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SAP
Debt Recovery Management

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INTRODUCTION

Welcome to the fascinating world of SAP. This book helps you crack the tricks of mastering SAP HANA Customization

Debt Recovery Management

Collection Case Processing
Define Settings in Contract Accounts Receivable and Payable

Use

In order to use *SAP Debt Recovery Management for Public Sector* you must carry out Customizing in two different SAP components installed in two different systems. SAP delivers its own IMG structure for each component:

- Debt Recovery Management for Public Sector
- Contract Accounts Receivable and Payable

Requirements

Before you start Customizing for the system where *Contract Accounts Receivable and Payable* is installed, necessary for the integration with *SAP Debt Recovery Management for Public Sector*, you must carry out Customizing for *Debt Recovery Management for Public Sector*.

Activities

1. The Customizing for collection case processing is carried out in this IMG structure.

The Customizing for the integration of *Contract Accounts Receivable and Payable* with *SAP Debt Recovery Management for Public Sector* should be carried out in the system where *Contract Accounts Receivable and Payable* is installed.
To do this, in Customizing choose *Financial Accounting Contract Accounts Receivable and Payable -> Financial Supply Chain Management -> Debt Recovery Management*.

Create RMS ID

Use

In this IMG activity you define one or more Records Management Systems (RMS). For these settings you use the registry maintenance in the Customizing mode.

You can control the visibility of Element Types and Elements using RMS for *SAP Debt Recovery Management for Public Sector*.

Detailed information for registry maintenance can be found in the following documents:

- In the implementation guide (IMG) of *Records Management* under Maintain Registry (Customizing mode)
- In the SAP Libraryin the documentation on component *SAP Records Management* under *Customizing*.

Standard settings

The RMS *UHC_COLLECTION* is included in the standard delivery.

Activities

You can use the RMS *UHC_COLLECTION* as it is or create your own. If you want to create your own RMS, proceed as follows:

1. Choose *Application Registry -> S_AREA_CMG -> RMS_ID*.
2. In the context menu, choose *Create Parameter Value*.
3. Enter the parameter value and the short description.

Note: All entries that you create in the registry maintenance are development objects. Assign these entries to a Package.

Create Element Type

Use

You only need this IMG activity if you need to create your own Element types because the ones delivered by SAP do not meet your requirements. As a rule this should not be the case. However, should you need to create your own element types, please contact SAP.

This document lists the element types that were already assigned from the delivered *UHC_COLLECTION*.

These assignments take place with help of the registry maintenance in the Customizing mode.

Detailed information on the registry maintenance can be found in the following documents:

- In the implementation guide (IMG) of *Records Management* Maintain Registry (Customizing Mode)
- In the SAP Libraryin the documentation on the component *SAP Records Management* under *Customizing*.

Requirements

One or more Records Management systems (RMS) must have been created in IMG activity Create RMS ID.

Standard settings

The following element types of the RMS ID *UHC_COLLECTION* were already assigned in the standard delivery for *Debt Recovery Management* :

- *UHC_FICA_SPS_CASE*
- *UHC_FICA_CORR*
- *UHC_FICA_DUNNING*
- *UHC_FICA_CASEITEMS*
- *UDM_FICA_GPART*
- *UDM_FICA_VTREF*
- *UDM_FICA_VKONT*
- *UHC_SPS_CASE_LOCATOR*
- *UDM_SPS_SCASE*

- *UHC_SPS_MY_CASES*
- *SCMG_SPS_CASE_NOTES*
- *SCMG_SPS_MODEL*
- *UDM_FICA_SPS_CASE_RECORD*
- *SCMG_SPS_DOCUMENT*
- *UDM_SPS_DOCUMENT*

If you use the *UHC_COLLECTION* delivered in the standard RMS, the element types listed above should be sufficient for your needs.

Activities

Contact SAP if you need to create your own element types.

Structure of System Landscape

Enter Logical System for Used Objects

Use

When setting up the system landscape, the logical system of the objects used in the collection case must be entered in the corresponding element types.

If for example a business partner, created in a different system, is linked with the collection case that tells the system which logical system the business partner is in.

The logical system can be entered in the registry maintenance for element types of the *Service Provider for SAP Business Objects*. These entries display a modification and are valid in all clients.

