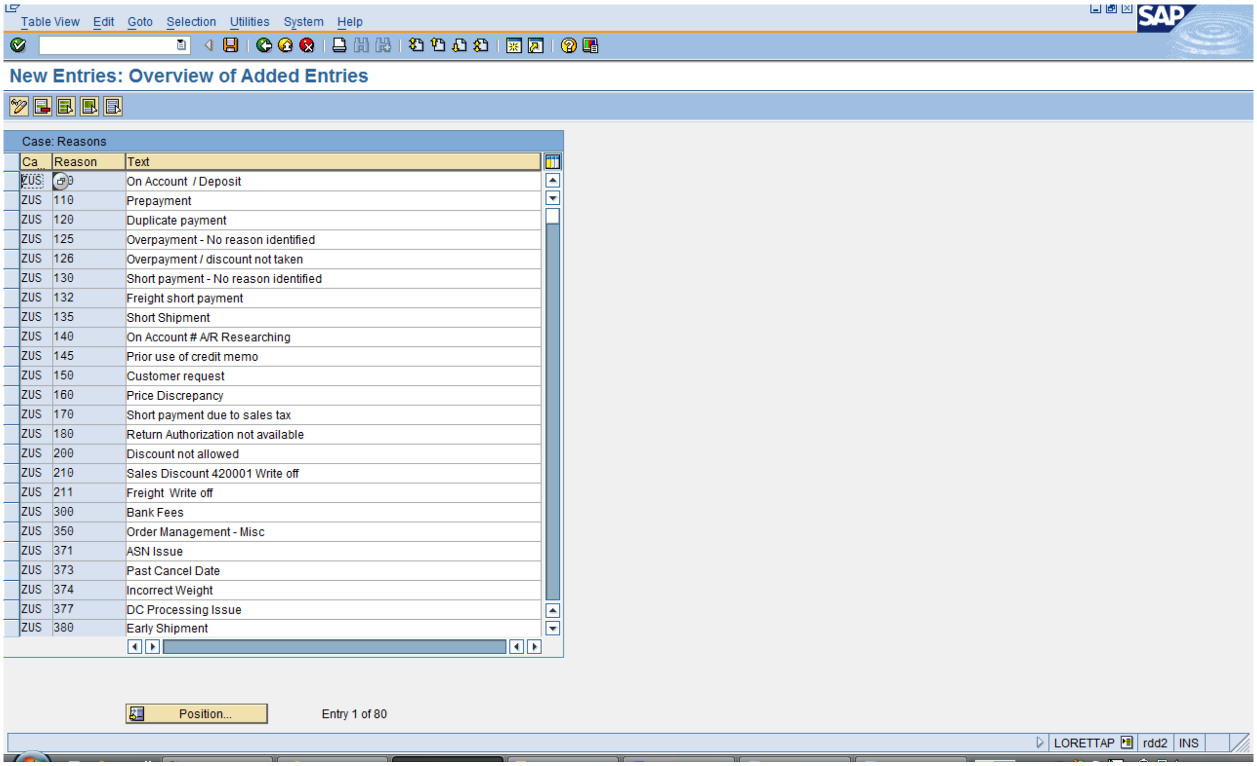


9.2 Create Values for Attribute Reason

Start adding dispute case reason codes by following the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Case Types > Create Values for Attribute "Reason"
Transaction Code	SPRO

1. Click on the New Entries button
2. Enter the case type
3. Enter a unique reason code per case type
4. Enter the reason code description
5. Click on Save



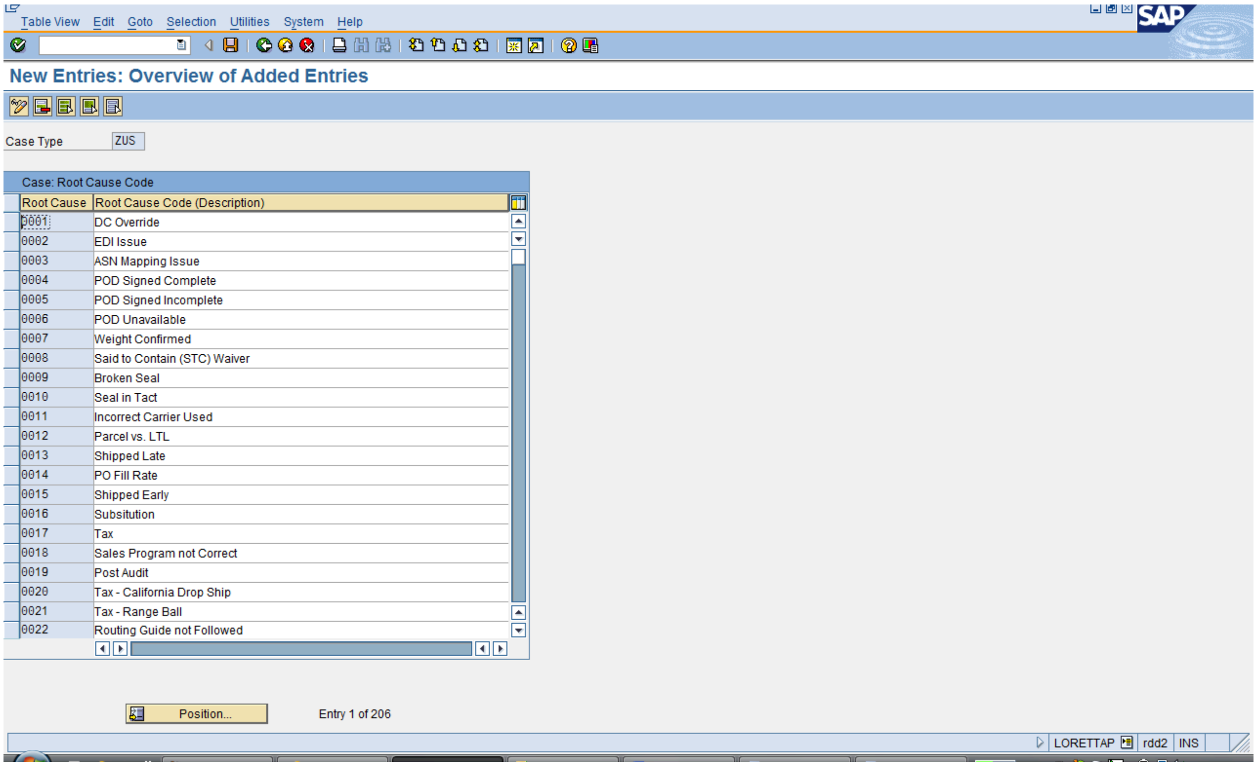
Ca..	Reason	Text
ZUS	100	On Account / Deposit
ZUS	110	Prepayment
ZUS	120	Duplicate payment
ZUS	125	Overpayment - No reason identified
ZUS	126	Overpayment / discount not taken
ZUS	130	Short payment - No reason identified
ZUS	132	Freight short payment
ZUS	135	Short Shipment
ZUS	140	On Account # A/R Researching
ZUS	145	Prior use of credit memo
ZUS	150	Customer request
ZUS	160	Price Discrepancy
ZUS	170	Short payment due to sales tax
ZUS	180	Return Authorization not available
ZUS	200	Discount not allowed
ZUS	210	Sales Discount 420001 Write off
ZUS	211	Freight Write off
ZUS	300	Bank Fees
ZUS	350	Order Management - Misc
ZUS	371	ASN Issue
ZUS	373	Past Cancel Date
ZUS	374	Incorrect Weight
ZUS	377	DC Processing Issue
ZUS	380	Early Shipment

9.3 Create Values for Attribute Root Cause Code

To begin adding root cause codes, follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Case Types > Create Values for Attribute “Root Cause Code”
Transaction Code	SPRO

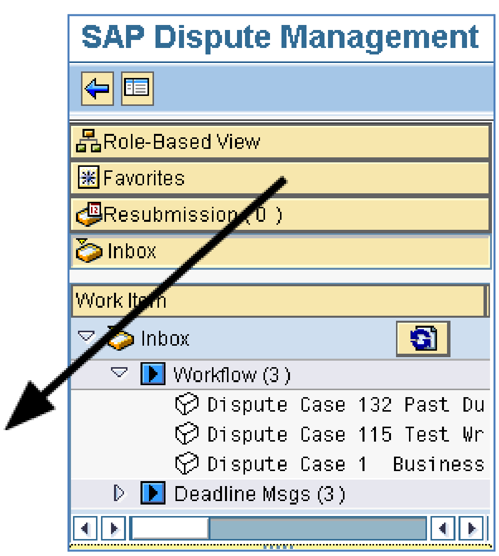
1. Enter case type in the work area
2. Click on Continue to proceed
3. Click on the New Entries button
4. Enter a unique root cause code
5. Enter the root cause code description
6. Click on Save



10 Workflow

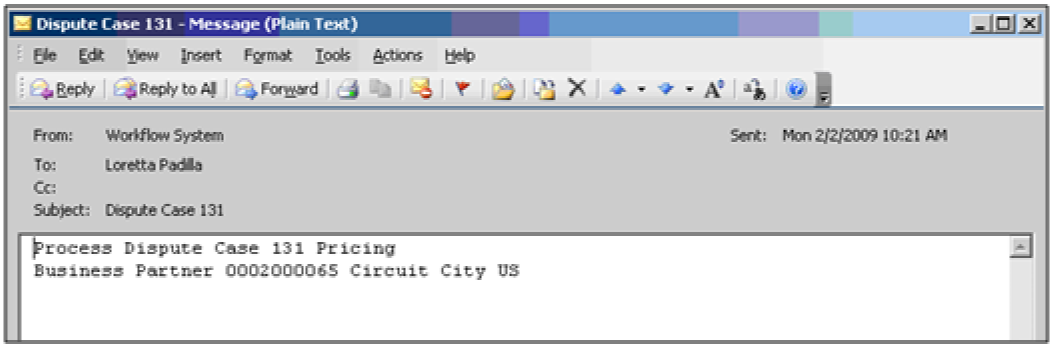
Using workflow will enable cross-departmental collaboration by sending automatic notifications to a dispute case processor. SAP Dispute Management is equipped with two standard workflow templates. Workflow template WS 01700044 controls the notification and sending of dispute case work items. Once a work item has been generated, it can be access in one of two ways:

- From SAP Business Workplace, or via transaction SBWP.
- From your workflow inbox in the dispute case organizer using transaction UDM_DISPUTE. Please refer to the below diagram for clarification.



Click on your Inbox to display workflow notifications assigned to you as the dispute case processor. Drill down on Inbox > Workflow and double-click to open the dispute case work item.

To enable e-mail notifications, you will also have to activate workflow template WS 01700051. E-mail notifications will automatically be sent to the dispute case processor using the email address maintained in their SAP user profile.



Before workflow notifications can be sent, please ensure the following tasks have been completed by your system administrator.

