



# (iFSCM) Integrated Financial Supply Chain Management

## Agenda

- Financial Supply Chain Management
  - Introduction
  - Collections Management
  - Dispute Management
  - ERP Logic iFSCM Cockpit
  - FSCM Screenshots
- Project Timeline and Deliverables
- iFSCM Specification Examples
- iFSCM Benefits
- Customer ROI

## Current Challenges in Cash Processes

- High DSO (Days Sales Outstanding) increasing working capital requirements
- Invoices are paid slowly due to inefficient collections process
  - Searching for customers to call and searching for account information and overdue items is a time-consuming, high cost process
  - No documentation of customer contacts and no integrated approach to create promise-to-pay and dispute cases
- Large number of disputed invoices and high number of days to reconcile a disputed invoice
  - No visibility into dispute cases and no associated workflow
  - Dispute cases are also indicative of underlying quality or organizational problems but there is currently no way to address those problems

## Financial Supply Chain Management

- FSCM is the integrated approach to provide better visibility and control over all cash related processes for:
  - Better predictability of cash flow
  - Reduction of Working Capital & Operating Expenses
  - End-to-End Business Process Integration
- The following areas in SAP FSCM can help you realize these benefits:
  - **Credit Management:** Managing customer credit lines
  - **Collections Management:** Proactively collecting outstanding receivables
  - **Dispute Management:** Processing dispute cases
  - **Cash and Liquidity Management:** Efficiently managing and optimizing liquidity
  - **In-House Cash:** Centralizing intra- and intercompany payments
  - **Treasury and Risk Management:** Managing financial transactions and risks

## SAP Collections Management

- SAP Collections Management will help you handle receivables proactively and prioritize accounts by risk
- Benefits of Collections Management:
  - Streamlined process: The collections worklist prioritizes the customers to be contacted and presents all the relevant information saving valuable time for the collections specialist.
  - Greater visibility: All contacts are automatically documented. Promises-to-pay and dispute cases can be created in the worklist and are displayed in the history.
  - Higher productivity: Collections specialists can process more receivables on a daily basis resulting in lower DSO and directly contributing to the bottom line.
- Collection Managers can control and further improve the process by adapting the collection strategies.
- ERP Logic's Collection Management cockpit also provides enhanced monitoring and reporting capabilities.

## Dispute Management

- SAP Dispute Management helps cross-department dispute resolution
- Benefits of Dispute Management:
  - Greater visibility: Dispute Management provides a centralized, role-based view to create, track & manage dispute cases. All related documents such as the accounting document are linked.
  - Faster resolution: Dispute cases can be forwarded to the right individuals for clarification leading to faster resolution.
  - Integrated: It is integrated with AR so that dispute cases are updated automatically.
- ERP Logic's Dispute Management Cockpit can be used to track the underlying causes such as damaged goods or late delivery so that corrective actions can be taken.

# ERP Logic iFSCM Manager's Cockpit

System Help

ERP Logic iFSCM Collections Manager Cockpit

ERP Logic iFSCM Manager Cockpit

Specialist

Group

SAP Collections

Workflow Items

SAP

ERP Logic iFSCM Co...

6:13 AM

# ERP Logic iFSCM Specialist Cockpit

System Help

ERP Logic iFSCM Collections Specialist Cockpit

ERP Logic iFSCM Specialist Cockpit

Update Logon Time

My Worklist

Business Partner

My Progress

My Workflow

SAP

ERP Logic iFSCM Co... 6:14 AM

# ERP Logic iFSCM Dispute Cockpit

System Help

ERP Logic iFSCM Dispute Cockpit

ERP Logic iFSCM Dispute Cockpit

Dispute Case

Reporting

Document Printing

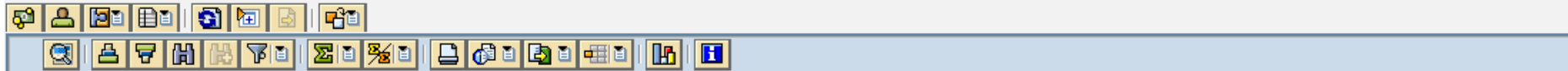
Workflow Items

SAP

ERP Logic iFSCM Di...

