

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

End User Guide

Manage Credit Memo Requests using SAP Build Process Automation or SAP Workflow Management

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Overview

This document provides information about how to use the user interfaces of Manage Credit Memo Requests Process. Approvers, Requestors and Process Operators are the target users of the user interfaces explained in this document.

Manage Credit Memo Requests Process content package for SAP S/4HANA enables to automate credit memo request creation in a flexible and transparent way. It provides flexibility in executing a specific variant of the process depending on attributes like net amount and transaction currency etc.

When a user submits a request to create a new credit memo request in SAP S/4HANA system, a pre-configured process variant is triggered in SAP Build Process Automation or SAP Workflow Management based on configurable business conditions. On approval, the credit memo request is released in SAP S/4HANA system.

Salient features of this content package are mentioned below:

- Plug and Play with SAP S/4HANA without any additional development
- Process steps delivered to approve a Credit Memo Request
- Automatic email notification to parties involved
- Business Rules provides flexibility in determining approvers strategy i.e. to have approval from external system or Business Rules and determining approvers
- Business Rules for Business Validation of Credit Memo Requests to cater to specific business requirements and validations
- New variant of the process can be created using the pre-delivered process steps in a no-code / low-code approach
- Out-of-the-box visibility into key process performance indicators

Pre-requisites

1. Credit Memo Request must be created in SAP S/4HANA or SAP S/4HANA Cloud
2. Credit Memo Request lifecycle events are pushed from SAP S/4HANA or SAP S/4HANA Cloud to Business Technology Platform through the Event Mesh configuration
3. SAP Integration Suite to push Credit Memo Request lifecycle events on to SAP Workflow Management or SAP Build Process Automation

Manage Credit Memo Requests

The Manage Credit Memo Requests workflow content enables the business user to view the Credit Memo Request which are configured for external approvals and make a decision to Approve or Reject the Credit Memo Request which in turn will Release or Reject it in SAP S/4HANA or SAP S/4HANA Cloud

Approve/Reject Credit Memo Request

Once a credit memo request that requires 'External Approval' is created in SAP S/4HANA system, based on the business configuration (such as net value of the Credit Memo Request), a process variant will be triggered and users will receive tasks in My Inbox application.

My Inbox Tasks

The My Inbox application enables line of business users to claim and complete their task. Please check the [documentation for My Inbox](#) for more details.

The recipient is determined by a business rule. The task can either be approved or rejected.

The Approval User Interface has four sections.

1. Credit Memo Request Header – Header details of Credit Memo Request
2. Credit Memo Items – Item level details of Credit Memo Request
3. History – Record of the previous actions, if any.
4. Processor Comments - Comments from Approvers

The screenshot displays the SAP My Inbox interface. On the left, a task list shows several pending tasks, including 'Approve Credit Memo Request - CR 1000.00 USD' (Medium priority, due Aug 5, 2021), 'Approve Credit Memo Request - CR 5000.00 USD' (Medium priority, due Jul 30, 2021, Overdue), 'Release Credit Block for Sales Order 1910 as Credit Manager' (High priority, due Jul 30, 2021, Overdue), 'Approve Standard Order (OR) 1900' (Medium priority, due Jul 28, 2021, Overdue), 'Approve Standard Order (OR) 1901' (Medium priority, due Jul 28, 2021, Overdue), and 'Approve Standard Order (OR) 1899' (Medium priority, due Jul 28, 2021, Overdue).

