

SAP IS-Utilities: Dunning Configuration and Process Steps



Applies to:

SAP IS-UTILITIES. For more information, visit the [ABAP homepage](#).

Summary

The objective of this document is to create Dunning Proposal and perform Dunning Activity Run. Dunning is a reminder to the customer or vendor to make payment on outstanding invoices. It typically consists of a letter that summarizes the invoices that are past due and politely requests payment to be made.

This document is a primer and should the reader be interested in furthering his knowledge, his attention is drawn to the reference reading section.

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Author Bio



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Introduction

Dunning is a reminder to the customer or vendor to make payment on outstanding invoices. It typically consists of a letter that summarizes the invoices that are past due and politely requests payment to be made.

Dunning procedures defined in the system can be assigned to contract accounts or to individual open items. The dunning procedures are used by the dunning proposal run to assess whether a business partner or a contract account contains items due for dunning.

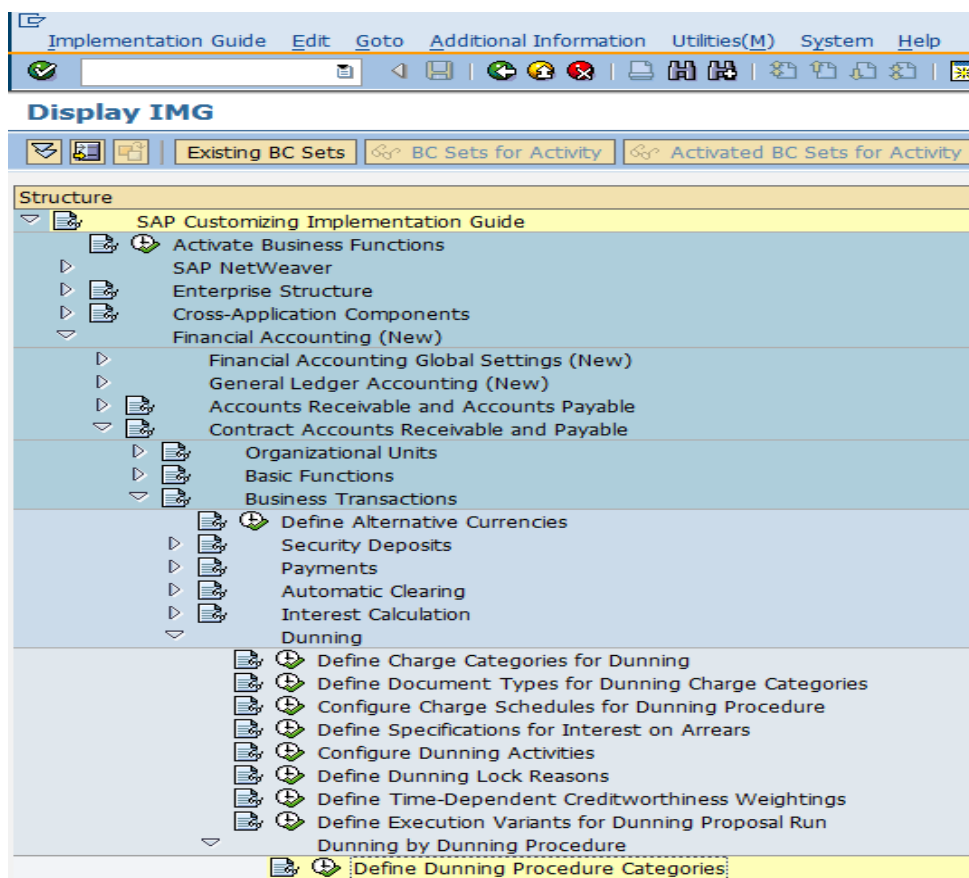
Configuration Steps for Dunning

Define Dunning Procedure Categories

Dunning procedure controls how dunning is carried out according to the dunning activities within the dunning levels or a procedure defined to control the type of activities to be performed when customer fail to satisfy their obligations.

The procedure category is used to group procedures into categories – for example – all standard dunning procedures can be grouped into a category. This can be useful within a development to only target certain categories of dunning procedure for special processing, while avoiding hard coding the specific dunning procedure code.