In this IMG activity you can determine the value for the connection parameter LOGICAL_SYSTEM (logical system) of the *Service Provider for SAP Business Objects* without any modification and client-dependency. The value that you enter here overwrites the value that might have been entered in the registry maintenance.

Activities

Make the following entries:

- Element type ID: Element type for which you want to set the value for the connection parameter LOGICAL_SYSTEM.
- Log System: Name of logical system

See also

For information about creating a logical system, see the SAP Library in Records Management documentation under *Customizing* -> *Delivered Standard Service Provider* -> *Service Provider for Business Objects* -> *Settings for a Logical System and RFC Destination.*

Define Derivation of Element Types

Use

The integration with *Contract Accounts Receivable and Payable* inserts automatic links for SAP business objects into the collection case with different processes. Such processes are for example, creating collection cases in Contract Accounts Receivable and Payable or adding open items linked to the collection cases. When creating a collection case, the selected items in an item list are grouped together and the item list and business partner are added to the record.

To be able to insert links for these SAP Business Objects into the collection case, the system must determine which element type should be used to insert the object. The derivation of these element types should be defined in this IMG activity.

Requirements

You have defined the element types in IMG activity Create Element Type.

Activities

Define the corresponding element types for the following SAP business object types for each logical system of *Contract Accounts Receivable and Payable* that you created in section *Create Element Types*.

- BUS1
- CA_CONTACC
- CA_VTREF
- CACASEITMS
- CA_DUNNING

Create and Process Case Record Model

Use

In this IMG activity you create record models for case records. You can also define the type and request of the objects in the case record (also: linked objects) using a case record model.

Case records are maintained using the *Modeler for Case Records*. For more information on using the modeler, see the SAP Library in the documentation Records Management under *Records Management Tools -> Processing Tools for Record Models: Records Modeler -> Create Record Model*.

In activity Define Case Types you can later define which case record model should be used.

Requirements

The following activities must have been executed before you execute this activity:

- Create RMS ID

- Create Element Type

Activities

The case record model *Record Model for Collection Case (UHC_COLL_MOD)* for RMS-ID *UHC_COLLECTION* is included in the standard system.

Note:
Create your own own case record model rather than using the case record model delivered by SAP directly. SAP reserves the right to make non-compatible changes to the delivered sample case record model.

If you need to enter an RMS ID on initial access, choose the RMS ID that you want to create a case record for.

Under menu option *Records and Case Model*, you will find the option *Modeler for Case Records*. You can use the right mouse button to create a model. SAP recommends using the case record model delivered for the collection case for orientation when creating your own model.

Set the status to *Released* (function button LS>Model -> Change Status) so that the model can be used for the *SAP Debt Recovery Management for Public Sector* . You can enhance the model later by adding nodes. You cannot delete nodes once they have been released.

Create Element Type for Case Record

Use

In this IMG activity you define one or more element types for case records.

Requirements

Before executing this activity you must have executed the following activities:

- Create RMS ID
- Create Element Type
- Create and Process Case Record Model

Standard settings

The element type *UDM_SPS_CASE_RECORD* is included in standard delivery. If you **not** use the delivered element type *UDM_SPS_CASE_RECORD* but create your own for your case records. Element type *UDM_SPS_CASE_RECORD* can only be used as an example. SAP reserves the right to carry out non-compatible changes to element type *UDM_SPS_CASE_RECORD*.

When creating your own element type for case records, you can use element type *UDM_SPS_CASE_RECORD* as a template.

Activities

Under the node "SCMG_SP_CASE_RECORD", choose the node "UDM_SPS_ CASE_RECORD". Choose the function "Copy" from the context menu and define a name and description. On the tab page "Classification" change the following parameters:

- RMS_ID (Enter the RMS ID defined in IMG activity *Create RMS ID*. If you have defined several RMSs, you can enter more than RMS IDs.(You can also create different element types for the different RMSs).
- LOG_KEEP_DAYS (optional) : Length of time for keeping log
- LOG_LEVEL (optional): Level of detail of protocol

Change the following parameters on the tab page "Connection Parameter Values":

- MODEL_ID (Enter one or more records that you want to use in this case record. Use the F4 help)

Example

Use
xxx

Attribute Profile

Create Attribute Profile

Use

In this IMG activity you define which attributes are displayed when a collection case is called. On doing this this, you can define the display and maintenance characteristics of each individual attribute.

