

**Topic**

Implementation of FSCM: SAP Dispute, Collections and Credit management in an international area (Europe & US)

**Customer**

Publishing company

**Task**

Implementation of Financial Supply Chain Management (FSCM) with the SAP Dispute and Collections Management components. The implementation of SAP Credit Management was also prepared. This module will be activated after the release change of an involved system.

**Implementation**

- As-is analysis
- Implementation of a prototype
- Create the blueprint for the different areas
- Customizing FSCM: SAP Dispute, SAP Collections and SAP Credit Management
- Setup of the PI interface for SAP Credit Management
- Implementation of workflows
- Implementation of the RMS structures
- Integration tests
- Writing the user documentation
- User training
- Go-live-Support
- Project coordination between Europe & America

Due to the implementation of Dispute and Collections Management, the customer's open item management becomes more efficient and shortages can be followed automatically. This not only improves the internal processes, but also improves the Working Capital.

Delays in payment are easily detected by the administrators via work lists from Collections Management. Payment promises from customers are stored in the system and the administrator gets a reminder automatically. This shows the company an overview of defaulting debtors and provides the opportunity to display the communication with the customer and accelerates the claims management.

The communication between the person in charge and the customers concerning disputes arising in connection with the amount of the invoice is administrated via case files in the collections management, where solutions that have been found can also be stored. Thus the processing time can be reduced and the resources be used more profitably.

After the implementation of the SAP Credit Management, the system supports the accounting clerk with the classification of risks and the calculation of the credit line for each customer. The system calculates using stored key figures, there is no need for the accounting clerk to classify the customer without system support any more.