SPRO->Financial Accounting → Contract Accounting→ Business Transactions → Dunning Notices → Define Dunning Procedure Categories



The four basic groups of dunning procedures, which are:

- Standard procedures – assigned to the Current Contract Account
- Installment plan procedures – use by Payment Scheme/Installment Plan and assigned at the document level, to override the standard procedure
- Vacated procedures – these will replace the standard procedure on a move-out
- Court procedures – there are two dunning procedures; 50 which sits at the contract account level and 52 at item level, both without levels of activities, but available for reporting.

Change View "Dunning Procedure Category": Overview

D.. Name for Dunning Procedure Category	
01 Standard Dunning Procedures (Active Accounts)	▲
02 Instalment Dunning Procedures	▼
03 Vacated Debt Dunning Procedures (Final Accounts)	
04 Court Dunning Procedures	

Define Dunning Level Categories

In this activity we define **level types** for dunning levels.

These dunning level types are assigned to dunning levels in the activity **Configure dunning procedure**.

SPRO -> Financial Accounting → Contract Accounting → Business Transactions → Dunning → Dunning by Dunning procedure -> Define Dunning Level Categories

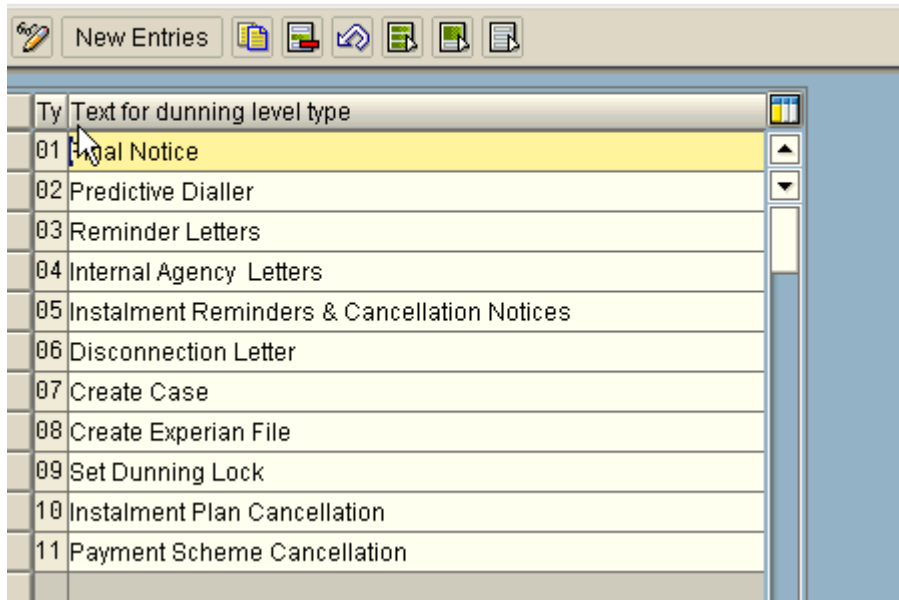
Display IMG

Existing BC Sets | BC Sets for Activity | Activated BC Sets for

Structure

- SAP Customizing Implementation Guide
 - Activate Business Functions
 - SAP NetWeaver
 - Enterprise Structure
 - Cross-Application Components
 - Financial Accounting (New)
 - Financial Accounting Global Settings (New)
 - General Ledger Accounting (New)
 - Accounts Receivable and Accounts Payable
 - Contract Accounts Receivable and Payable
 - Organizational Units
 - Basic Functions
 - Business Transactions
 - Define Alternative Currencies
 - Security Deposits
 - Payments
 - Automatic Clearing
 - Interest Calculation
 - Dunning
 - Define Charge Categories for Dunning
 - Define Document Types for Dunning Charge Categories
 - Configure Charge Schedules for Dunning Procedure
 - Define Specifications for Interest on Arrears
 - Configure Dunning Activities
 - Define Dunning Lock Reasons
 - Define Time-Dependent Creditworthiness Weightings
 - Define Execution Variants for Dunning Proposal Run
 - Dunning by Dunning Procedure
 - Define Dunning Procedure Categories
 - Define Dunning Level Categories