Requirements

If you also want to use user-specific attributes, you must first add the user-specific fields in the data dictionary in customer include CI_UHCCASEATTR2. Customer include CI_UHCCASEATTR2 is included in database table UHCCASEATTR2.

Standard settings

SAP delivers attribute profile *FCL_COLL* as an example. To create your own attribute profile, use *FCL_COLL* as a template and define the attributes you need. Note that all attribute profiles for *Debt Recovery Management for Public Sector* must access table UHCCASEATTR2.

Activities

1. Copy the attribute profile FCL_COLL delivered.
2. For clarity you should only define one **attribute group** for each attribute profile if possible.

3. Assign the necessary attributes.

Create Alternative Input Help for Attributes

Use

Here you can define an alternative input help for your customer-specific attributes.

However, this is not necessary if the input help created automatically for the table field via the Data Dictionary is not sufficient.

Requirements

You have implemented the input help as a class in ABAP objects. This class must implement the interface IF_SCMG_ATTR_F4_CALLBACK.

Activities

Enter the technical name of the customer-specific attribute and assign the technical name of the implementing class to it.

Attribute Values

Create Values for Attribute 'Priority'

Use

You use this IMG activity to create the permitted values for the attribute *Priority* .

Requirements

In the attribute profile, the attribute *Priority (*PRIORITY) should be marked as drop-down for the display. This prevents errors in data input.

Create Values for Attribute 'Reason for Escalation'

Use

You can use this IMG activity to create the permitted values for the attribute *Reason for Escalation*. SAP already delivers reasons for escalation.

You can use the IMG activity *Assign Reasons for Escalation to Attribute Profile* to determine which escalation reasons to use for which attribute profile.

Assign Escalation Reasons to an Attribute Profile

Use

You can use this IMG activity to select the permitted values for each attribute profile for the attribute *Reason for Escalation*.

You can determine the values that are available for selection by using the IMG activity *Create Values for Attribute "Reason for Escalation"*.

Requirements

In the attribute profile, the attribute *Reason for Escalation* (ESCAL_REASON) has to be flagged as a dropdown for the display so as to avoid entry errors.

Case Search

Create Profile for Case Search

Use

In this IMG activity you can define the layout of the selection screen that the system displays with function *Search for Collection Case*. This layout is defined using the profile for the case search.

Standard settings

SAP delivers *FCL_COLL* as a sample profile for the case search. In order to create your own profile for the case collection search, use *FCL_COLL* as a template and then define the fields you need. Note that all profiles for the case search must access table UHCCASEATTR2 with *Debt Recovery Management for Public Sector*.

Example

In order to search for your cases using the business partner, you must use a profile that contains attribute *FICA-GPART*.

Create Element Type for Case Search

Use

You define element types for the case search in this IMG activity.

Requirements

You must have already maintained one or more RMS in IMG activity *Create RMS*. You must have already created the profile to be used for the case search in IMG activity *Create Profile for Case Search*. You must have also created the element types for business objects in IMG activity *Create Element Types*.

Standard settings

Element type *UHC_SPS_ CASE_LOCATOR* and *UHC_SPS_MY_CASES* are already in the standard system. You can use these as templates.

Activities

Under the service provider for the case search *UDM_SP_CASE_LOCATOR*, choose the node *UHC_SPS_CASE_LOCATOR*. Choose the function *Copy* from the context menu and assign name and description.

On the tab page *Classification* change the parameter *RMS ID*. Enter the defined RMS ID in IMG activity *Create RMS ID*. If you have defined several RMSs, you can also create element types for different RMSs.

On the tab page *Connection Parameter Values* change the parameter *LOCATOR_PROFILE_ID*. Enter the technical name of the profile for the case search that you want to use for your case search.

Then select the node *UHC_SPS_MY_CASES* under *UDM_SP_CASE_LOCATOR*. Choose the function *Copy* from the context menu and assign name and description. Change the parameter RMS ID on the tab page *Classification*. Enter the RMS ID defined in IMG activity *Create RMS ID*. If you have defined several RMSs, you can enter more than one RMS ID. You can also create different element types for the different RMSs.