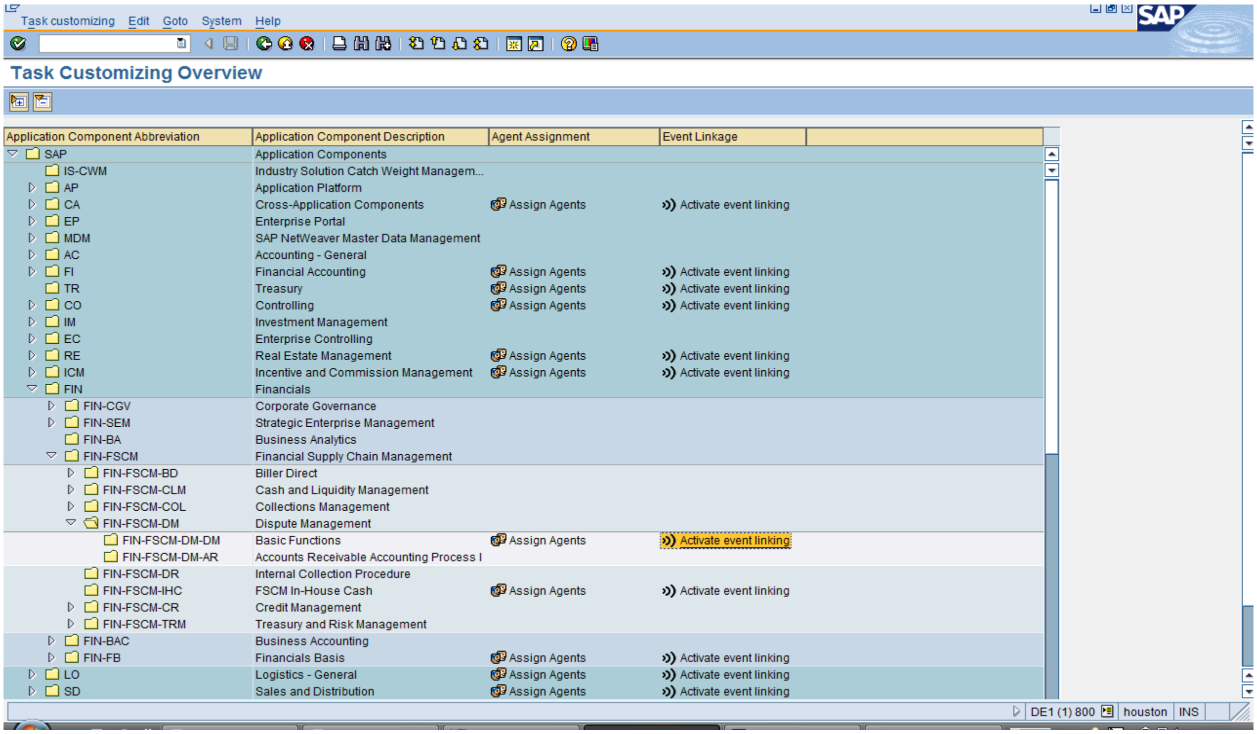
- Maintain standard settings for SAP Business Workflow
- SAPconnect has been configured for generation of e-mails

10.1 Perform task-specific Customizing

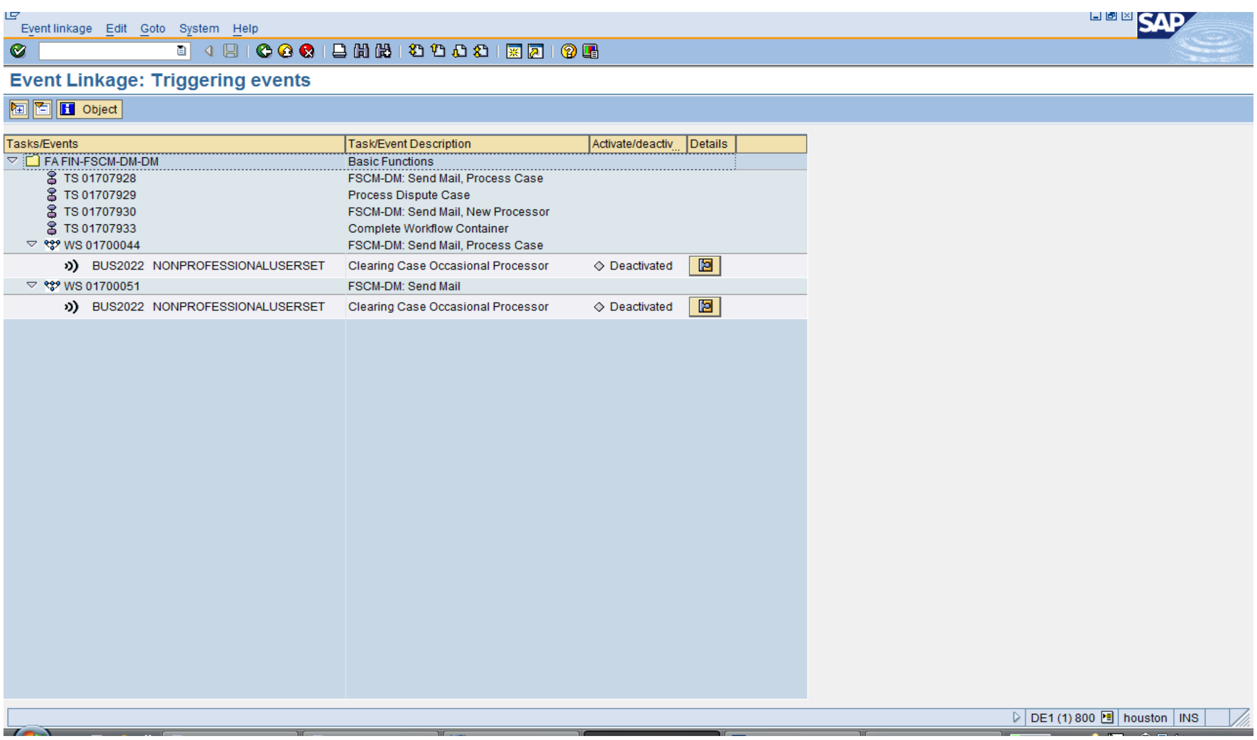
To activate SAP-standard workflow for dispute management, you need to activate the event linkage for each workflow template in the FIN-FSCM-DM-DM application component. To begin, follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Workflow > Perform task-specific Customizing
Transaction Code	SPRO

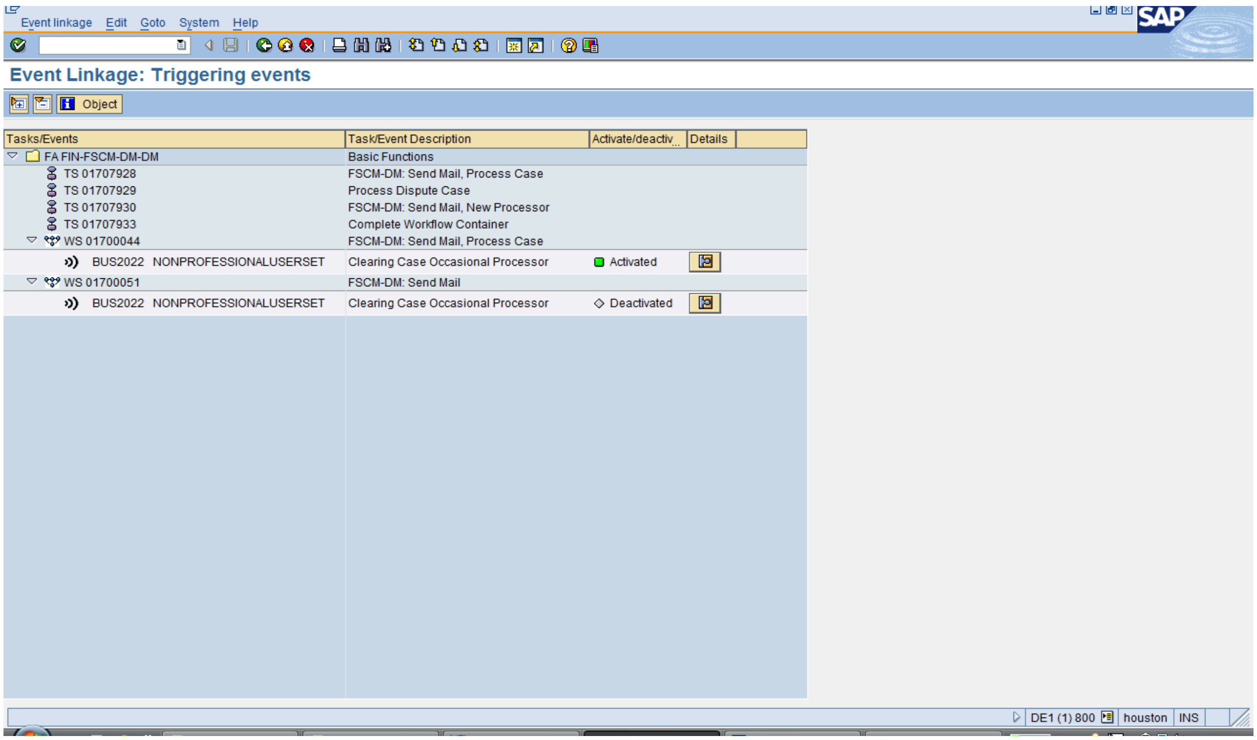
1. Drill down on application component SAP > FIN > FIN-FSCM > FIN-FSCM-DM



2. Next to the Basic Functions application component for FIN-FSCM-DM-DM, please click on Activate event linkage



3. Select the detail view button next to the WS 01700044 workflow template for notification and sending of dispute case work items.
4. Click on the Event Linkage Activated check box
5. Hit save to transport the entry
6. Click on continue



7. If you would also like to generate email notifications, repeat the event linkage activation steps for workflow template WS 01700051.

10.2 Define Regular Processor for Dispute Cases

A regular dispute case processor is someone who logs into SAP dispute management on a regular basis for processing and resolution of dispute cases assigned to him or her as the processor. Since logging into SAP dispute management is part of their daily activities, you may not want to clutter their email or workflow inbox with work item notifications.

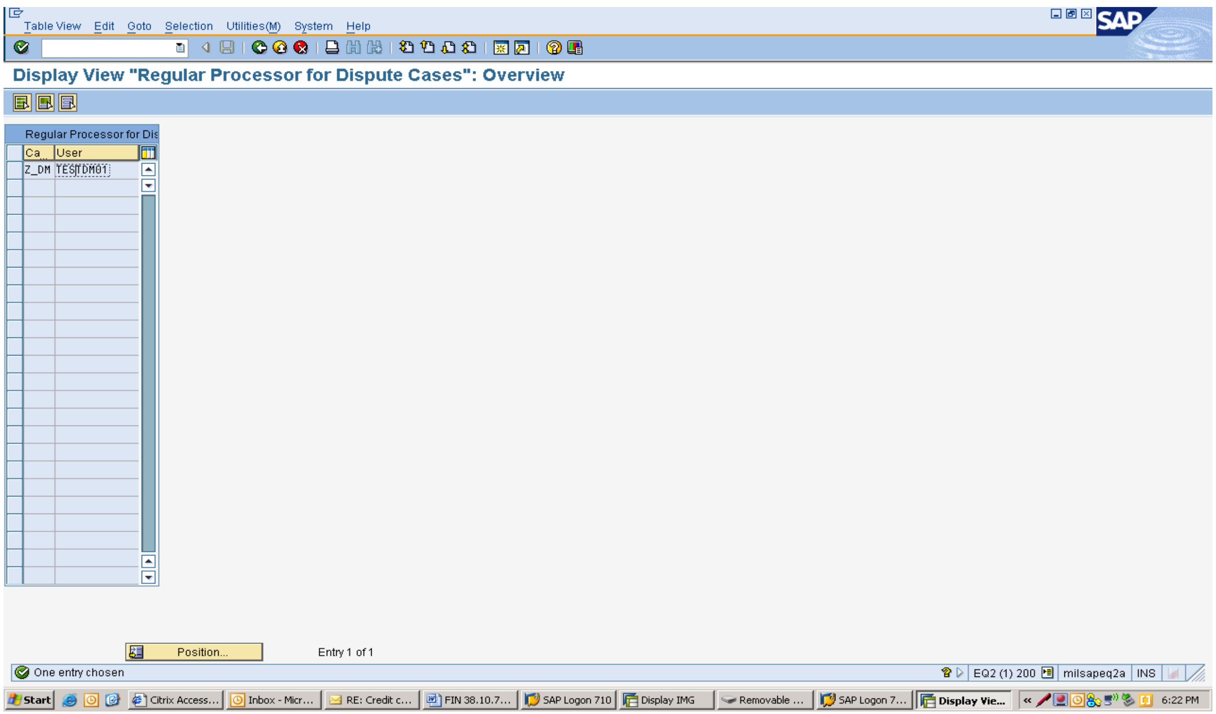
However, for occasional processors who are not accustomed to logging into SAP dispute management on a regular basis, generation of a workflow notification will inform them that a dispute case has been assigned to them for processing.

To enable workflow notifications for occasional processors only, you need to maintain the SAP user ID for all regular processors in this customizing activity. Since end user ID's for regular processors may not be maintained in the golden client for configuration, this will be a manual cutover task for maintenance in each client.

To begin defining regular dispute case processors, please follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Workflow > Define Regular Processor for Dispute Case
Transaction Code	SPRO

1. Input the appropriate case type
2. Input the user ID for each regular dispute case processor
3. Click on save



11 Process Integration

In this section we will carry out customizing activities that will automate changes to the status attribute within the dispute case and determine the appropriate text ID for notes entered upon creation of a dispute case.