Change View "Dunning Level Categories": Overview

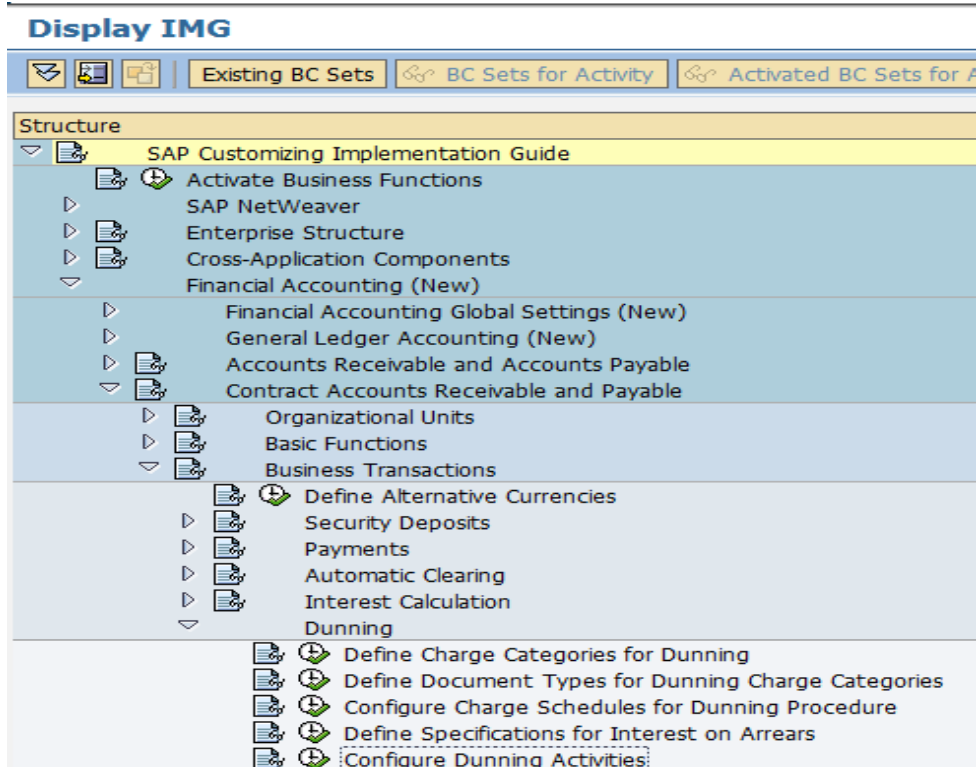


Ty	Text for dunning level type
01	Legal Notice
02	Predictive Dialler
03	Reminder Letters
04	Internal Agency Letters
05	Instalment Reminders & Cancellation Notices
06	Disconnection Letter
07	Create Case
08	Create Experian File
09	Set Dunning Lock
10	Instalment Plan Cancellation
11	Payment Scheme Cancellation

Configure Dunning Activities

Key representing an activity that is carried out in connection with the creation of a dunning notice. You assign these activities to the individual dunning levels of a dunning procedure in Customizing. When you come to print dunning notices, etc. the system then accesses those function modules defined for each activity for each dunning level within a dunning procedure.

SPRO -> Financial Accounting → Contract Accounts Receivable and Payable → Business Transactions → Dunning → Configure Dunning Activities



Display IMG

Existing BC Sets | BC Sets for Activity | Activated BC Sets for A

Structure

- ▼ SAP Customizing Implementation Guide
 - ▶ Activate Business Functions
 - ▶ SAP NetWeaver
 - ▶ Enterprise Structure
 - ▶ Cross-Application Components
 - ▼ Financial Accounting (New)
 - ▶ Financial Accounting Global Settings (New)
 - ▶ General Ledger Accounting (New)
 - ▶ Accounts Receivable and Accounts Payable
 - ▼ Contract Accounts Receivable and Payable
 - ▶ Organizational Units
 - ▶ Basic Functions
 - ▼ Business Transactions
 - ▶ Define Alternative Currencies
 - ▶ Security Deposits
 - ▶ Payments
 - ▶ Automatic Clearing
 - ▶ Interest Calculation
 - ▼ Dunning
 - ▶ Define Charge Categories for Dunning
 - ▶ Define Document Types for Dunning Charge Categories
 - ▶ Configure Charge Schedules for Dunning Procedure
 - ▶ Define Specifications for Interest on Arrears
 - ▶ **Configure Dunning Activities**

Actions to be performed within the dunning level, e.g. creation of reminder notice, deactivating installment plan, generate disconnection document.