Note:
You must definitely enter the parameters mentioned above. You may need extra parameters to map the business processes of your organization.

Function Profile

Customer-Specific Functions

Create Activities

Use

You can use this IMG activity to create activities. You use these activities to determine which options a user has for processing a case.

The activity is a field (SCMG_ACT) in the authorization object for Case Management (S_SCMG_CAS). The activities that you create in this IMG activity can be entered in the authorization object for the field SCMG_ACT.

Define Functions

Use

In this IMG activity, you can add extra functions to the case.

These functions are:

- Buttons that are displayed by means of the attributes. These buttons perform a function. These call up BAdI SCMG_CASE_FCODE_S internally, where you have to implement the function. The technical details of the BAdI are described there.
- Pushbuttons that are used as menus. These pushbuttons do not execute a function of their own and do not have to be implemented in the BAdI. They are simply used to group together functions, and can be used in a profile in the view "Create function profile". They can also be assigned to other function buttons in the field Assigned Menu.

You may, however, need to create your own functions if you have specific requirements that are not provided for in the standard.

Standard settings

SAP provides the standard functions.

Activities

Make entries in the fields in the table, implement BAdI SCMG_CASE_FCODE_S and then assign the function to a function profile.

BAdI: Implementaion of Customer-Specific Functions

Use

Business Add-In **SCMG_CASE_FCODE_S** is called when a function code called in collection case processing is not implemented in the standard.

In order to implement customer-specific functions for case processing, you must define a customer-specific function key in IMG activity *Define Functions* and also implement the customer-specific function for the corresponding function code in Business Add-In SCMG_CASE_FCODE_S.

Method **EXECUTE** is available for this in this Business Add-In. The interface if this method contains the following parameters:

- **IM_CASE**
  The parameter `IM_CASE` is a reference to the class `CL_SCMG_CASE_VISUALIZATION_WIN`. This class covers methods and attributes that are used to visualize the dispute case.
  From a technical view, this class is the frontend for the service provider of the dispute case `SCMG_SP_CASE`. If you use this class, you should be familiar with the progamming model of the Records Management Framework. The most important attributes are:

- G_BACKEND: Via the interface IF_SCMG_CASE, you can read and change attributes of the case.
- G_TAB_SUBCOMPONENTS: You use this table to access the record, the texts, and the log of the dispute case.
- For more information, display class CL_SCMG_CASE_VISUALIZATION_WIN in transaction SE24.
- **IM_MODE**
  You can use the parameter IM_MODE to determine the processing status. The values are as follows:
- **C** for Create
- **D** for Display
- **M** for Change

Define Case Components

Use

In this IMG activity, you can define your own case components to be integrated in the case.

A case component is a component that is displayed in the bottom window of the case screen. On a strip of pushbuttons under the attributes, the user can choose which case omponent to display. SAP delivers four case components: *Linked Objects* (the case record), *Notes*, *Process Route*, and *Log*.

You should only perform this IMG activity if you have implemented your own case components. For information on implementing case components, see Case Management Documentation for Developers. To find this, call up the Service Market and choose Alias recordsmanagement.

Activities

Make entries in the fields in this table and then assign the case component to a function profile.

Create Function Profile

Recommendation for *SAP Debt Recovery Management for Public Sector*

If you have defined customer-specific functions, we recommend that you use function profile *FCL_COLL* directly.

Use

You can use this IMG activity to assemble the functions that you want to provide for your function profile. All case types to which you then assign this function profile provide the corresponding functions and display the relevant case components.

You can also determine the sequence of the pushbuttons, create separators between them, and group pushbuttons for dropdown menus.

Requirements

If you require additional dropdown menus, you must have already defined separate functions for dropdown menus in the activity "Define Functions".

Standard settings

SAP delivers a standard profile that contains a selection of necessary standard functions.

Activities

Check the standard profile. If it does not meet your requirements exactly, copy it or create your own profile.

Example

You do not want to use notes within the case. You copy the standard profile and delete the function for the case component for the notes.

Text Profile

Configure Text IDs

Use

In this IMG activity you can maintain the SAPscript text IDs for case notes. A text ID is a heading for a note that describes the intention of the note.