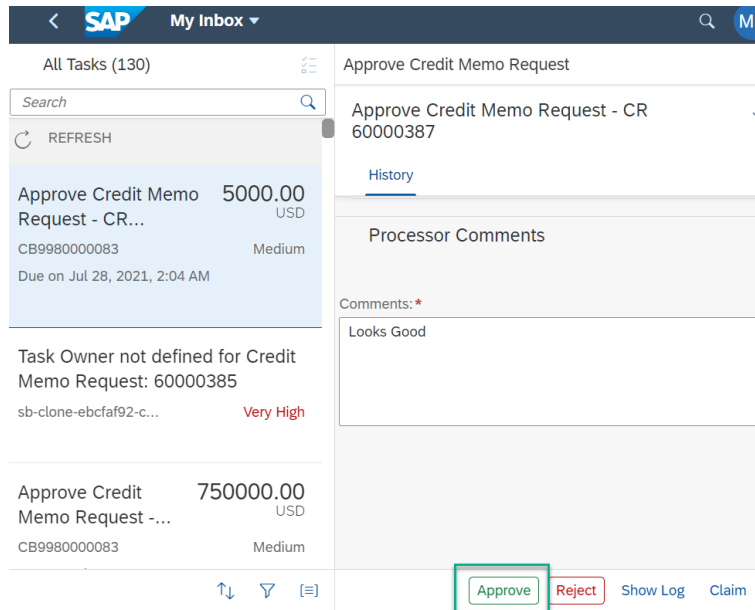
The main view shows the details for the selected task: 'Approve Credit Memo Request - CR 60000409'. It includes a search bar, a refresh button, and a summary of the task (Created On: Aug 5, 2021; Priority: Medium; Due On: Aug 5, 2021). Below this, there are tabs for 'Credit Memo Header', 'Credit Memo Items', 'History', and 'Processor Comments'. The 'Credit Memo Header' section contains a form with fields for: Credit Memo (60000409), Credit Memo Type (Credit Memo Request (CR)), Sold-to Party (17100001), Purchase Order by Customer (CreditUBReq01), Sales Area (Dom. Sales Org US, Direct Sales, Product Division 00), Creation Date (5-AUG-2021), Credit Memo Request Date (5-AUG-2021), Total Net Amount (1000.00), Transaction Currency (USD), and Overall Status (Not yet processed (A)).

The 'Credit Memo Items' section contains a table with the following data:

Item	Product	Quantity	Item Category	Overall Status	Net Value
10	IFRS SFS Test Material 1 (IF11)	20 PC	G2N	Not yet processed (A)	1000.00 USD

The 'History' section is currently empty, and the 'Previous Processor Details' section is also empty.

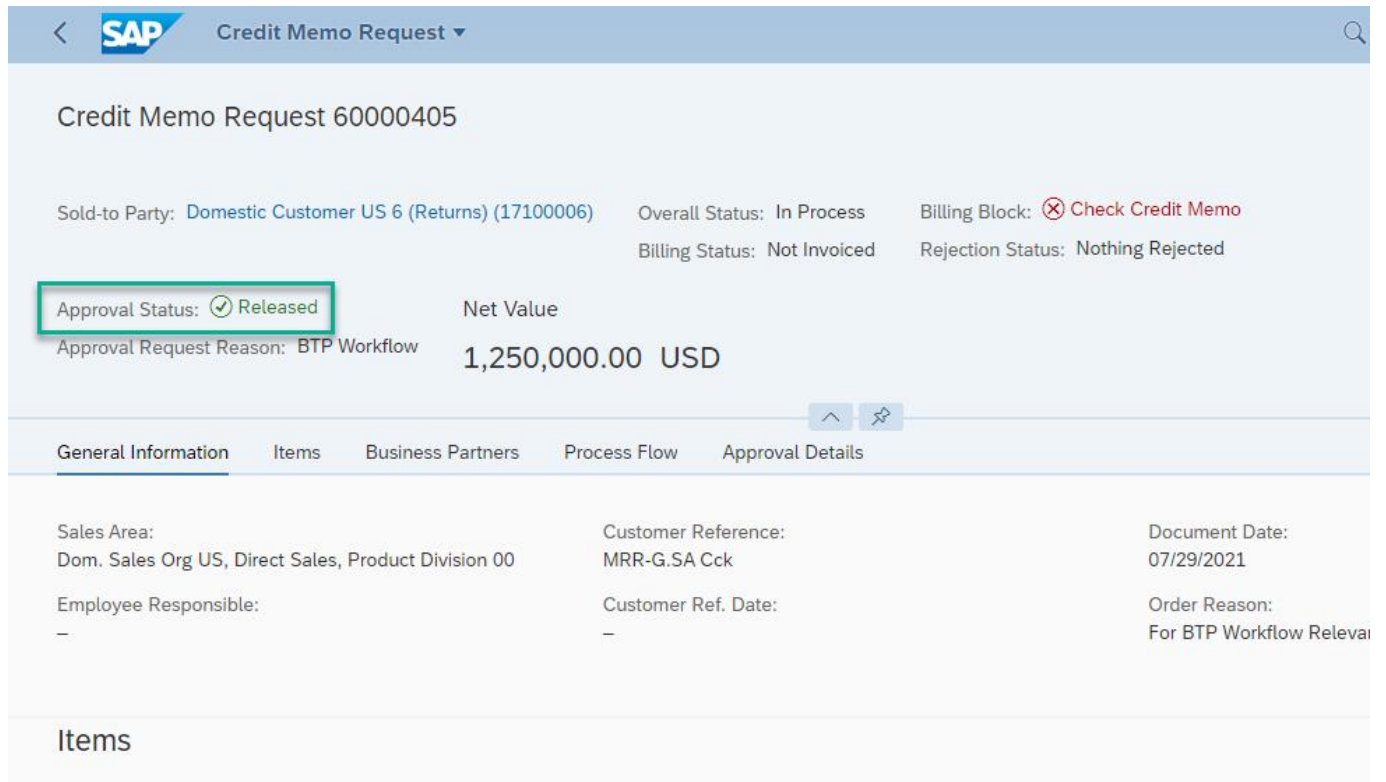
A Comment must mandatorily be provided before approving or rejecting the.