Change View "Define Dunning Activities": Overview

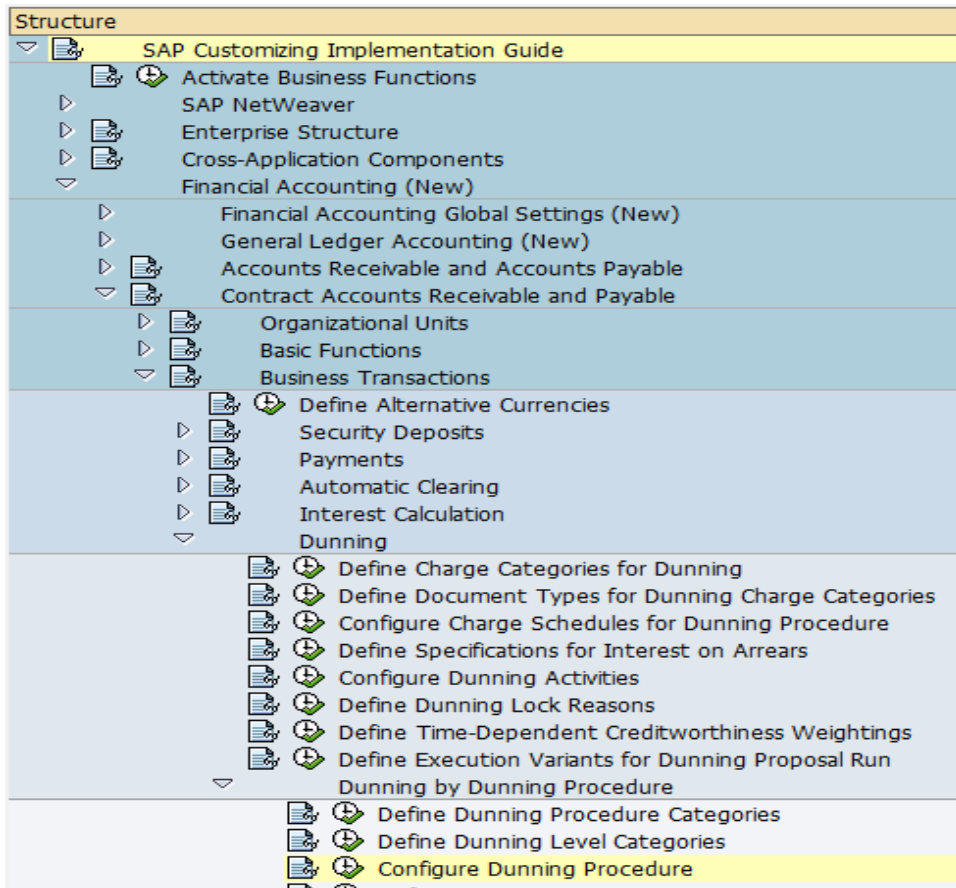
Act.	Name of Activity	AC	Function Module	D
0006	Release for Submission to External Collection Agen...	01	FKK_COLL_AGENCY_RELEASE_0350	
0007	Recall Document Item from Collection Agency	01	FKK_RECALL_FROM_AGENCY_0350	
R001	Dunning printout	01	ISU_DUNNING_PRINT_REMIND_03...	
R002	Generate disconnection document	01	ISU_DUNNING_BLOCK_DEVICE_03...	
R003	Deactivate installment plan	01	ISU_DUNNING_DEACT_INSTPL_03...	
R004	Print Dunning Form Using Correspondence Contain...	01	ISU_DUNNING_PR_CORR_CONT_03...	
R005	Generate Request for Cash Security Deposit	01	ISU_CREATE_NEW_SEC_REQUE_03...	
R006	Cash Security Deposit After Two Device Disconne...	01	ISU_NEW_SEC_REQ_AFT_DISC_03...	
R007	Deactivate Loan	01	ISU_DUNNING_DEACT_LOAN_0350	
R008	Dunning printout dependent on credit rate	01	ISU_DUNNING_PRINT_REMIND_03...	
R009	Dunning printout dep. on credit rate with print co...	01	ISU_DUNNING_PR_CORR_CONT_03...	
RCAL	Call list from dunning procedure	01	FKK_SAMPLE_0350_TEL_ITEM	
T001	Dunning printout	01	ISU_DUNNING_PRINT_REMIND_03...	
T002	Block telephone number via dunning run	01	IST_DUNNING_BLOCK_DEVICE_03...	
TCAL	Call list from dunning procedure	01	FKK_SAMPLE_0350_TEL_ITEM	