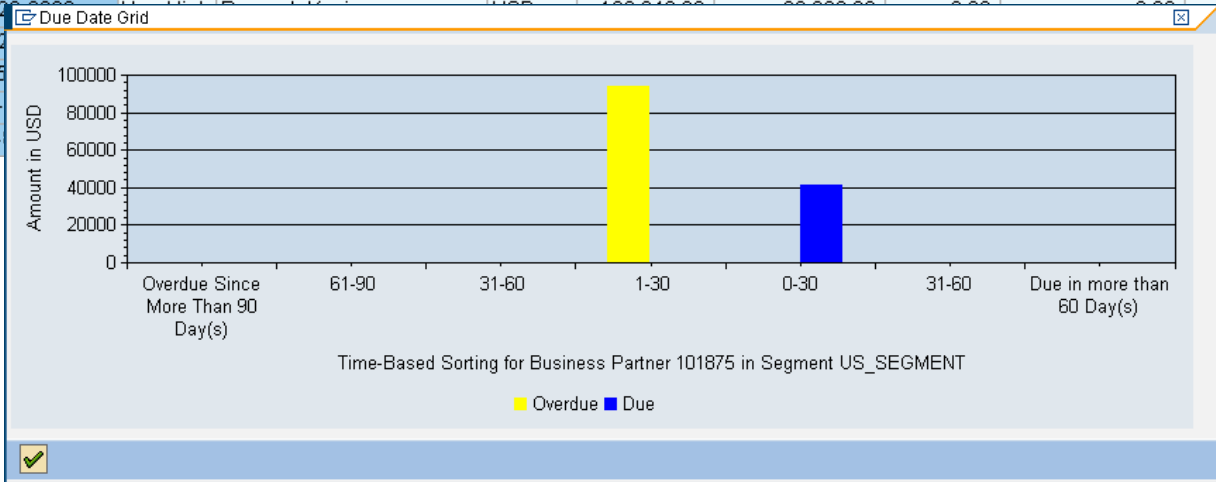
6:16 AM

# Collection Worklist and Due Date Grid





## Open Items

Partner	Name of Business Partner	Priority	Specialist (Complete Name)	Currency	Outstanding	To Be Collected	Promised	Disputed Amount	Dunned
101875	Wisconsin Energy Corporation / SAINT LOUIS MO 6314	Very High	Ramesh Kasim	USD	134,920.00	93,800.00	0.00	0.00	0.00
101874	Winn Dixie Stores Inc / VAN ALSTYNE TX 75495-0518	Very High	Ramesh Kasim	USD	134,780.00	93,700.00	0.00	0.00	0.00
101873	Williams Sonoma Inc / VAN ALSTYNE TX 75495-0518	Very High	Ramesh Kasim	USD	134,640.00	93,600.00	0.00	0.00	0.00
101872	Williams Companies Inc / COLUMBIA MD 21045-5805	Very High	Ramesh Kasim	USD	134,500.00	93,500.00	0.00	0.00	0.00
101871	Willamette Industries Inc. / COLUMBIA MD 21045-580	Very High	Ramesh Kasim	USD	134,360.00	93,400.00	0.00	0.00	0.00
101870	Whole Foods Market Inc / LIVONIA MI 48150-2105	Very High	Ramesh Kasim	USD	134,220.00	93,300.00	0.00	0.00	0.00
101869	Whirlpool Corporation / LIVONIA MI 48150-2105	Very High	Ramesh Kasim	USD	134,080.00	93,200.00	0.00	0.00	0.00
101868	WGL Holdings Inc / LANCASTER TX 75146-1441	Very High	Ramesh Kasim	USD	133,940.00	93,100.00	0.00	0.00	0.00
101867	Weyerhaeuser Company / LANCASTER TX 75146-1441	Very High	Ramesh Kasim	USD	133,800.00	93,000.00	0.00	0.00	0.00
101866	WestPoint Stevens Inc / PHENIX CITY AL 36867-4965	Very High	Ramesh Kasim	USD	133,660.00	92,900.00	0.00	0.00	0.00
101865	Western Gas Resources Inc / PHENIX CITY AL 36867-4	Very High	Ramesh Kasim	USD	133,520.00	92,800.00	0.00	0.00	0.00
101864	Western Digital Inc / DADE CITY FL 33526-0396	Very High	Ramesh Kasim	USD	133,380.00	92,700.00	0.00	0.00	0.00
101863	WESCO International Inc / DADE CITY FL 33526-0396	Very High	Ramesh Kasim	USD	133,240.00	92,600.00	0.00	0.00	0.00
101862	Werner Enterprises Inc / ATLANTA GA 30305-2105	Very High	Ramesh Kasim	USD	133,100.00	92,500.00	0.00	0.00	0.00
101861	Wendy's International Inc / ATLANTA GA 30305-2105	Very High	Ramesh Kasim	USD	132,960.00	92,400.00	0.00	0.00	0.00
101860	Wells Fargo & Company / DETROIT MI 48207-2105	Very High	Ramesh Kasim	USD	132,820.00	92,300.00	0.00	0.00	0.00
101859	Wellpoint Health Networks Inc / DETROIT MI 48207-2105	Very High	Ramesh Kasim	USD	132,680.00	92,200.00	0.00	0.00	0.00