The next step is triggered based on how the process variant is configured by the Process Expert.

Approval

When a Credit Memo Request is approved, it is released for further processing in the S/4HANA system. The approval status will show 'Released' as the status of the Credit Memo Request



Rejection

If rejected, then the Credit Memo Request Approval Status is updated as **Rejected** in S4HANA system

The screenshot displays the SAP interface for a Credit Memo Request. The header shows the document number '60000400' and the SAP logo. The main content area includes the following details:

- Sold-to Party:** Domestic Customer US 6 (Returns) (17100006)
- Overall Status:** In Process
- Billing Block:** ⊗ Check Credit Memo
- Billing Status:** Not Invoiced
- Rejection Status:** Everything Rejected
- Approval Status:** ⊗ Rejected (highlighted with a red box)
- Approval Request Reason:** BTP Workflow
- Net Value:** 0.00 USD

Below the main details is a navigation bar with tabs: General Information, Items, Business Partners, Process Flow, and Approval Details. The 'General Information' tab is active, showing the following data:

Sales Area: Dom. Sales Org US, Direct Sales, Product Division 00	Customer Reference: Check Rejection Flow	Document Date: 07/29/2021
Employee Responsible: -	Customer Ref. Date: -	Order Reason: For BTP Workflow Relevant Sales Order (BTP)