Requirements

An element type for the service provider SCMG_SP_CASE_NOTES (notes for cases) must have been created in the Records Management registry. The parameter value of the connection parameter OBJECT of this element type must contain the SAPscript text object that you want to use for case notes.

The standard delivery contains the element type SCMG_SPS_CASE_NOTES. In this element type, the value SCMG_CASE has been defined for the connection parameter OBJECT.

Standard settings

For the SAPscript text object SCMG_CASE, which is used in the element type SCMG_SPS_CASE_NOTES, the standard delivery contains the following text IDs:

- 1 Description
- 2 Internal Note
- 3 Concluding Remark
- 4 Response

Activities

Select the *text objects and IDs* and choose *Display*. Select the text object that is defined in your element type for case notes for the connection parameter OBJECT by double-clicking it. (In the standard delivery, this is the text object SCMG_CASE). Enter the text IDs and their meaning, and select the field *Display Text Name* for each text ID.

Save your entries.

Create Text Profile

Use

In this IMG activity you can create a text profile. In the text profile you determine which text IDs you want to use for your case notes.

Requirements

The text IDs have already been created in the IMG activity *Set Text IDs*.

Standard settings

The standard delivery contains the text profile DEMO.

Activities

The meanings of the columns are as follows:

- Text Profile Notes: Technical name of the text profile. You assign the name to a case type in the activity *Define Case Types*.

Text Profile Description: Description of the text profile.

- Sort Order: You can set in which sequence the case notes are displayed in a case.

For each text profile you can determine which text IDs are used. The columns of the text IDs that are used have the following meanings:

- Text IDs: Here you enter the text IDs that you want to use.
- Meaning: Here the meaning is displayed that you defined in the IMG activity *Set Text IDs*.
- Sequence: Here you assign numbers to determine the sequence in which the text IDs appear on the selection button in the case processing.

Status Management

Create Status Profile

Initial remark for *SAP Debt Recovery Management for Public Sector*

The standard delivery already contains status profile *FCL_COLL* that you can either use as it is or as a template for your own status profile.

As the integration with Contract Accounts Receivable and Payable does not support the use of process routes, you do not need to enter values in the *Event* column.

Use

In this IMG activity you can create a status profile. A status profile contains multiple status values that can be assigned to a case. *Status* is an attribute that the user can set for each case.

Requirements

Standard settings

Activities

The meanings of the columns of the status profile are as follows:

- Status profile: Technical name of the status profile. You assign the status profile to a case type in the activity *Define Case Types*.
- Status profile description: Description of the status profile.
  You fill the columns "Status OT" (object type) and "Status Schema" only if you want to connect the central status management. In this case, you do not need to maintain status values for your status profile.
- If you want to connect the central status management, you have to implement additional BAdIs:
- Provided that the central status management has been set up, one BAdI
  (SCMG_SET_STATUS_S) has to be implemented for the initial status and one BAdI (SCMG_INIT_STATUS_S) for the status change. You can then use the central status management in Case Management. (You implement BAdIs by using transaction SE19, and view BAdI definitions in transaction SE18).
  You change the status by means of pushbuttons. On the front end, there is a BAdI available for including additional pushbuttons. The function code contains the business transaction according to the central status management. You change the status by using
  the function module of the central status management
  CRM_STATUS_CHANGE_FOR_ACTIVITY.

For each status profile you can define multiple status values. A case can have one current status only. (Multiple statuses cannot be active simultaneously.) The meanings of the columns of the status values are as follows:

- Status: Number of the status, which you choose. The status with the lowest number is the initial status.
- Status description: Description of the status, which you choose.
- System status: SAP delivers system status values. You can use the input help to see which values are available. By entering a system status, you assign a particular system response to the status that you created. Some examples of system status values and their system response are as follows:
- 3 (External Processing): The case is no longer ready for input. The user can change the status only by means of a pushbutton. Responsibility for the pushbuttons lies with the applications (Public Sector, FIN, CRM, and so on).
- (Completed): The case is no longer ready for input. The user can, however, convert the status. The status can be changed by means of a pushbutton only. Responsibility for the pushbuttons lies with the applications (Public Sector, FIN, CRM, and so on).
- 8 (Confirmed): The case is no longer ready for input. The status can no longer be changed.
- 9 (Canceled): The case is no longer ready for input. The status can no longer be changed.
- System Status Description: Filled by the system automatically.