# Open Items

## Process Receivables

<b>Customer</b>		<b>Customer Contact Person</b>	
Customer	101875	Wisconsin Energy Corporation / SAINT L	Name <input type="text"/>
Segment	US_SEGMENT	USA Segment	Telephone No. <input type="text"/>

[Invoices](#) | [Payments](#) | [Promise to Pay](#) | [Dispute Cases](#) | [Cust. Contacts](#) | [Resubmissions](#)













CoCd	DocumentNo	Itm	Year	Bill.Doc.	Posting Date	Doc. Date	Net due date	Arrear	Last Payment	Crcy	Amount	Paid	Open	Cred
6010	1800000928	1	2010		01/31/2010	01/01/2010	01/31/2010	4		USD	93,800.00	0.00	93,800.00	
6010	1800001872	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800002816	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800003760	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800004705	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800005650	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800006594	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800007795	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800008739	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800009940	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800010884	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800011828	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800012773	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800013718	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800014662	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800015863	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	
6010	1800016807	1	2010		02/03/2010	02/01/2010	03/03/2010	27-		USD	5,140.00	0.00	5,140.00	

# Dispute Case

Role-Based View

Favorites

Resubmission ( 0 )

Inbox

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Activities

SAP Dispute Management

- Cases
  - Dispute Case
  - Find Dispute Case**
  - My Dispute Cases
- Record and Case Record Models
- Documents

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History

Activities

- customer disputing amount (513)
- fb15n (514)

Attributes Confirm Void Add Open Items Actions

Header Data

Heading	Customer disputing amou	Case ID	513
Customer	12	fscmpg / saint paul M Company Code	1000 ERP Logic US Inc
Case Type	F_DM	Dispute Management External refer.	
Category		Cause	Damaged Goods
Processor	KRISTEN	Kristen Potter	Root Cause Code
Status	New	Priority	High
Coordinator	ZAK	Person Responsible	
Process. Deadline		Escalation Reason	
Planned Close Date		Disputed Amount	0.00
Orig. Disp. Amt	2,500.00	Paid	0.00
Credited	0.00	Autom. Written Off	0.00
Cleared Manually	2,500.00	Currency	USD United States Dollar
Created By	ZAK	Zak Syed	Created On 01/14/2010 04:48:03
Changed By	ZAK	Zak Syed	Changed On 01/14/2010 04:54:29
Closed by		Closed At	
Contact Person	zak	Telephone No.	
e-mail		Fax Number	
		Ctry of Fax No.	