11.1 Define Automatic Status Changes

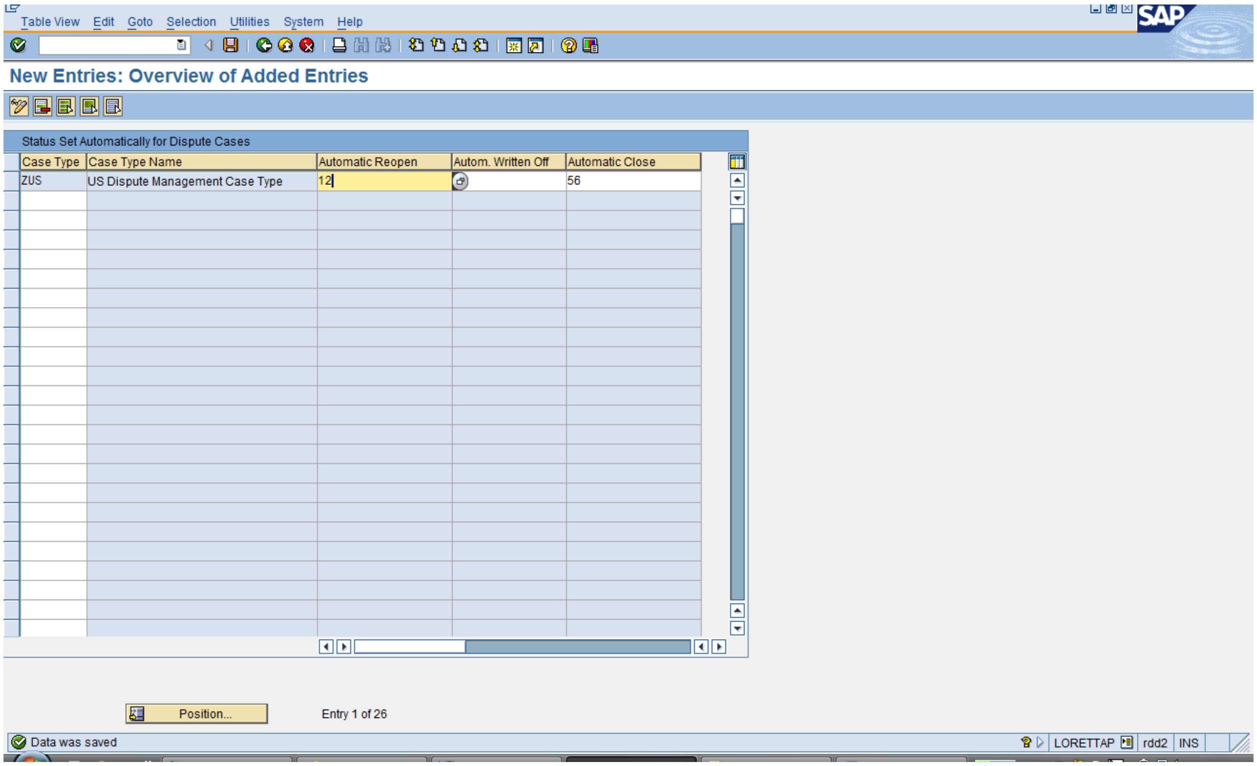
Throughout the dispute case life-cycle, certain status's can be set to update automatically based on clearing activities in FI-Accounts Receivable. This customizing activity will allow you to maintain the value of the status after the following activities occur:

- **Automatic Reopen** – Once a dispute case has been closed, it can be re-opened if the accounting document linked to the closed dispute case has been reset and reversed using transaction FBRA.
- **Automatic Write-Off** – If the accounting documents linked to the dispute case have been automatically written-off using transaction UDM_WRITEOFF, the status can be automatically updated to closed.
- **Automatic Close** – When the linked accounting documents, associated to the dispute case, have been cleared against a credit or incoming payment, the status can be automatically updated to closed.

To begin defining the status, which will be populated automatically based on clearing activities in FI-Accounts Receivable , please follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Process Integration > Define Automatic Status Change
Transaction Code	SPRO

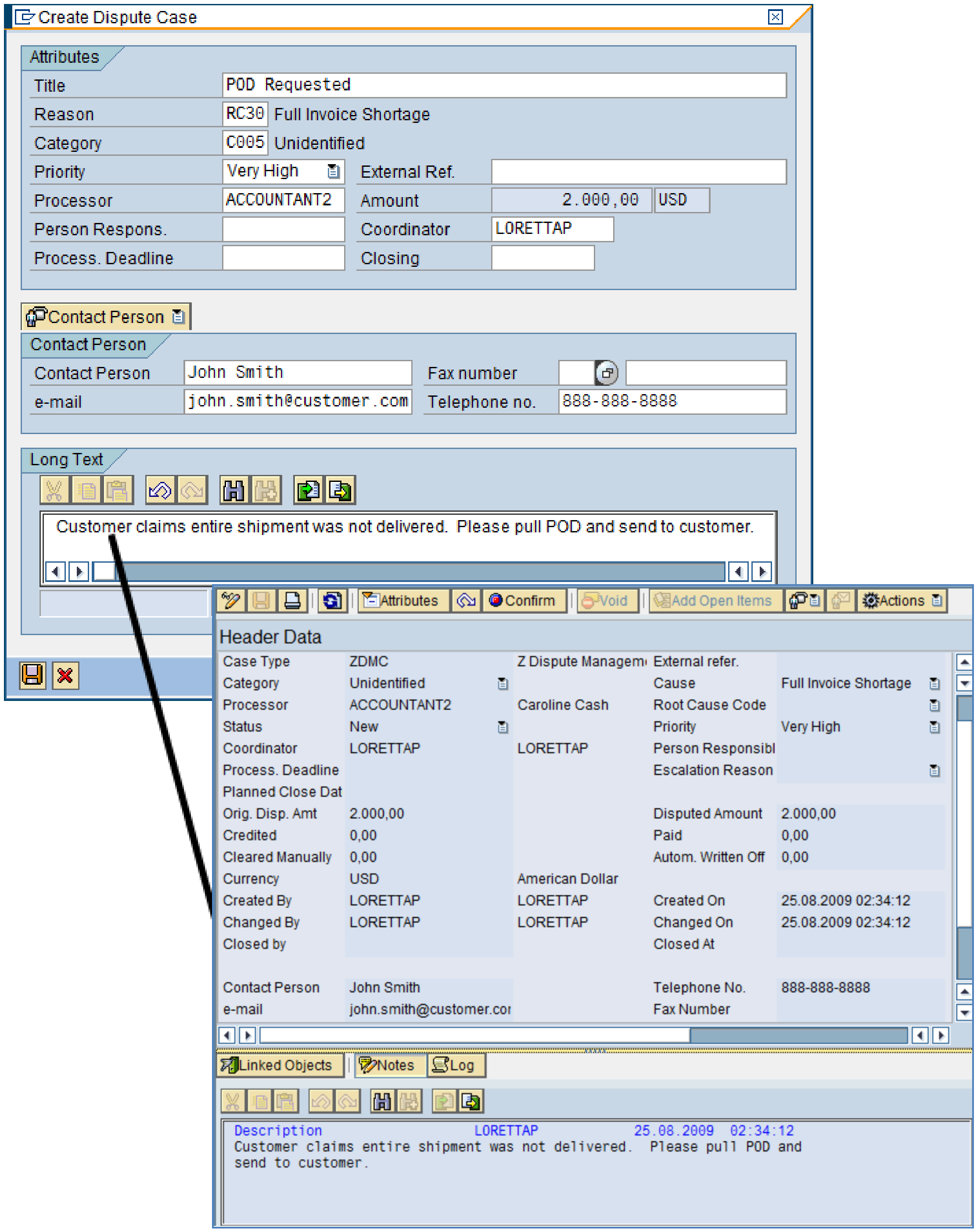
1. Insert case type
2. Insert the In Process status for Automatic Reopen
3. Insert the Closed status for Automatically Written Off
4. Insert the Closed status for Automatic Close
5. Click on Save



If you leave any of these values blank, the status will not update automatically after the various clearing activities have been performed in FI-Accounts Receivable.

11.2 Define Text ID for Notes

Text ID's define various note types which can be recorded throughout the deduction creation and resolution cycle. This customizing activity will allow you to define which note type, from your text profile, that should be assigned to any comments input at the time of dispute case creation.

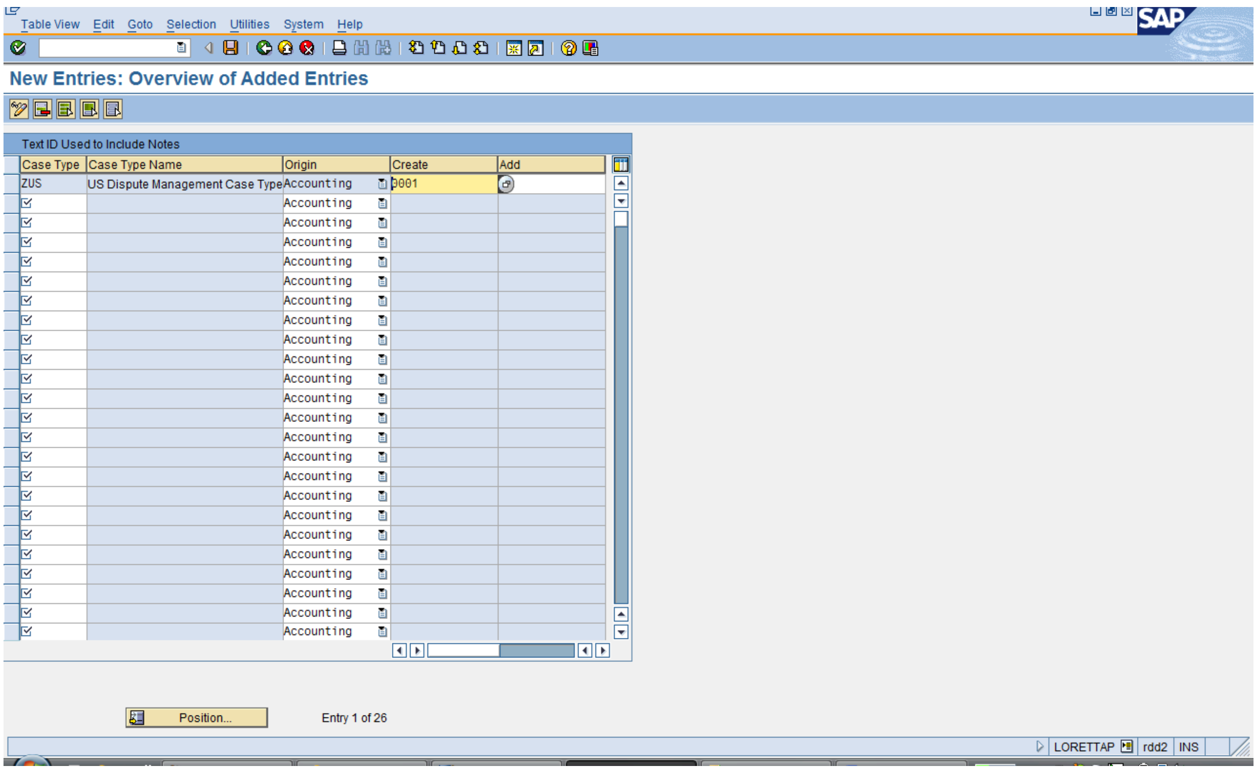


To select the appropriate note type for dispute case creation, please follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management >

	Dispute Case Processing > Process Integration > Define Text ID for Notes
Transaction Code	SPRO

1. Input case type
2. Input the Accounting origin
3. Select the desired note type. In the example provided below, the 0001 Description note type will be used to capture notes upon dispute case creation.