- Low Status: Lowest previous status. The user can set the status only if the previous status is higher than or equal to the status that is entered here.

- High Status: Highest previous status. The user can set the status only if the previous status is lower than or equal to the status that is entered here.

Auto: The user cannot convert the status manually (filled by the system automatically depending on the system status).

- Event: Only relevant if you use the process route. The event is triggered when the status is set. The following events are available:

- COMPLETED: The process route is completed.

- CREATED

- INPROGRESS: The process route is triggered.

Example

Status Schema:

Status	Description	System Status	Lowest Status	Highest Status
1	In Preparation	New/Open		1
2	New	New/Open		2
3	In Processing	In Process		4
35	In Legal Department	For Release	2	3
3	Cleared by Legal Department	Released	35	3
4	Processing Completed	Completed	3	4
5	Completed	Confirmed	4	4

Interpretation of the Status Schema:

The status controls the status transfers. A status can be set if the status of the current status is higher than or equal to the lowest status number and lower than or equal to the highest status number.

Example 1: The status "Cleared by Legal Department" can be set only if the lowest status is 35 ("In Legal Department") and the highest status is "Cleared by Legal Department". This means that the status "Cleared by Legal Department" can be set only if the current status is "In Legal Department".

Example 2: The current status is 3 ("In Processing"). Possible next statuses are all statuses to which the following applies: *Lowest status < = current status < = highest status*.

Valid next statuses in this example are "In Legal Department" and "Processing Completed".

Define Number Range Interval for Collection Case

Use

You can use this IMG activity to define number range intervals. You can then assign them to a case type in the IMG activity *Define Case Types*.

When you create or save a case, the system automatically assigns a number. By means of the number range interval, you can determine from which number area the number is taken.

The number is used to identify a case in internal and external communication.

Create Terminology Profile

Use

In this IMG activity you can adjust central terms such as *case* to the terminology used in your company. SAP delivers templates for this purpose.

You do not need to enter all the terms again. If a term does not appear in the profile, the corresponding standard SAP term is displayed on the interface.

Activities

Assign the predefined terminology entries that you want to override to the terminology profile.

Terms are used in their plural form in list output. Example: *1 cases were found*. If you want documentation that you created to appear in the F1 Help for terminology, enter the corresponding table field in the fields "Table" and "Field Name".

Case Types

Define Case Types

Use

In this IMG activity you can define the case types for *Debt Recovery Management for Public Sector* . The case type is the central characteristic of a collection case that groups the different Customizing settings (attribute/status profile, and so on). A user creating a case must first specify a case type.

Requirements

You have already created the attribute/status profile, created the necessary record model, created the element type for case records, and defined a number range interval for cases.

Standard settings

SAP delivers case type L_CO as sample customizing.

Activities

To define a case type, you must enter different parameters. For information on the individual parameters, see the documentation in the IMG for *Case Management* in IMG activity Define Case Types. Subsequently, the special features for *Debt Recovery Management for Public Sector* are listed:

- Process
  Use the input help to select the value *Debt Recovery Management for Public Sector*.
- Earlier Numbers
  Do not set this indicator, so that the number assignment only takes place once you have saved.
- Attribute profile
  Here you enter the value *Attribute Profile Collection Case* if you have not created your own attribute profile in IMG activity *Create Attribute Profile*.
- Function Profile
  Here you enter the value *Function Profile Collection Case* if you have not created your own function profile in IMG activity *Create Function Profile*.
- Text Profile Notes
  Here you enter the value *Demo SAP* if you did not create your own text profile in IMG activity *Create Text Profile*.
- Process Route
  Do not set this indicator as *Debt Recovery Management for Public Sector* does not support the use of process routes

Create Values for Attribute 'Category'

Use

You can use this IMG activity to create permitted values for the attribute *Category*.

The category is used to subdivide the case types. For this reason, the system first displays a dialog box where you have to specify a case type. You can define any number of categories for each case type.

Note: You define case types in the IMG activity *Define Case Types*.