Configure Dunning Procedure

In this activity you define dunning procedures. Each dunning procedure holds a set of attributes, which controls how the group of open items are dunned and what follow on activities, are triggered.

Defined procedure that determines how business partners can be dunned. For every dunning procedure, you need to define the number of dunning levels, dunning frequency, minimum amounts and dunning activities. Firstly you define dunning procedures, and then assign dunning levels to each individual dunning procedure. The dunning levels basically determine the dunning interval, the charge schedule used for determining the dunning charges, and how interest is calculated and posted. In addition, you must define currency-dependent amount limits and dunning activities for every dunning level

SPRO -> Financial Accounting -> Contract Accounts Receivable and Payable -> Business Transactions -> Dunning -> Dunning by Dunning Procedure -> Configure Dunning Procedure



Change View "Dunning Procedure": Overview

Change View "Dunning Procedure": Overview

Dialog Structure

- Dunning Procedure
 - Dunning Levels
 - Amount Limits
 - Dunning Activities
 - Interest Minimums

D...	Text
01	Dunning Procedure 01
02	Alternative Procedure for Dunning Installments
03	IS-U Dunning procedure - submission to coll. ag.
04	IS-U Dunning procedure 04 dep. on credit rate
C1	IS-T Immediate Disconnection
DP	Dunning Procedure (Two Steps)
G1	IS-T Dunning procedure business customer
L1	IS-T Dunning procedure Call List
P1	IS-T Dunning procedure private customer
S1	IS-T Dunning procedure - submission to coll. ag.
T7	IS-T Dunning procedure 3 level
U1	IS-U DP, 3 Levels (US calendar)
U2	IS-U DP, Immediate Disconnection (US calendar)
U3	IS-U DP, Submit to Collection Agency (US calendar)
U4	IS-U DP, Dependent on credit rating (US calendar)
X1	IS-U Dunning procedure Call List
Y3	IS-T Dunning procedure 3 level