11.3 Define Triggering Attributes for Document Changes

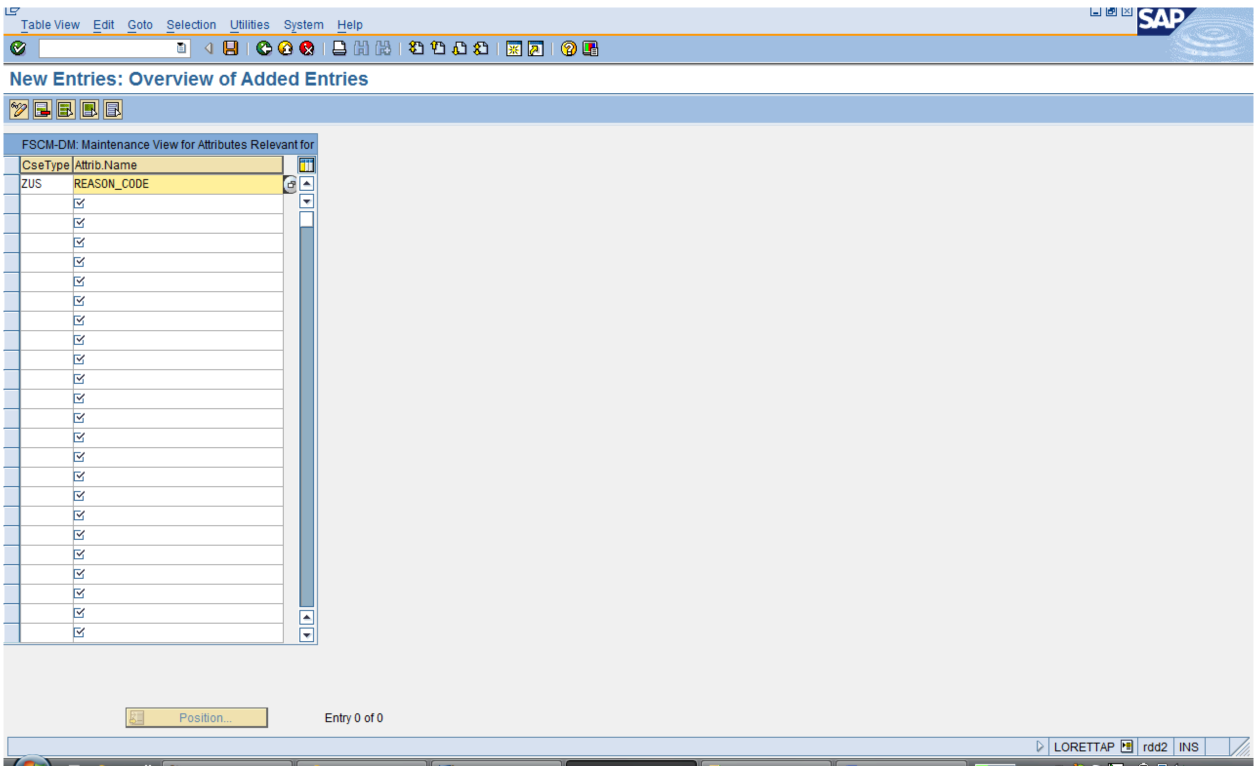
In this customizing activity, you can define which attributes from dispute management can trigger a change to the linked accounting document(s).   For example, a change in the dispute case reason code can update the corresponding AR line item reason code.   Or, a change in the dispute case status and reason code can update the dunning block on the corresponding AR line item(s). Please note that this synchronization only occurs from the dispute case to the AR line item and not from the AR line item to the dispute case.

To define which dispute case attributes can trigger a document change, please follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management >

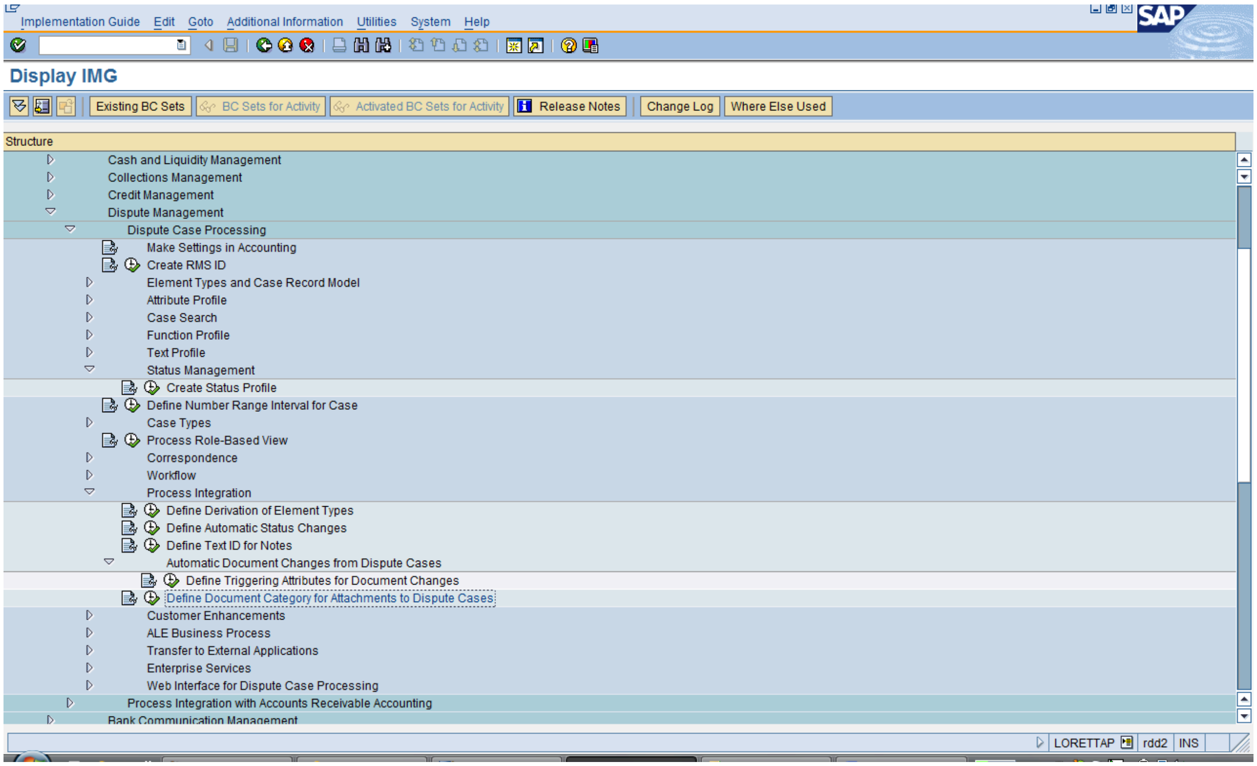
	Dispute Case Processing > Process Integration > Automatic Document Changes from Dispute Cases > Define Triggering Attributes for Document Changes
Transaction Code	SPRO

1. Identify the case type and corresponding dispute case attributes which will trigger changes to AR documents
2. Click on save to generate the transport request



To complete customizing of this feature, please ensure you complete the steps for Automatic Document Changes from Dispute Cases covered in the Process Integration with Accounts Receivable Accounting section.

ADD NEW SECTION



12 Process Integration with Accounts Receivable Accounting

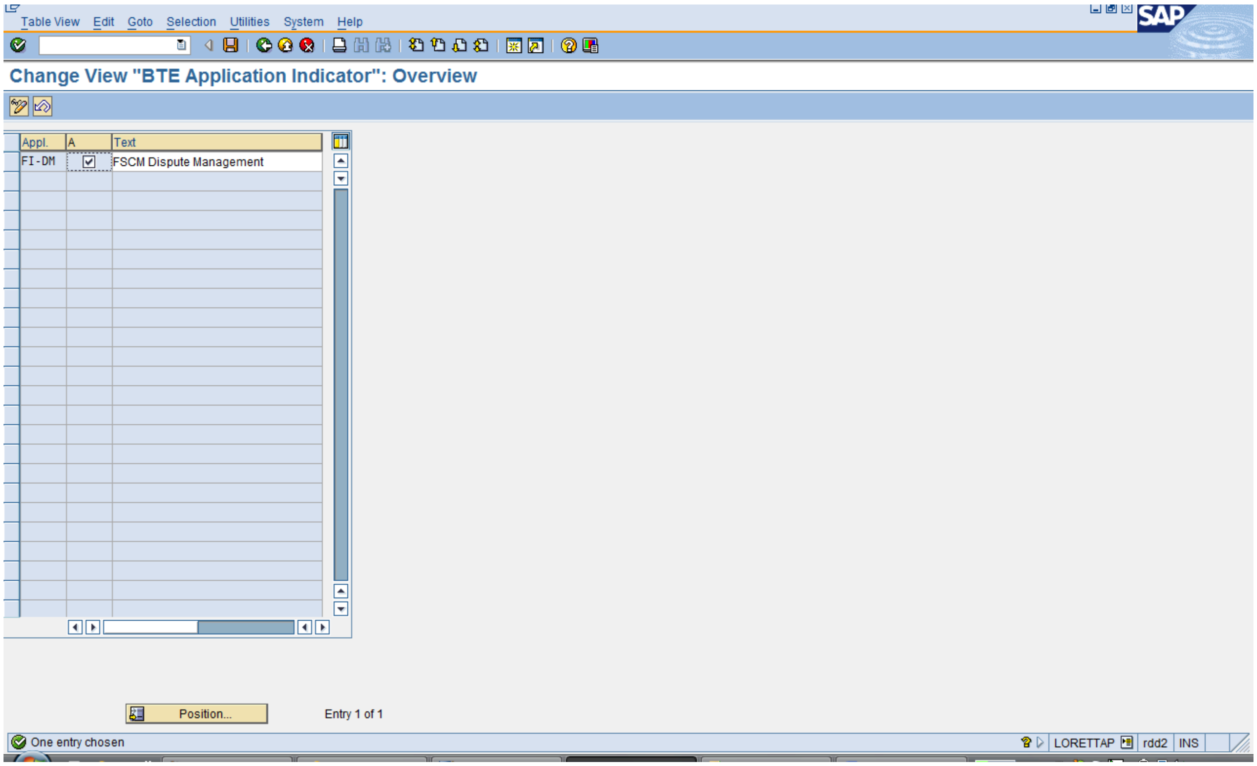
In order to create dispute cases for open FI-Accounts Receivable line items, you need to activate the process integration with accounts receivable and assign the case type along with default values to each company code participating in dispute management. In this section you will also make other settings that are integrated with accounts receivable like, for example, (1) defining which G/L account to write off dispute cases to or (2) map out which attributes in AR will be updated based on changes to certain dispute case attributes.

12.1 Activate Process Integration for SAP Dispute Management

Activating the integration of FI-Accounts Receivable with SAP Dispute Management is client-independent. This task can be performed by following the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management >Process Integration with Accounts Receivable Accounting > Activate Process Integration for SAP Dispute Management
Transaction Code	SPRO