Linked Objects Notes Log

Activities

Hierarchy	Element Type	Visibility	Last Processed	Node ...
Linked Objects			ZAK / 01/13/2010 / 21:54:...	
Business Partner		All Roles		3
Disputed Objects		All Roles		5
Resolved Objects		All Roles		10
Items Assigned during Clearing		All Roles		26
Other Objects		All Roles		16
Various		All Roles		22

## Project Timeline Overview

A typical iFSCM implementation for Collections and Dispute Management takes about 12 weeks and requires three resources

### Week 1: Assessment & Preparation

Task	Responsibility
Assessment of the current SAP landscape	ERP Logic
Upgrade FSCM to the latest enhancement pack	Client, ERP Logic
Provide ERP Logic with access to SAP	Client
Preparation for the blueprinting process	ERP Logic

## Project Timeline

### Weeks 2-4: Blueprint

Task	Responsibility
Conduct workshops for requirements gathering	ERP Logic
Prepare blueprint documents	ERP Logic
1-on-1 sessions for detailed requirements	ERP Logic

### Weeks 5-7: Configuration

Task	Responsibility
Translate blueprint into project plan & functional specs	ERP Logic
Implement requirements in the system	ERP Logic
Create technical specs for enhancements, cockpits & reports	ERP Logic
Perform initial testing	ERP Logic

## Project Timeline

### Week 8-9: Testing

Task	Responsibility
Preparation of test scripts	ERP Logic
Testing the configurations and developments	ERP Logic
User-acceptance testing (UAT)	ERP Logic

### Weeks 10-12: Training, Go-Live & Support

Task	Responsibility
Preparation of documentation to be used in training	ERP Logic
FSCM demo and training	ERP Logic
Go-Live and support of FSCM	ERP Logic

## Project Deliverables

- Deliverables at the end of the project include:
  - SAP Collections and Dispute Management configured according to the client requirements
  - Blueprint documents including questionnaires and requirements documentation
  - Functional and technical specifications for reports and enhancements
  - Test scripts and results
  - All powerpoint presentations used during training workshops
  - End-user documentation (in MS Word format) of standard transactions as well as ERP Logic iFSCM cockpits and reports

# iFSCM Specifications

Requirement Type	
SAP	SAP Custom Dev
RPT	Report
INT	Interface
DCS	Conversion
EXT	Extension
FRM	Form
WKF	Workflow
MBP	Manual Business Process

Requirement Source	
WKS	Workshop/Deck
SAP	SAP Custom Dev
BPP	Process Narratives
CCB	Change Control Board
RFP	Request for Proposal

Rqmt Prefix	Business Process Area
00	Organization Structure
01	Master Data
02	Collection Strategy
03	Receivables Processing
04	Dispute Case Processing
05	Reporting
06	User Exits

Status
1-Active
2-Deferred
3-Removed
4-Not Met
5-Complete

# iFSCM Specifications

## Organizational Structure

SUB PROCESS/DOCUMENTS	REQ TYPE	REQ SOURCE	DESCRIPTION
General	SAP	WKS	Will FSCM be implemented in a separate instance or in same instance as AR?
General	SAP	WKS	If separate instance, RFC destinations
General	SAP	WKS	Company Codes that will participate in Collections Management
Collection Segment	SAP	WKS	Assignment of Company Codes to Collection Segments
Collection Segment	SAP	WKS	Assignment of FSCM Credit Segments to Collection Segments
Collection Profile	SAP	WKS	Assignment of Collection Segments to Collection Profiles
Collection Group	SAP	WKS	Identification of all collection specialists
Collection Group	SAP	WKS	Grouping of collection specialists into different collection groups
Collection Group	SAP	WKS	Assignment of collection groups into collection segments

# iFSCM Specifications

## Master Data

SUB PROCESS/DOCUMENTS	REQ TYPE	REQ SOURCE	DESCRIPTION
Master Data Synchronization	SAP	WKS	Mapping of account group in SD/AR to BP Role in FSCM
Master Data Synchronization	SAP	WKS	Number assignment of Business Partner during the conversion
Master Data Synchronization	SAP	WKS	Number assignment of customer when customer is created from BP
Master Data Synchronization	SAP	WKS	Synchronization of customer master data fields such as contact person, payment cards, industries etc
Master Data Synchronization	SAP	WKS	Default values to be used during master data synchronization
Master Data Synchronization	SAP	WKS	Standard Implementation for the mapping or use BADls?
Master Data Synchronization	SAP	WKS	Selection of company codes for the activation of master data distribution
Master Data Synchronization	SAP	WKS	Additional fields relevant for synchronization can be specified
Master Data Synchronization	SAP	WKS	Harmonized dunning levels if different dunning procedures are used
Master Data Synchronization	SAP	WKS	Frequency of data transfer from AR to Collections Management
Assignment	SAP	WKS	Assignment of Collection Profile to Business Partner
Assignment	SAP	WKS	Assignment of Collection Specialist to Business Partner