Requirements

In the attribute profile, the attribute *category* (CATEGORY) has to be flagged as a dropdown for the display so as to avoid entry errors.

Create Values for Attribute 'Reason'

Use

You can use this IMG activity to define the permitted reasons for each case type.

Requirements

You have defined the case type (IMG activity *Define Case Types*).

In the attribute profile, the attribute *Reason* (REASON_CODE) has to be flagged as a dropdown for the display so as to avoid entry errors.

Action List

Define Characteristics of Actions

Use

In this IMG activity you define the following characteristics for individual actions:

- Whether the action should be carried out by the system or the user
- In which period the action should be executed; the system calculates the execution period based on the values entered here. The calculation occurs with a function module that is entered for each action list.
- Whether the action is classed as completed after execution or whether it can be executed more than once.
- The mapping of certain processes by defining dependencies between the individual actions
- Whether an action can be executed irrespective of the case status

Standard settings

SAP delivers examples of different actions.

Activities

1. Define the characteristics of actions that you need to map your business processes.
2. Include these actions in the IMG activity in an action list.

Include Actions in Action List

Use

In this IMG activity, you include the actions that you defined in the previous IMG activity in an action list. Actions that you do not include in the action list are not visible when processing collection cases.

You can enter a function module for individual action lists that the system uses to calculate the period within which an action should be executed. SAP delivers function module UHC_DATE_CALCULATE for this.

If you do not enter a function module for an action list, the period starts from the current date and is unlimited.

Requirements

You have defined actions in IMG activity *Define Characteristics of Actions*.

Standard settings

SAP delivers samples for action lists that you can use as a template for your own action lists.

Activities

Include the actions from the previuos IMG activity in an action list.

SAP recommends that you do not put interdependent actions in different action lists.

ALE Business Process

RFC Destination for Method Calls

Use

You define these settings if you are using a multi-system scenario for *SAP Debt Recovery Management for Public Sector* . With such a scenario, you use a system for Contract Accounts Receivable and Payable (Financial Accounting) that is separate from the system for Debt Recovery Management (this system).

Requirements

- You have created a logical system for both systems and assigned a client:
- One for Debt Recovery Management (this system)
- One for Contract Accounts Receivable and Payable (Financial Accounting) - You have created the corresponding RFC destination in each system.

Activities

In each system define an RFC Destination for Method Calls:

- You must note the following in the system for **Debt Recovery Management**:

  If you create a collection case in the system for collection case processing, the system can collect existing open items from the Financial Accounting system and include them in the collection case. The system requires a standard destination for dialog calls. Make sure that this RFC Destination uses a dialog user, otherwise dialog calls will not be possible.

- In the system for **Contract Accounts Receivable and Payable** (Financial Accounting) note the following:

- **Define a Standard Destination for BAPI Calls**

  If you create a collection case in Financial Accounting, the system synchronizes itself with the system for collection case processing before generating IDocs to execute a simulation run. For this simulation the system requires a standard destination for BAPI calls.

- **Define a Standard Destination for Dialog Calls**

  If you display a collection case in Financial Accounting, the Financial Accounting system calls the display of the collection case in the system for collection cse processing. The Financial Accounting system needs a standard destination for dialog calls for this. Make sure that this RFC destination uses a dialog user, otherwise dialog calls will not be possible.

Both settings are in the Contract Accounting system in the Customizing of *Application Link Enabling (ALE)* in IMG activity *Define RFC Destinations for Methods*.

Process Distribution Model

Use

So that the systems involved in the distribution know which data is to be sent from where to where, this information is defined in the distribution model.

Requirements

Standard settings

Activities

Model the data flow between your logical systems as follows: In Customizing for case collection processing in your system, choose Application Link Enabling (ALE) -> Model and Implement Business Processes -> Maintain Distribution Model and Distribute Views. Proceed

Create a model view.

Under this view, insert the following BAPIs of the object Collection:

Sending system: Financial Accounting, receiving system: Debt Recovery Management

AttributesChang

e Create Process

Display

Sending system: Debt Recovery Management, receiving system: Financial Accounting

StatusChanged

WriteOff
Distribute the model view in all systems involved.

Generate the partner profile in all integrated systems.

Example