3. Please click on the active check box to activate
4. Click on save to generate the workbench request

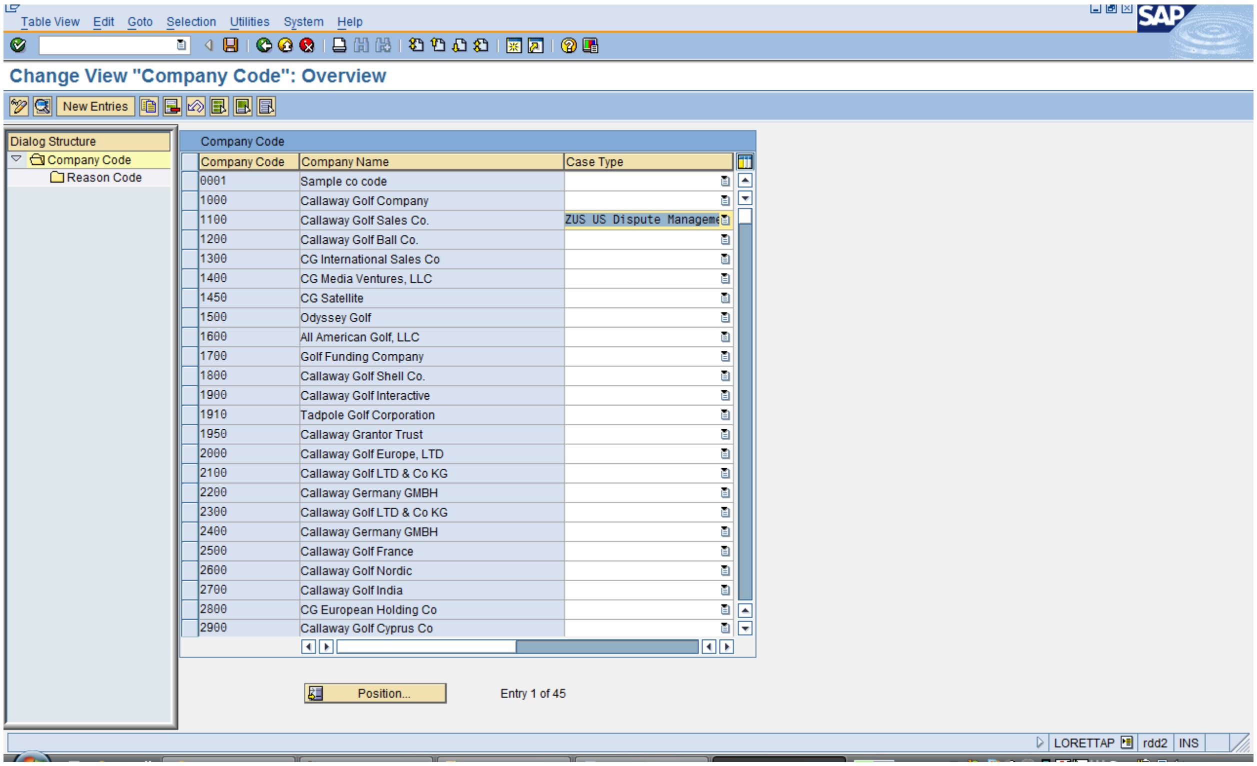


12.2 Define Default Values for Creation of Dispute Cases

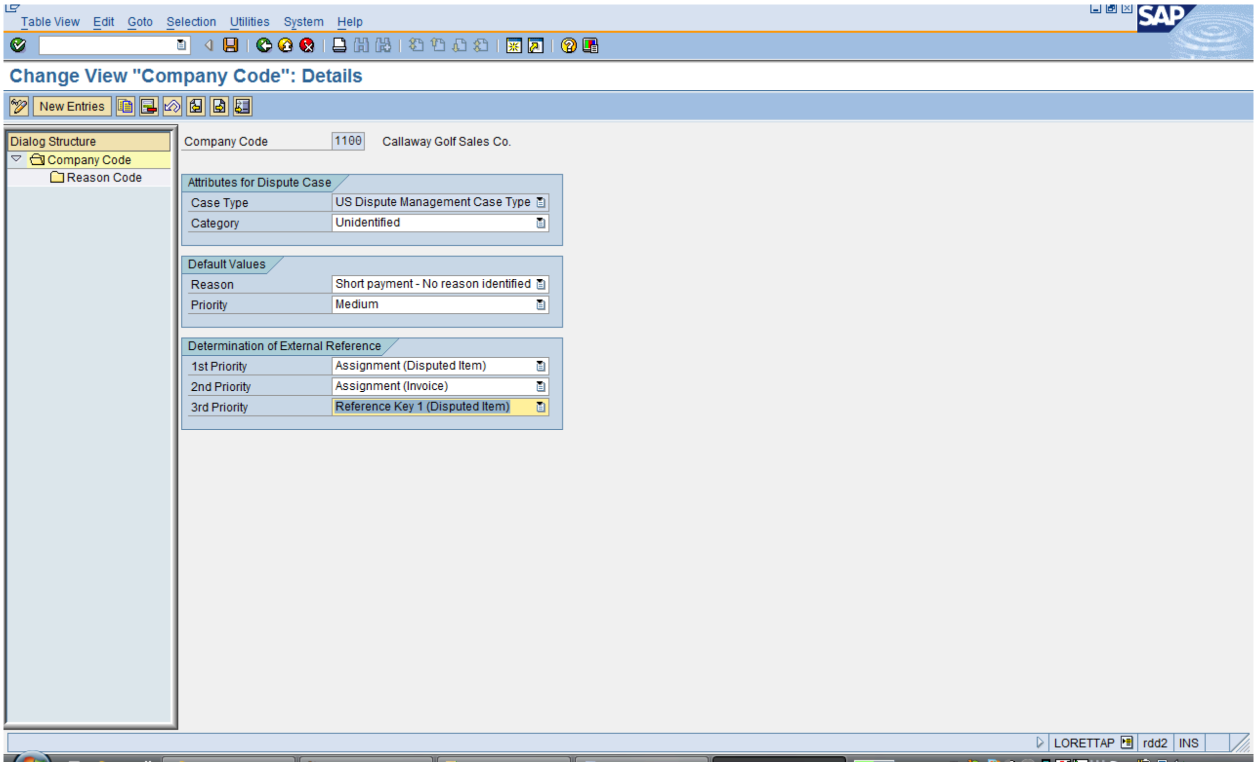
Once the integration between FI-Accounts Receivable and SAP Dispute Management has been activated, you can begin the assignment of the case type to each company code participating in dispute management along with assignment of default values upon dispute case creation. To begin, please follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management >Process Integration with Accounts Receivable Accounting > Define Default Values for Creation Dispute Case Processing
Transaction Code	FDMCUST01

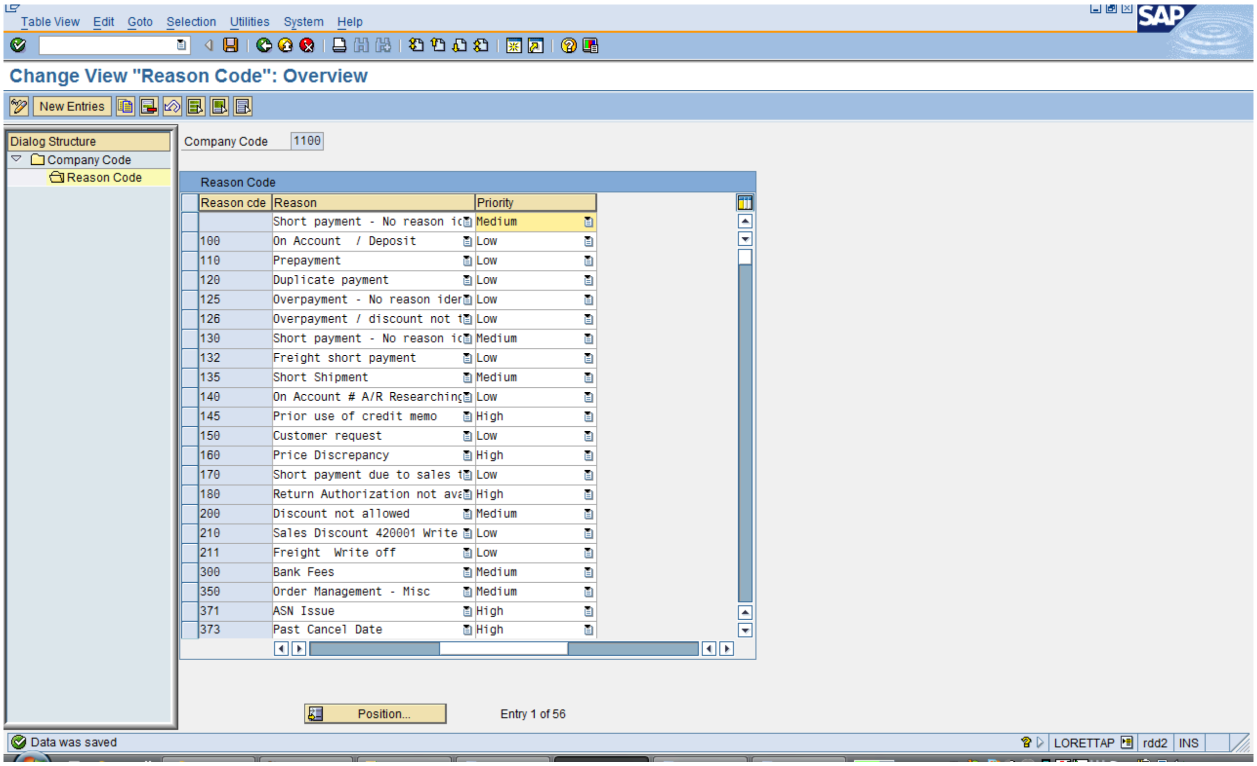
1. To assign a company code to a dispute **case type**, scroll down to the desired company code and select the appropriate case type.
2. Once the case type has been assigned, double-click on the company code to assign default values.



3. Select the default value for the **category**. Please note that this value will be overridden if (1) a BAdi has been activated for automatic derivation and population of the category upon dispute case creation or (2) the value is manually overridden in the create dispute case dialog box.
4. Select the default **reason code**. This value will be overridden if (1) the FI-AR reason code to Dispute Management reason code mapping has been maintained, (2) if a BAdi has been activated for automatic derivation and population upon dispute case creation or (3) if the value is manually overridden in the create dispute case dialog box.
5. Select the default **priority**. The priority will also be overridden if (1) the reason code to priority mapping has been maintained, (2) if a BAdi has been activated for automatic derivation and population upon dispute case creation or (3) if the value is manually overridden in the create dispute case dialog box.
6. You can also determine how the **external reference** field in the dispute case is populated upon dispute case creation. If the field selected in the first priority is maintained, for the associated FI-Accounts Receivable document, this value will be maintained in the external reference field when the dispute case is created. If the field identified in the first priority is null, then the system will check for the value of the field identified in the second priority. This process will repeat until a value has been identified for the highest priority field. As with the category, reason code and priority, this value can always be overridden.
7. Double-click on the reason code folder to begin the reason code and priority mapping.



8. Input the FI-Accounts Receivable reason code and corresponding dispute management reason code. You can also identify a default priority by reason code upon dispute case creation.
9. Repeat this process for each company code participating in SAP dispute management.
10. Click on the save button to complete your changes



12.3 Customer-Disputed Objects in Dispute Cases

Creation of a customer-disputed dispute case enables the creation of a pre-deducted dispute case, or a dispute case without reference to an open AR line item. Accounting documents can subsequently be linked to Customer-Disputed dispute cases in the following manner:

- Manually from within the dispute case
- Automatically using program RFDM4010 for
  - Automatic assignment where unique or
  - Creation of an assignment proposal
- Subsequent use of program RFDM4000 to process the assignment proposal created after execution of program RFD4010

Customer-disputed objects also enable the following types of documents to be linked to a dispute case

- Closed Invoices and Deductions
- Open and Closed Credit line items

12.3.1 Process Settings for Customer-Disputed Objects in Dispute Cases

In addition to the below customizing settings, please ensure that the following settings have been maintained to enable Customer-Disputed Objects functionality:

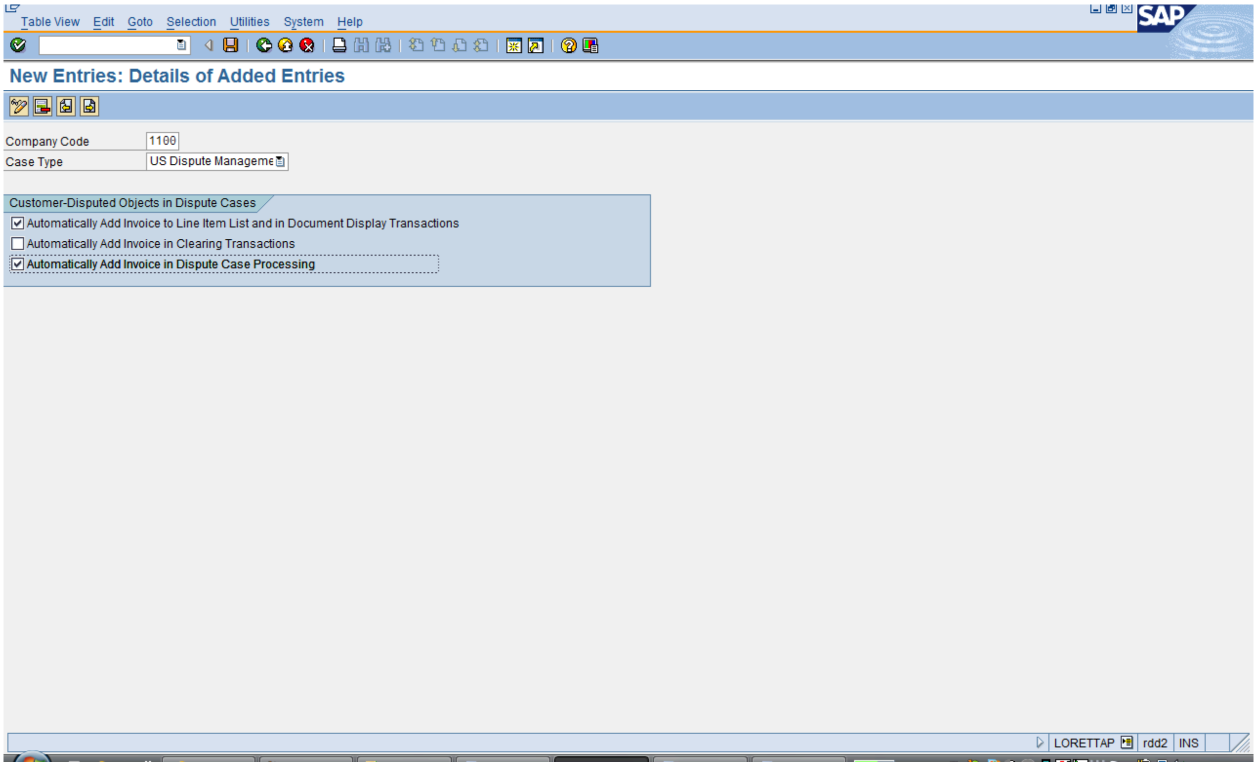
- The case record model also include the Customer-Disputed Objects structure node along with the following model nodes
  - Invoice
  - Credit/Overpayment
  - Billing Document

- The following functions have been included in the function profile
    - FIN_ADD_CUSTDISP_OBJ – Add Customer-Disputed Object
    - FIN_ADD_NEW_DISP_LINE_ITEM – Add Disputed Object
    - FIN_ASSIGN_CUSTOMER – Assign to Customer
    - FIN_CALC_CDIS_AMOUNT – Calculated Customer-Disputed Amount
    - FIN_REMOVE_LINE_ITEM – Remove Objects
- The dispute case attribute profile also includes the following attributes
    - FIN_CUSTDISP_AMT – Customer-Disputed Amount
    - FIN_CUSTDISP_CUR - Currency of Customer-Disputed Amount

To process settings for Customer-Disputed objects within a dispute case, please follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Process Integration with Accounts Receivable Accounting > Customer-Disputed Objects in Dispute Cases > Process Settings for Customer-Disputed Objects in Dispute Cases
Transaction Code	FDM_CUST20

1. Identify the company code and case type
2. Check the ‘Automatically Add Invoice to Item List and in Document Display Transaction’ checkbox if you wish to add the selected AR line item to the dispute case as a customer-disputed object.
3. Check the ‘Automatically Add Invoice to Clearing Transactions’ checkbox if, when you are creating dispute cases from clearing transactions, you wish to add the corresponding AR line item to the dispute case as a customer-disputed object.
4. Check the ‘Automatically Add Invoice to Dispute Case Processing’ checkbox to enable the addition of accounting documents, as customer-disputed objects, from within the dispute case
5. Click on the save button to generate the transport request



12.4 Automatic Document Changes from Dispute Cases

In order to synchronize changes in dispute case attributes, with the corresponding linked accounting document(s), you need to define the target field in AR along with the source fields in dispute management. Once defined, you need to complete the dispute case attribute value to AR field value mapping along with the number of days until the AR document changes take effect.