# iFSCM Specifications

## Collection Strategy

SUB PROCESS/DOCUMENTS	REQ TYPE	REQ SOURCE	DESCRIPTION
Rules	SAP	WKS	Additional basic rules in addition to the standard & ERP Logic basic rules
Rules	SAP	WKS	Additional collection rules in addition to the standard & ERP Logic collection rules
Collection Strategy	SAP	WKS	Assignment of Collection Rules to Collection Strategy
Collection Strategy	SAP	WKS	Specification of prerequisites & conditions for each Collection Rule in the Collection Strategy as well as the valuation points awarded
Collection Strategy	SAP	WKS	Currency of the Collection Strategy
Collection Strategy	SAP	WKS	Maximum valuation of the Collection Strategy
Collection Strategy	SAP	WKS	Overdue period range of each Collection Strategy that will be used in the due data grid
Collection Strategy	SAP	WKS	Due date range of each Collection Strategy that will be used in the due data grid
Collection Strategy	SAP	WKS	Tolerance days after sending dunning notices
Collection Strategy	SAP	WKS	Exclusion/Inclusion of items that have been sent to a collections agency
Collection Strategy	SAP	WKS	Assignment of Collection Strategy to Collection Groups
Collection Strategy	SAP	WKS	Definition & derivation of priorities for worklist items
Collection Strategy	SAP	WKS	Collections Manager must be able to change Collection Strategy from the user menu

# iFSCM Specifications

## Receivables Processing

SUB PROCESS/DOCUMENTS	REQ TYPE	REQ SOURCE	DESCRIPTION
Collection Worklist	SAP	WKS	Ability to view all financial info of the BP in the worklist such as outstanding amt, To be collected amt, promised, disputed & dunned amt, last dunning, last payment
Collection Worklist	SAP	WKS	Ability to view all customer relevant information such as risk category, credit limit, credit area, credit representative, credit group, customer group, industry etc
Collection Worklist	SAP	WKS	Ability to see the details of the valuation strategy
Collection Worklist	SAP	WKS	Ability to see the due date grid
Collection Worklist	SAP	WKS	Ability to drill down into open items for a customer in the worklist
Collection Worklist	SAP	WKS	Ability to display or create promises-to-pay and dispute cases for selected open items
Collection Worklist	SAP	WKS	Ability to enter credit card payment information in the same screen without opening a separate session
Collection Worklist	SAP	WKS	Ability to send invoices on request from the screen either directly to the customer through email or failing that, to the printer to be mailed
Collection Worklist	SAP	WKS	Ability to view contact history for the customer
Collection Worklist	SAP	WKS	Ability to get customer contacts so that the collection specialist can initiate the call
Collection Worklist	SAP	WKS	Ability to document the results of the call
Collection Worklist	SAP	WKS	Ability to create resubmissions for customers so that they are included in the worklist at a future date
Collection Worklist	SAP	WKS	Ability to assign a worklist item to another specialist

# iFSCM Specifications

## Dispute Case Processing

Dispute Case Processing	SAP	WKS	Definition of Dispute Case Types
Dispute Case Processing	SAP	WKS	Definition of Dispute Case Attributes
Dispute Case Processing	SAP	WKS	Define Priority Levels and Escalation Reasons
Dispute Case Processing	SAP	WKS	Definition of Dispute Case Profiles
Dispute Case Processing	SAP	WKS	Assign Escalation Reasons to Attribute Profiles
Dispute Case Processing	SAP	WKS	Identification of Dispute Case Specialists
Dispute Case Processing	SAP	WKS	Assignment of Dispute Case Specialist to Business Partner
Dispute Case Processing	SAP	WKS	Create Profile for Case Search
Dispute Case Processing	SAP	WKS	Define Criterion for Automatic Write-Off
Documentation	SAP	WKS	Specify additional "Results of customer contact" in addition to the system-supplied results
Documentation	SAP	WKS	Specify additional "Resubmission reasons" in addition to the system-supplied reasons