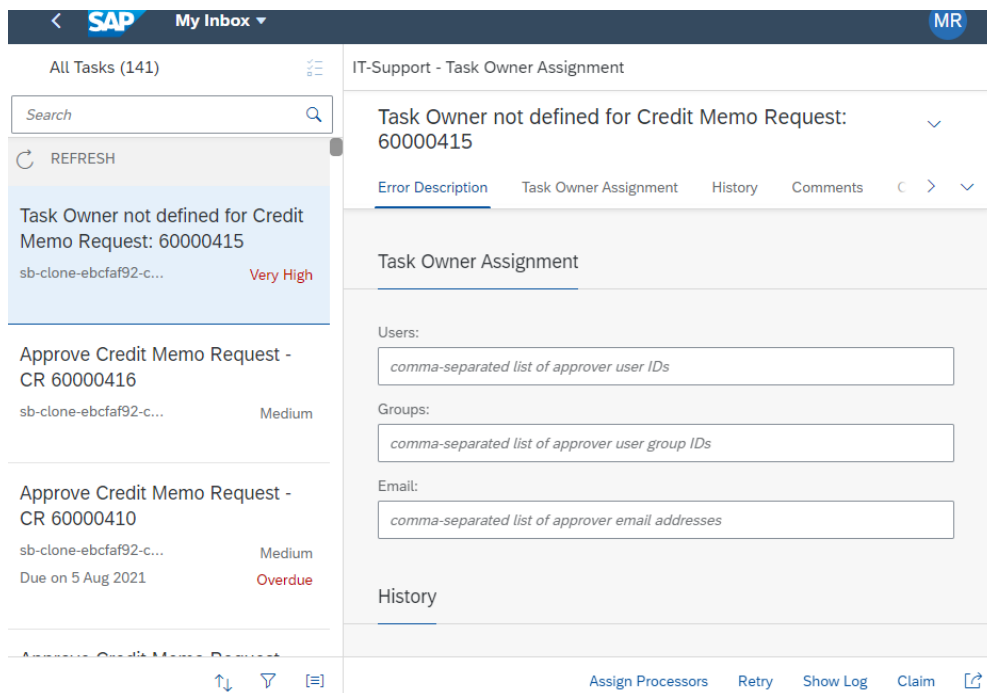
At the bottom, there is an 'Items' section with a search bar and a 'Show Details' button.

Process Admin Flow

In case the approvers are not maintained in the policies to determine approvers, the issue is brought to the attention of a Process Administrator and a task is assigned to the process admin with options to either 'Assign Processor' manually, or 'Retry' after updating the policies.

Assign Processor: This option is to assign the users and/or groups and the email addresses in the section - 'Task Owner Assignment',
The assigned processors will receive the approval task which can be accessed from the My Inbox application.

Retry: This option implies that the process admin can first fix the issue in the business rule and trigger Retry. If the issue is fixed correctly, then upon retry the normal approval flow will resume.



Process Visibility Workspace

Process visibility enables Process Owners and Process Operators to gain real time visibility on processes and key process performance indicators. Process visibility capability enables customers to gain out of the box visibility into their deployed processes. Please refer [help documentation](#) for more details.

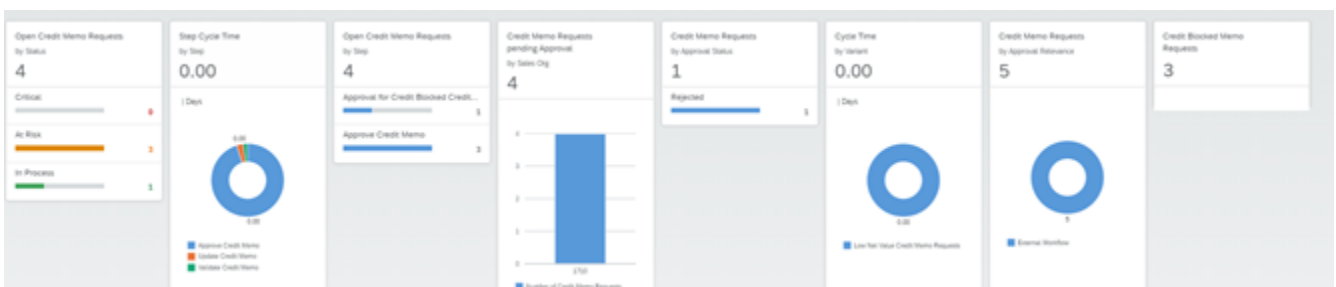
The “Manage Credit Memo Requests” content package provides such out of the box visibility and process performance indicators for all the active process variants in SAP Build Process Automation or SAP Workflow Management. A process owner or line of business expert can enhance the visibility scenario.