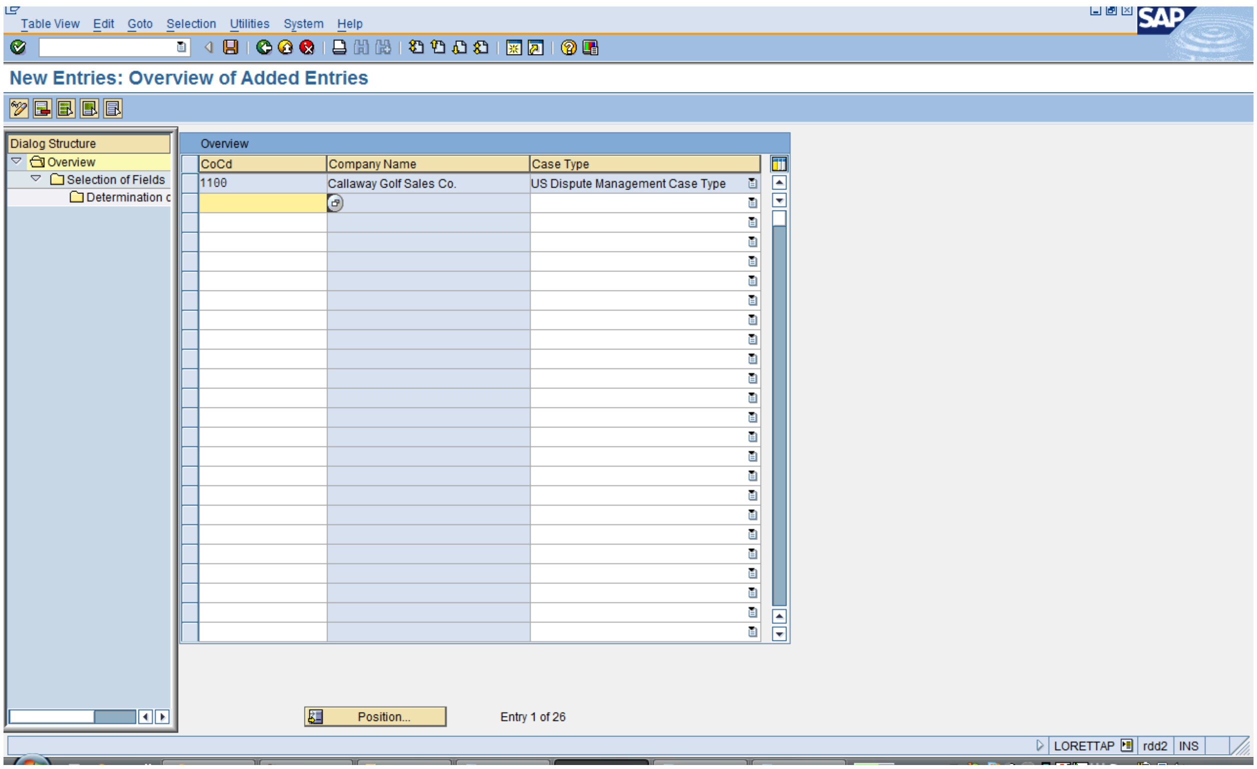
12.4.1 Define Document Changes

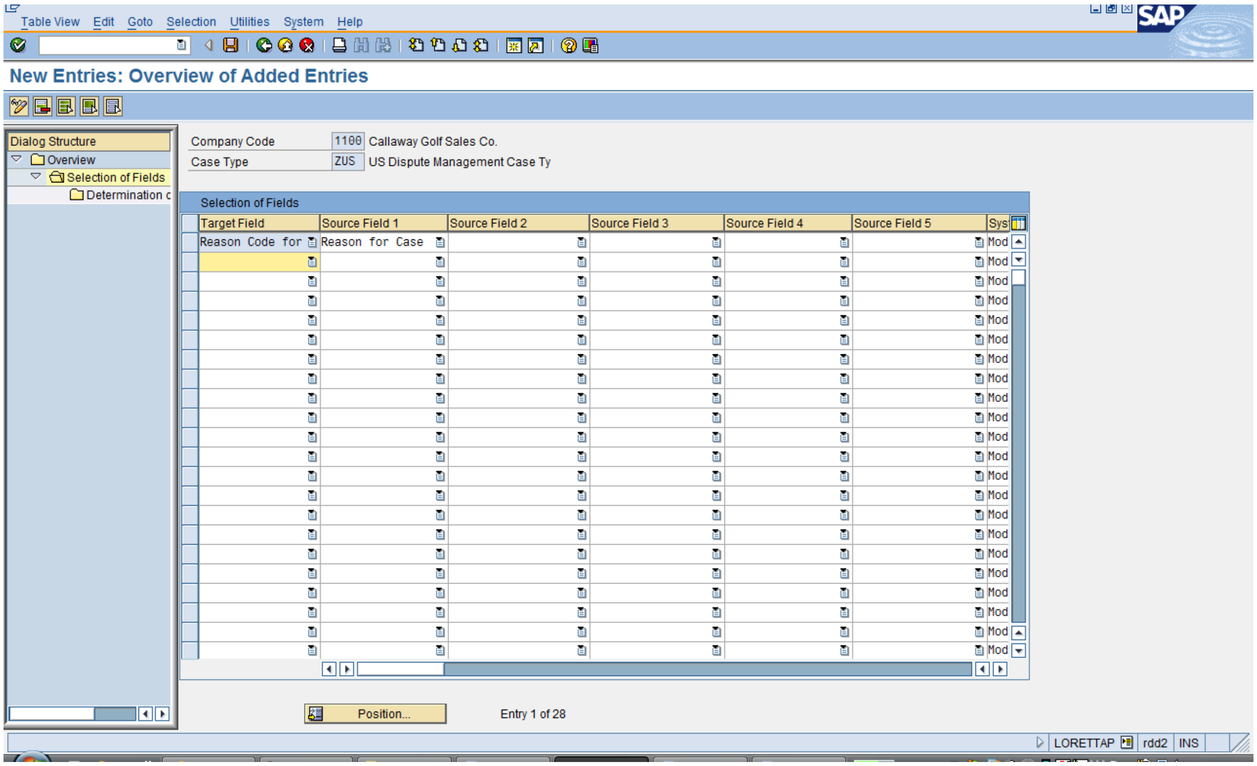
To complete customizing settings for automatic AR document chances, triggered by a change in dispute case attributes, please follow the below IMG menu path:

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Process Integration with Accounts Receivable Accounting > Automatic Document Changes from Dispute Cases > Define Document Changes
Transaction Code	SPRO

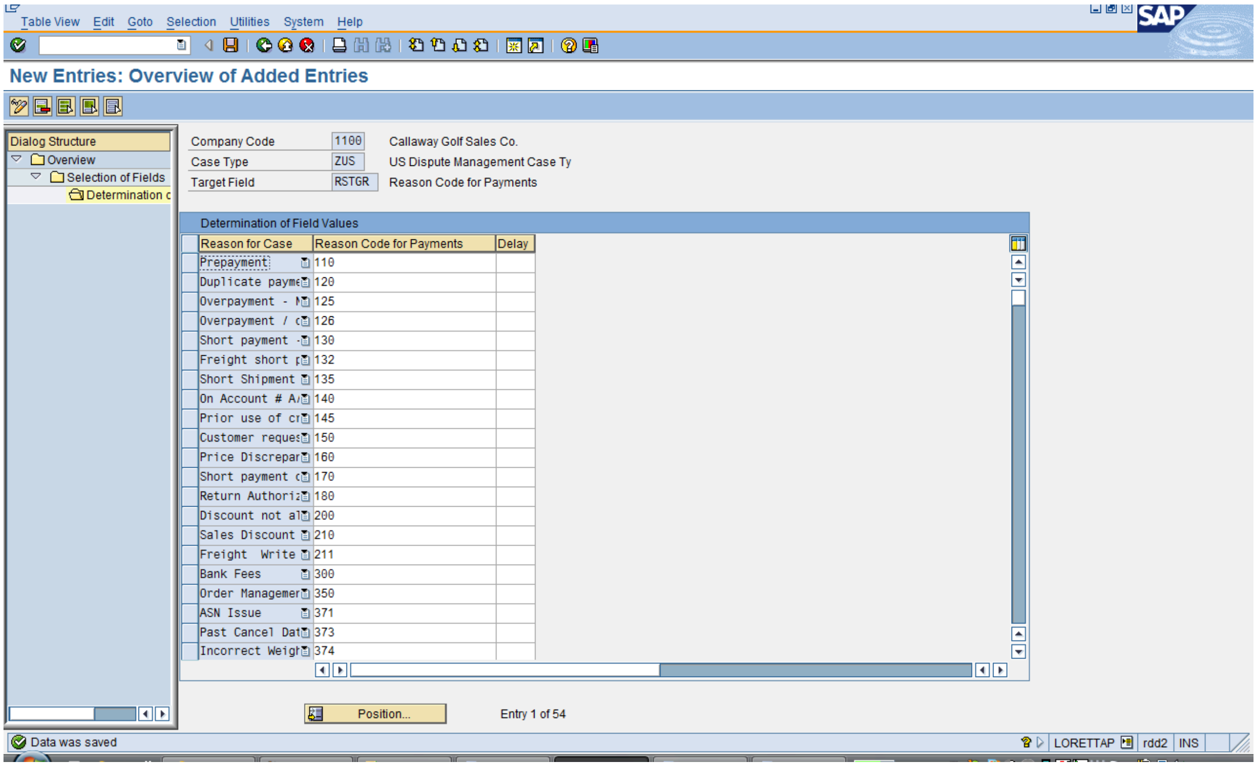
1. Input the company code and corresponding case type and hit enter to validate entries
2. Highlight the corresponding record and click on Selection of Fields

3. Input the accounts receivable target field and corresponding source fields from the dispute case. In the below example each time the reason code is modified within the dispute case, the reason code on the corresponding linked accounting document(s) will also be updated. See below for a list of fields that can be updated automatically based on changes to various attributes within the dispute case:
    a. MANSP – Dunning Block
    b. RSTGR – Reason Code for Payments
    c. ZLSPR – Payment Block Key
    d. ZINKZ – Exempted from Interest Calculation
    e. ZLSCH – Payment Method
    f. FDLEV – Planning Level





4. Highlight the corresponding record and click on Determination of Field Values
5. Identify the dispute case attribute to AR document field mapping and number of days until the corresponding AR document should be updated. If you leave the number of days field blank, AR document changes will be immediate.



6. Click on save to generate the transport request

13 Correspondence

Add….