Define Dunning Lock Reasons

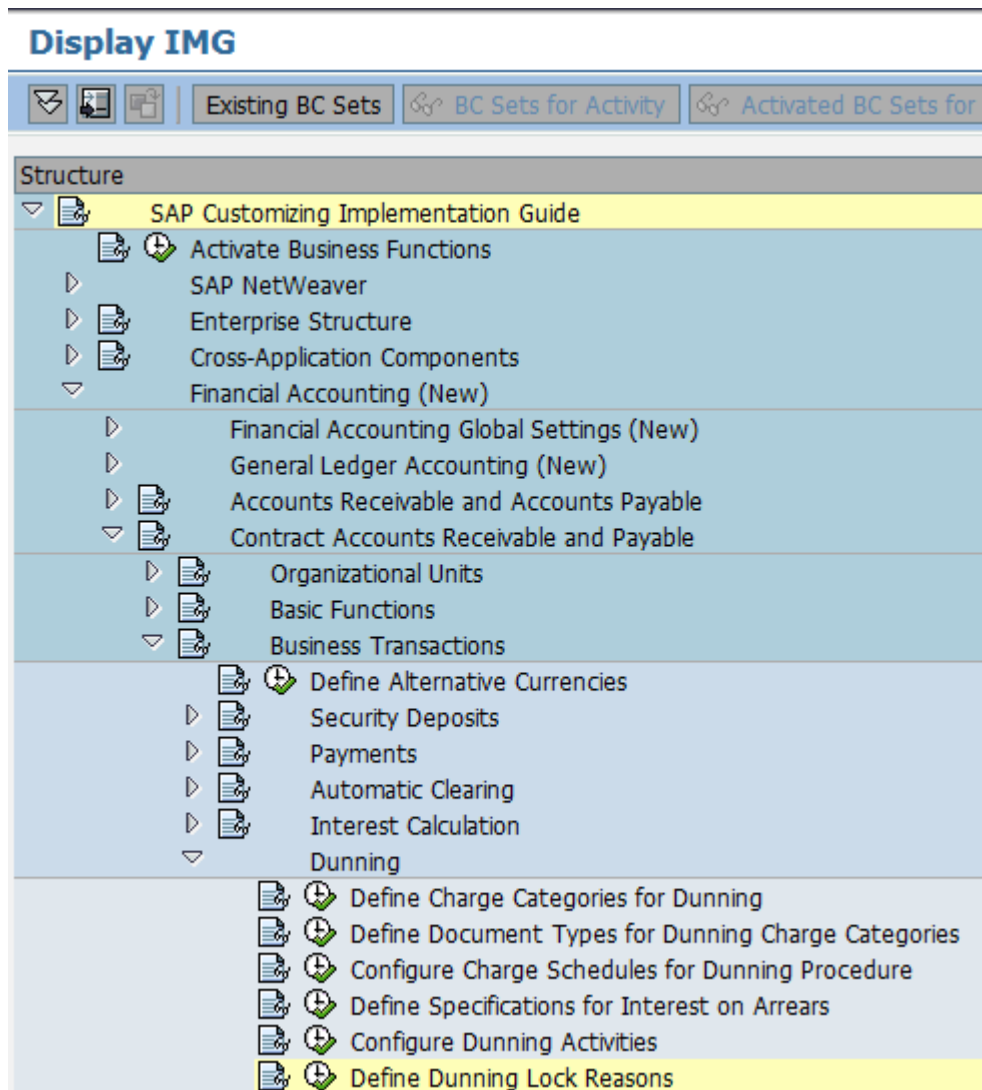
Key under which a reason for blocking an open item from being dunned is defined.

If you allocate a dunning block, items which are due for dunning will be subject to restricted dunning or not dunned at all when the dunning program is run.

Line items blocked from dunning are not subject to the minimum/maximum amount check, neither do they change dunning level for as long as they are blocked.

You define the dunning block in the contract account master record at contract account/business partner level. You can also block individual items for dunning. When you do this, you enter the dunning reason in the relevant line item.

SPRO ->Financial Accounting → Contract Accounts Receivable and Payable → Business Transactions → Dunning Notices → Define Dunning Lock Reasons



Change View "Dunning Settings - Dunning Block Reasons": Overview

Dunning Settings - Dunning Block Reasons	
Dunn.	Name
1	<input type="checkbox"/> Items for clarification
I	<input type="checkbox"/> Submitted to External Collection Agency

Creation of Dunning Proposal

Use transaction FPVA to create Dunning Proposal. A dunning proposal consists of the items that have been grouped for dunning notices. Once dunning proposal run is successfully created, next step is to perform Dunning Activity Run.

Program run Edit Goto Environment System Help

Dunning Proposal

Schedule Program Run

Run ID	Run Status	Interval Status
Date ID: 09.05.2012 Identification: ISI3	Parameter: Saved Program Run: Not Scheduled	Number: 1 Ready: 0

General Selections | Dunning Parameters | Technical Settings | Logs

Business Partner: BJ0601A004 to [] [Preselection]

Contract Account: BJ0601A004 to [] [Preselection]

Contract: [] to [] [Preselection]

Company Code: U300 to [] [Preselection]

Custom Selections: No Custom Selections Defined

Program run Edit Goto Environment System Help

Dunning Proposal

Schedule Program Run

Run ID	Run Status	Interval Status
Date ID: 09.05.2012 Identification: TST3	Parameter: Saved Program Run: Not Scheduled	Number: 1 Ready: 0