Access Process Workspace with SAP Build Process Automation

1. The administrator would have added a tile in the central Fiori Launchpad that corresponds to the scenario “Manage Credit Memo Requests”. For more information on how to add scenario-specific tiles, refer to the [help documentation](#).
2. Click the scenario-specific tile in the Fiori Launchpad.
3. User will see a detailed process visibility dashboard.

Access Process Workspace with SAP Workflow Management

1. Go to Process Flexibility Cockpit
2. Select Manage Credit Memo Requests
3. Click Live Process Insights – Manage Credit Memo Requests

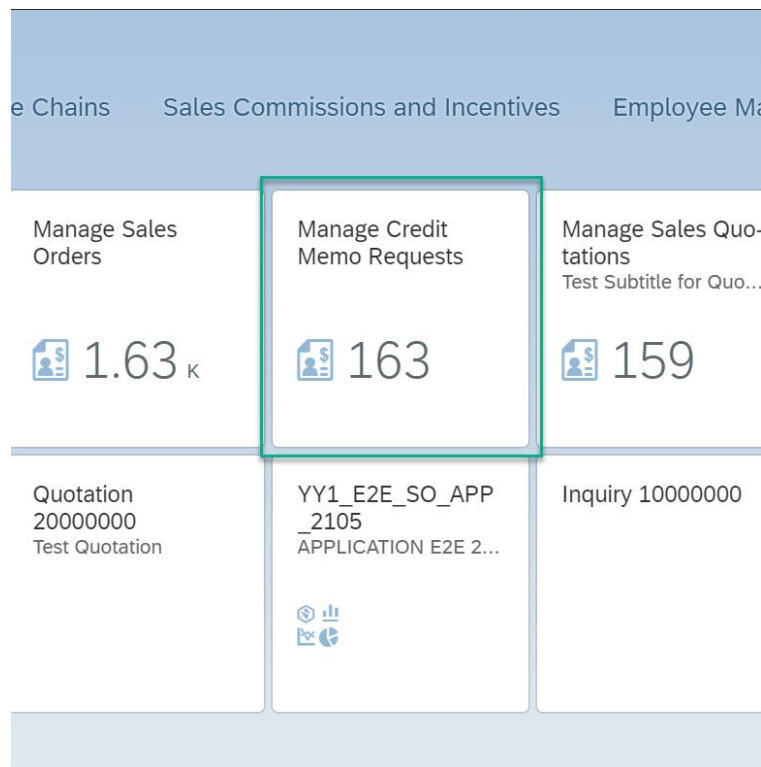


Please go through [help documentation](#) to know about process workspace.

Appendix

Credit Memo Request Creation

A Credit Memo Request can be created in the Manage Credit Memo Requests application in the SAP S4HANA Fiori launchpad.



The sample data to create a Credit Memo Request in S4HANA is mentioned below.

Header Label Details

Property	Value
Credit Memo Request Type	CR
Sales Organization	1710
Distribution Channel	10
Division	00
Sold to party	17100001
Order Reason	BTP

Item Label Details:

Property	Value
Product	IF11
Requested quantity	20 PC

Email Notification

When the Credit Memo Request is sent for approval, an email notification is sent to the recipients, provided that the correct email ids are maintained in the 'Determine Approvers' policy.

Approve CR 60000410



m[REDACTED].com

To: m[REDACTED]@on

Dear Approver,

The following credit memo request - CR 60000410 needs to be approved. Kindly respond in "My Inbox" application.

Credit Memo Request Details

<i>Credit Memo</i>	60000410
<i>Credit Memo Request Type</i>	CR
<i>Sold To Party</i>	17100001
<i>Purchase Order by Customer</i>	CMR100098
<i>Sales Area</i>	Dom. Sales Org US, Direct Sales, Product Division 00
<i>Creation Date</i>	5-AUG-2021
<i>Credit Memo Request Date</i>	5-AUG-2021
<i>Net Values</i>	50000.00 USD
<i>Overall Status</i>	Not yet processed (A)
<i>Approval Reason</i>	ZBTP

This is an automatically generated message.