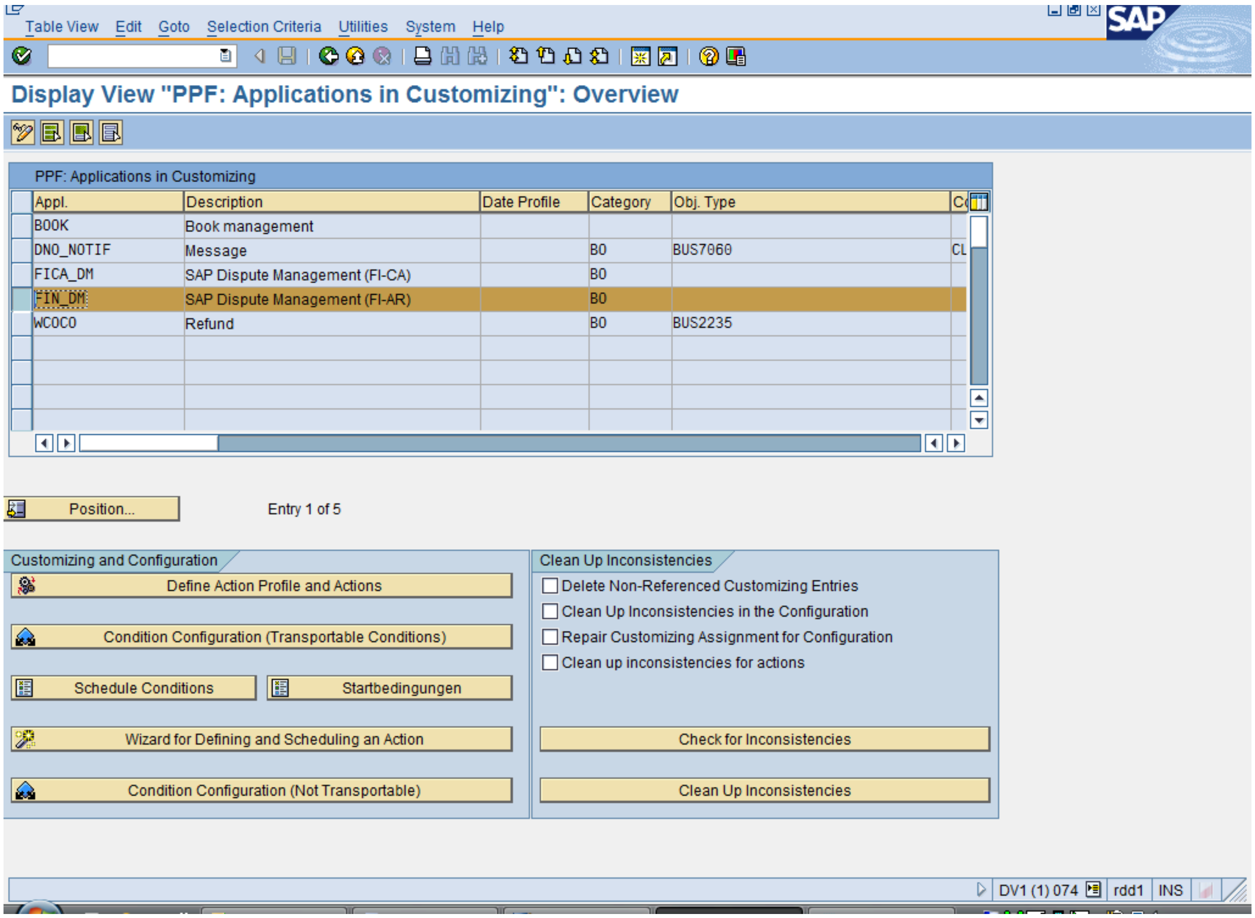
13.1 Define and Configure Actions

Add…

IMG Menu	SAP Customizing Implementation Guide > Financial Supply Chain Management > Dispute Management > Dispute Case Processing > Correspondence > Define and Configure Actions
Transaction Code	SPRO

Highlight the FIN_DM action profile

Click on Define Action Profile and Actions



Go to the Action Definition folder and click on the Display < -- > Change mode button

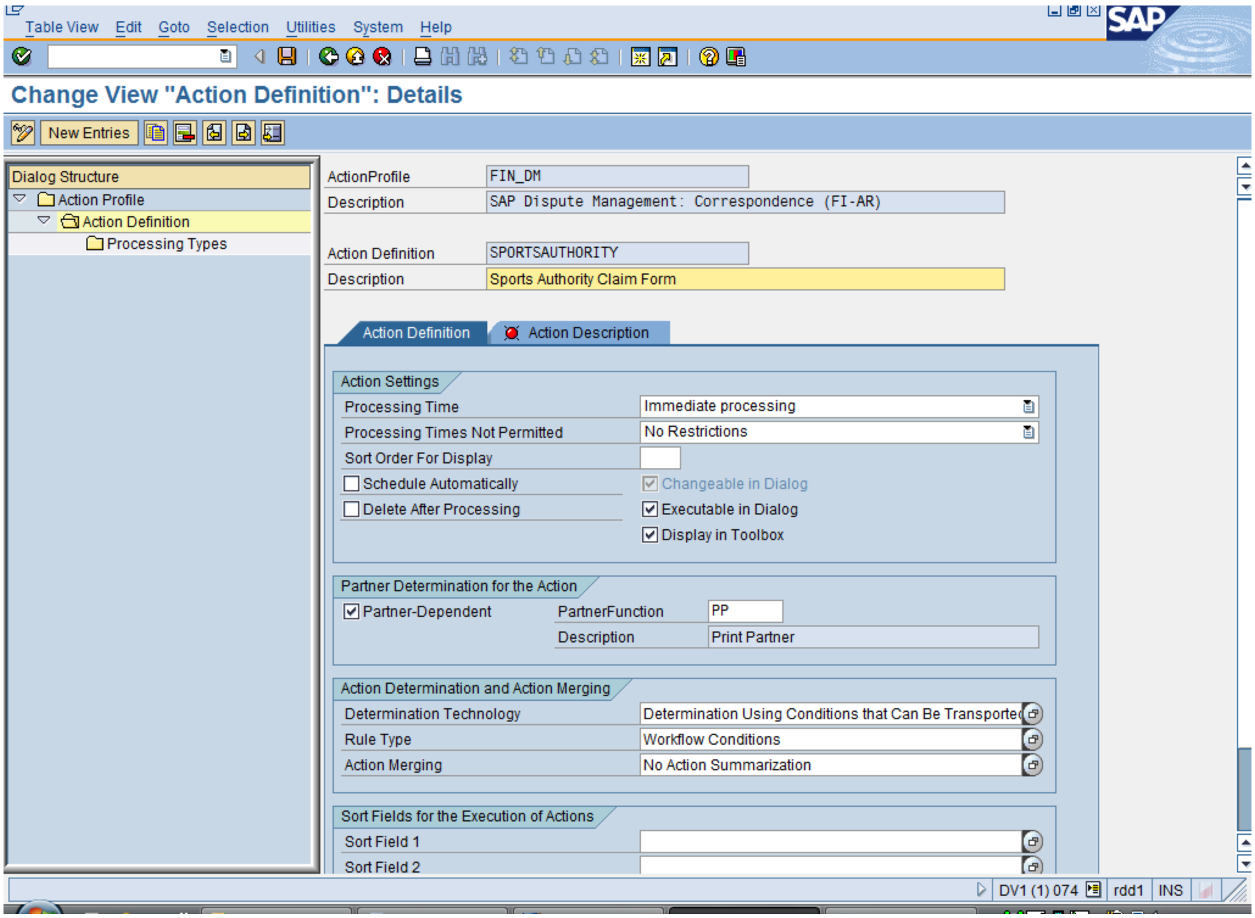
Click on the New Entries button

Maintain the following entries for each smartform:

- Action Definition
- Description
- Processing Time: Immediate processing
- Ensure the Executable in Dialog checkbox is selected
- Ensure the Display in Toolbox checkbox is selected
- Ensure the Partner-Dependent checkbox is selected
- Partner Function: PP
- Determination Technology: Determination Using Conditions that can be Transported
- Rule Type: Workflow Conditions
- Action Merging: No Action Summarization

Individual Dispute Case smartforms are as follows:

- /RAD/CLAIM_COSTCO
- /RAD/CLAIM_DENIAL
- /RAD/CLAIM_SPORTS_AUTH
- /RAD/CLAIM_WALMART
- /RAD/CLAIM_TARGET



Click on the Processing Types folder and click on the New Entries button

Select External Communication for Permitted Processing Types of Action

Highlight the External Communication entry and click on the Set Processing Button

Enter the following information

Document Tab

- Smartform Name

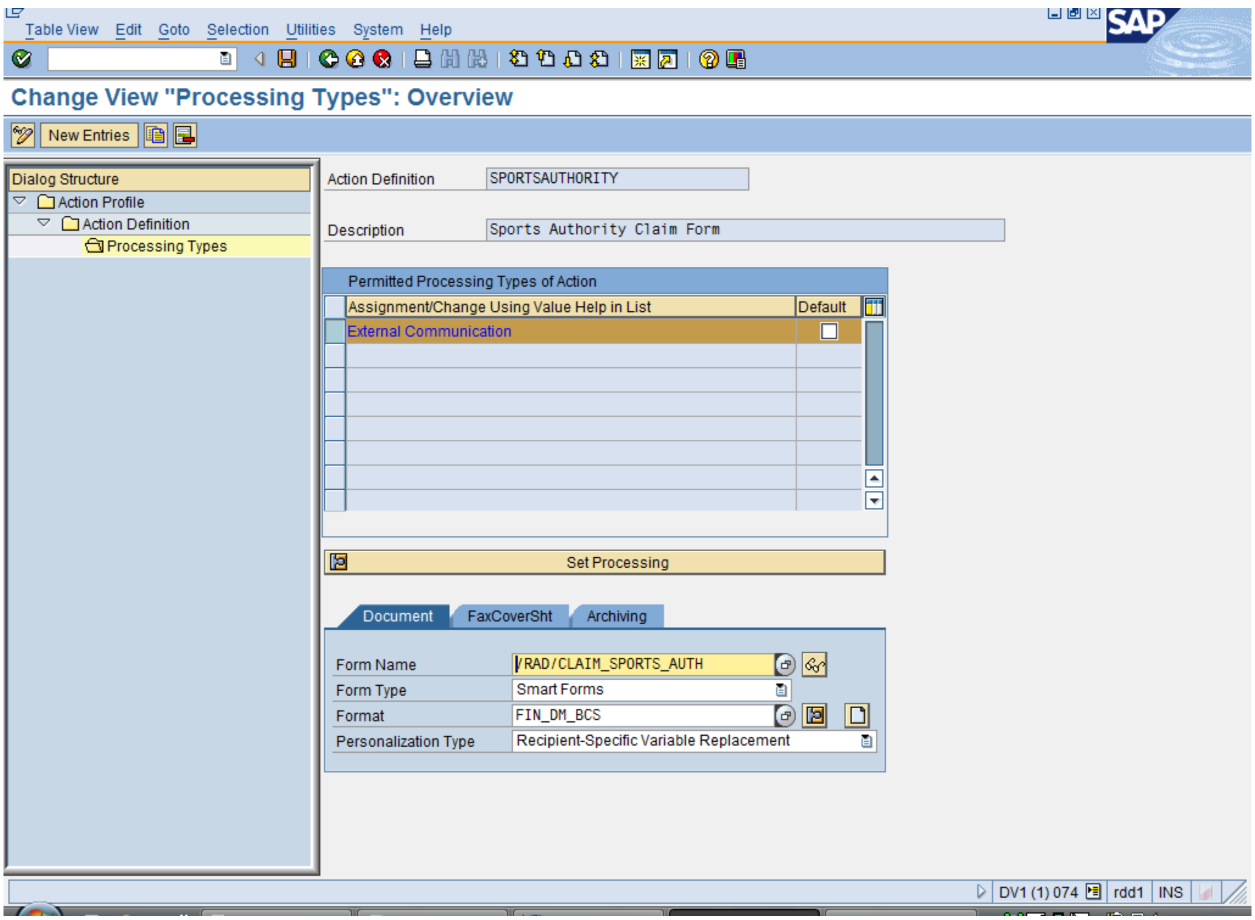
- Form Type: SmartForm
- Format: FIN_DM_BCS
- Personalization Type: Recipient-Specific Variable Replacement

Fax Cover Sheet Tab

- SAP Script Standard Cover Sheet

Archiving Tab

- Send Only



Repeat these steps for each smartform listed above.