# iFSCM Specifications

## Reporting

ERP Logic iFSCM Reports	RPT	WKS	ERP Logic iFSCM Credit Card Interface
ERP Logic iFSCM Reports	RPT	WKS	ERP Logic iFSCM Collections Cockpit
ERP Logic iFSCM Reports	RPT	WKS	ERP Logic iFSCM Collections Specialist Cockpit
ERP Logic iFSCM Reports	RPT	WKS	Daily progress report by group
ERP Logic iFSCM Reports	RPT	WKS	Summary of result of contact
ERP Logic iFSCM Reports	RPT	WKS	Promise to pay report
ERP Logic iFSCM Reports	RPT	WKS	Active re-submission report
ERP Logic iFSCM Reports	RPT	WKS	Resubmission report
ERP Logic iFSCM Reports	RPT	WKS	Daily progress report by specialist
ERP Logic iFSCM Reports	RPT	WKS	Completed items report by date
ERP Logic iFSCM Reports	RPT	WKS	All Worklist items
ERP Logic iFSCM Reports	RPT	WKS	Open Worklist items
ERP Logic iFSCM Reports	RPT	WKS	Completed & open worklist items by group
ERP Logic iFSCM Reports	RPT	WKS	Total Worklist items by specialist
ERP Logic iFSCM Reports	RPT	WKS	Completed and open worklist items by date
ERP Logic iFSCM Reports	RPT	WKS	Completed and open worklist items by risk category
ERP Logic iFSCM Reports	RPT	WKS	Report by valuation
ERP Logic iFSCM Reports	RPT	WKS	Completed and open worklist items by valuation

# iFSCM Specifications

## User Exits

### Collections Management

BAd: Basic Rules
BAd: Collection Rules
BAd: Determination of Profile for Business Partner
BAd: Determination of Collection Group and Specialist per Segment
BAd: Standard Note and Measurement of Duration of Customer
BAd: Properties and Values of Resubmission Attributes
BAd: Amount To Be Collected
BAd: Enhancement of Worklist Items on Creation
BAd: Enhancement of Worklist Items on Display
BAd: Distribution of Worklist Items to Collection Specialists
BAd: External Rating from SAP Credit Management
BAd: Mapping of Master Data
BAd: Distribution of Data in Collections Management
BAd: Valuation of Promise to Pay

### Dispute Management

BAd: Implementation of Customer-Specific Functions
BAd: Partner Determination
BAd: Definition of Partner Roles
BAd: Printer Determination
BAd: Completion of Processing
BAd: Trigger Events
BAd: Change Cases during Initialization
BAd: Change Cases before Validation
BAd: Customer-Specific Validation of Cases
BAd: Change Cases before Saving
BAd: Customer-Specific Validation before Saving
BAd: Save Customer-Specific Data when Saving Cases
BAd: Mass Activites on Dispute Cases

## Benefits of iFSCM

- iFSCM's lean team structure and "templated" approach results in a quick & affordable implementation
- iFSCM Reports add reporting capabilities that are non-existent in the standard system
- iFSCM Cockpit can speed up collections specialists processing time through its guided procedures
- iFSCM provides 10 basic rules and 25 collection rules in addition to the SAP delivered for increased flexibility & customization
- Provides powerful integration capabilities with SD/FI credit management
- Provides integration with credit card processors such as Paymetric
- Correspondence capabilities in Collections Management to print fax or email invoices and collection letters (currently no correspondence is available)

## Customer ROI (Return on Investment)

- Payback in as little as one year
- Reduces DSO by up to 20%
- Significantly reduces dispute case processing time
- Reduction of bad debt risk by 20 to 50%
- Speed information access by 20 to 40% for sales and credit staff

**Thank You for taking the time to learn  
about ERP Logic's unique approach to  
Dispute and Collections Management**