Click on save to generate the transport / workbench requests

Click on the green back arrow button to return to the Display View “PFF: Applications in Customizing”: Overview screen

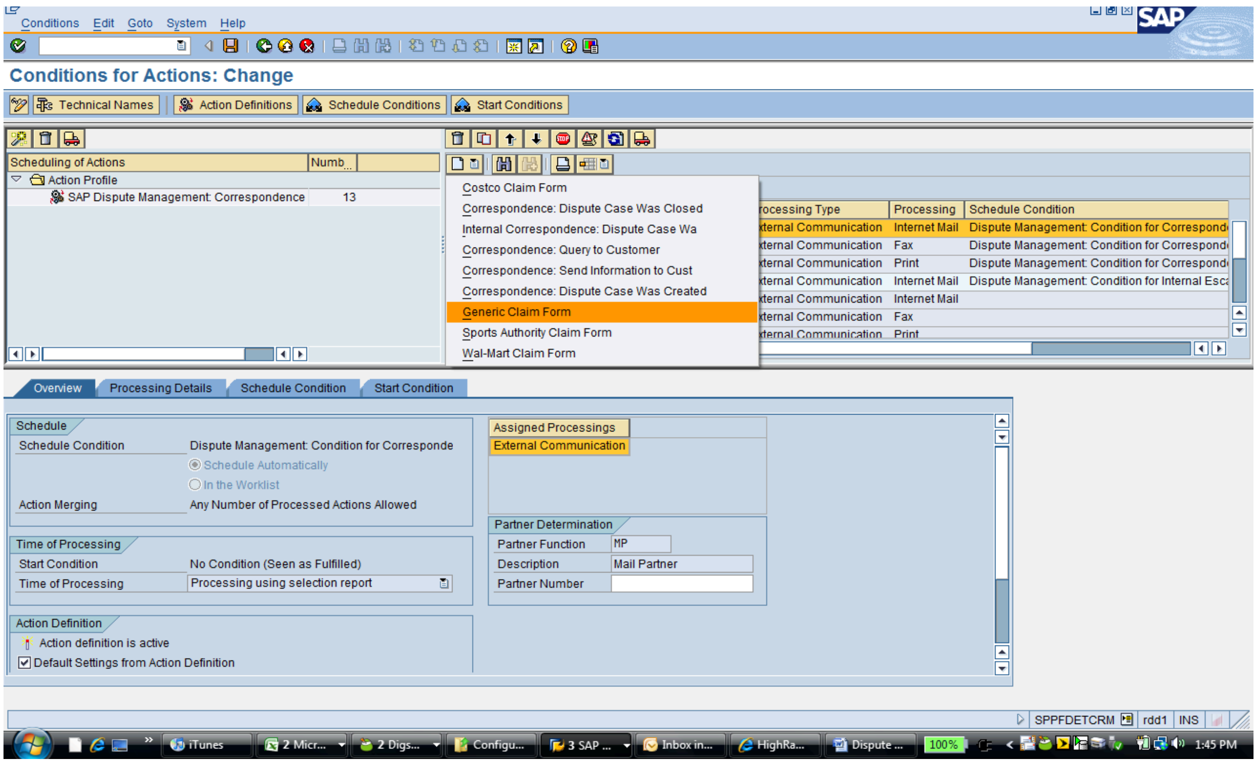
Highlight FIN_DM

Click on the Condition Configuration (Transportable Conditions) Button

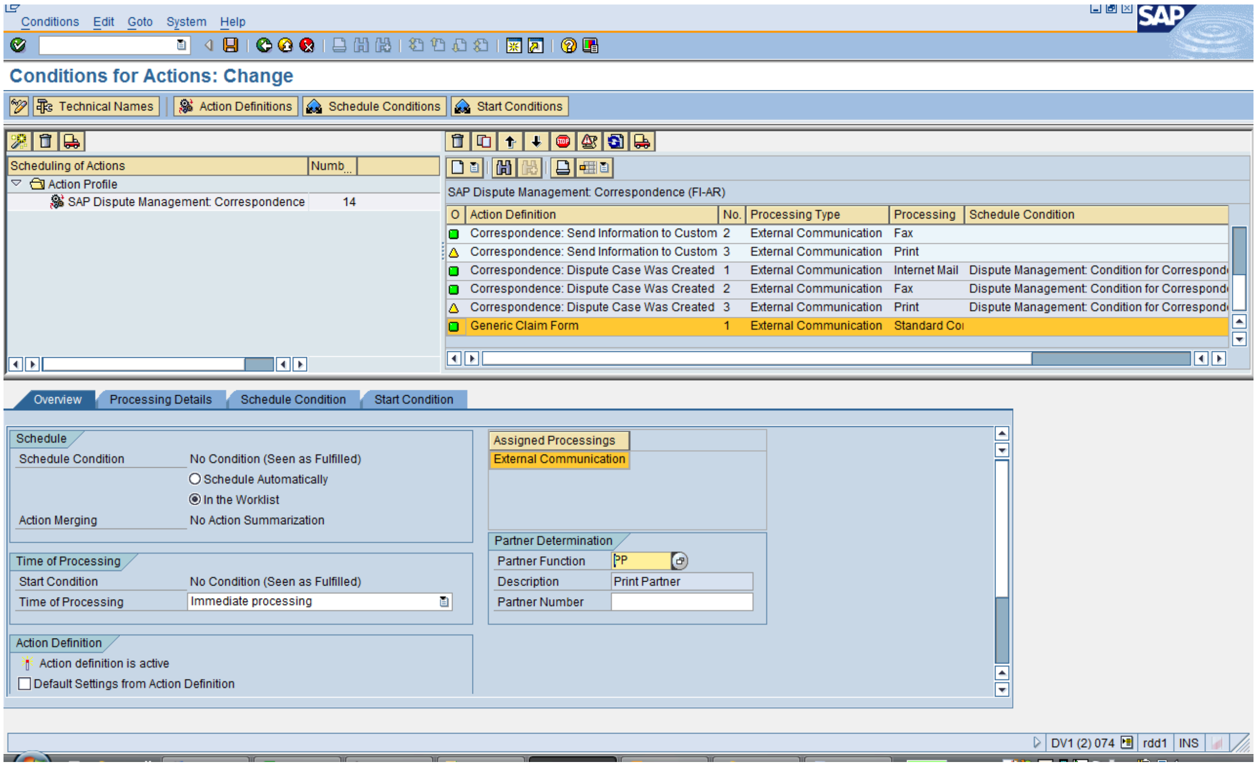
Under the Action Profile folder, double click on SAP Dispute Management: Correspondence (FI-AR)

Click on the Display <-> Change icon to go into change mode

Click on the create button and select a SmartForm

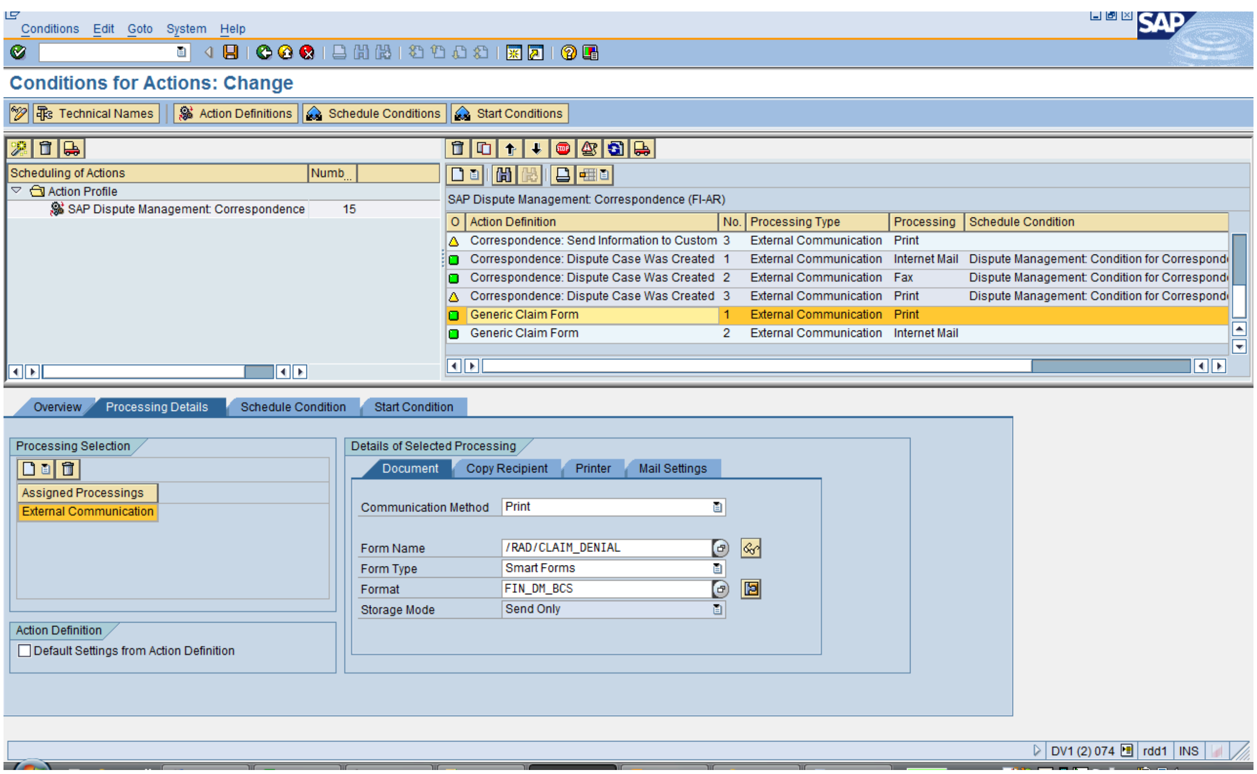


Uncheck default settings



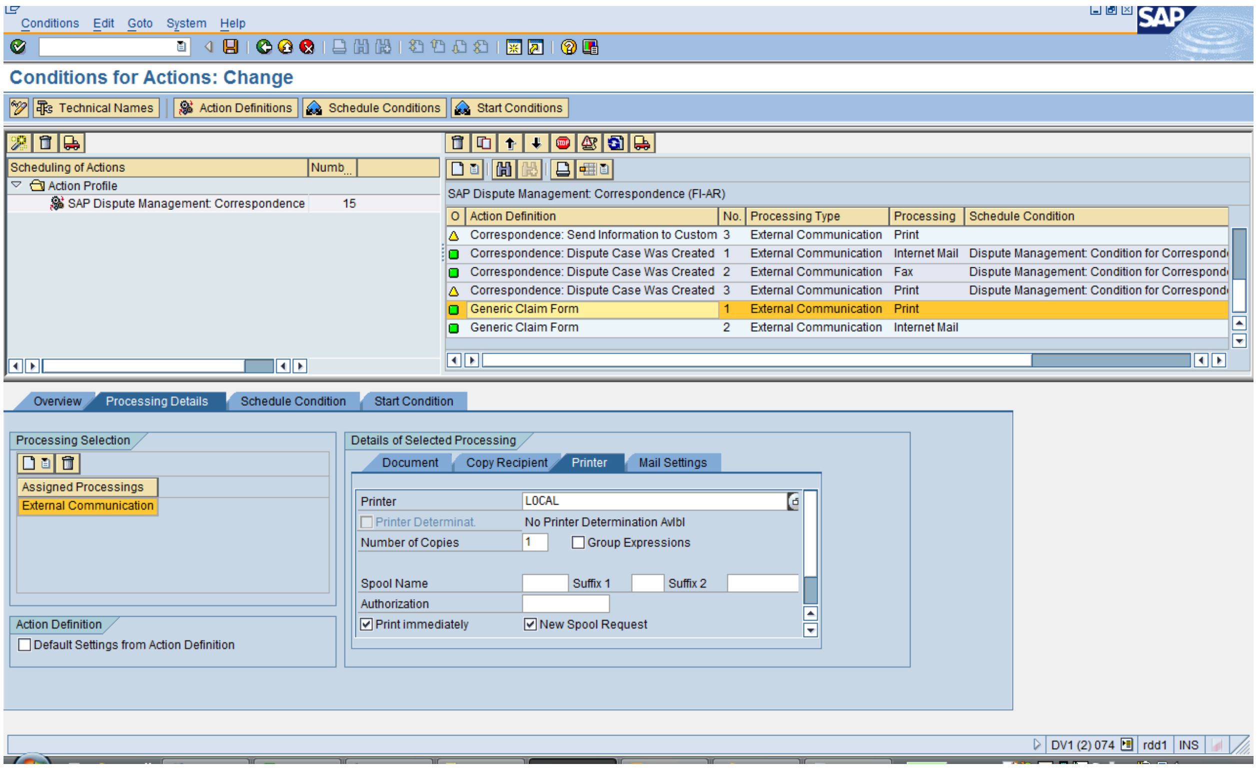
Go to the Processing Details tab

Change the Communication Method to Print



Click on the Printer tab

Input Printer



Save

Repeat this process for the Internet Mail and Fax Communication Methods.

Repeat this process for all smartforms.