General Selections | **Dunning Parameters** | Technical Settings | Logs

Date of issue: 09.05.2012
 Payments Considered To:
 Net Due Date: To:
 Dunning Procedure: to:
 Execution Variant:
 Reconcil. Key: 12130TST3

BRF Trace (Dunning by Collection Strategy)
 Trace Active
 Days Until Trace Deleted: 30

Other Activities
 Start Current Run

In the Technical Settings, set Object as GPART (Business Partner) :

Program run Edit Goto Environment System Help

Dunning Proposal

Schedule Program Run

Run ID	Run Status	Interval Status
Date ID: 09.05.2012 Identification: TST3	Parameter: Saved Program Run: Not Scheduled	Number: 1 Ready: 0

General Selections | **Dunning Parameters** | **Technical Settings** | Logs

Parallel processing object
 Object: GPART Variant:

Load Distribution
 Automatic Load Distribution
 Number of jobs: 1
 Explicit Load Distribution

Targ.Host	No. J...
<input type="text"/>	<input type="text"/>

Program run Edit Goto Environment System Help

Dunning Proposal

Schedule Program Run

Run ID	Run Status	Interval Status
Date ID: 09.05.2012	Parameter: Saved	Number: 1
Identification: TSI3	Program Run: Not Scheduled	Ready: 0

General Selections Dunning Parameters Technical Settings Logs

Detail status

Parameters saved
 Update Run: Not Scheduled
 0 Jobs
 0 Completed 0 Terminated 0 Deleted
 Number of intervals to be processed: 1
 Intervals already fully processed: 0

Job Logs
 Application Log

Settings for application log

Problem Class: Additional Inform
 Expiry date: 09.05.2013
 Keep til expiry:

Program run Edit Goto Environment System Help

Dunning Proposal

Schedule Program Run

Run ID	Run Status	Interval Status
Date ID: 09.05.2012	Parameter: Saved	Number: 1
Identification: TSI3	Program Run: Not Scheduled	Ready: 0

General Selections Dunning Parameters Technical Settings Logs

Business Partner
 Contract Account
 Contract
 Company Code

Custom Selections No Custom Selections Defined

Schedule Job

Job Scheduling

Background - Start Immediate
 Background - Scheduled

Date: 09.05.2012 Time: 08:35:00

OK Cancel

Job List Edit Goto Settings System Help

Business Process Analysis and Case Generation

Message Preparation Preparation Cases Cases

Jobs

Business Process DUNNACT Dunning Activities
 Transaction FPVA Dunning Proposal
 User Sachin Thadani

PSt	Job	External Job Number	Mode	Interval	Incorr.Obj.	Succ. Obj.	Proc. Obj.	Error	Informat.	Total	Start Date	Start Time	Stat	Cases
00	100017598	MAHN 20120509 TST3		1	0	1	1	0	19	22	09.05.2012	08:35:11		0

Job List Edit Goto Settings System Help

Business Process Analysis and Case Generation

Message

All Messages

Business Process DUNNACT Dunning Activities
 Transaction FPVA Dunning Proposal
 User Sachin Thadani
 Job 100017598
 External Run ID MAHN 20120509 TST3
 Log Date 09.05.2012

Name	Object Key	MC ID	No.	Message Text	LTxt	BObj.
		>3	535	FICA Dunning Proposal Run		
		>3	535	09.05.2012 TST3		
		>6	372	Computer deutedc00, job name MAHN20120509TST3 001, job count 08351100		
		>3	248	Job no. 001, reconciliation key 12130TST3 AA		
		>6	378	Job started as update run		
		>6	354	Mass activity started: Interval 1 from 0000005040 to ZZZZZZZZZZ, activity type MAHN		
FI-CA Dunning	PJ0601A004	EMMA	11	Start business process Dunning Proposal for FI-CA Dunning PJ0601A004 in business process area DUNN		
FI-CA Dunning	PJ0601A004	>3	226	1 dunning group(s) created		
FI-CA Dunning	PJ0601A004	>W	17	1 Dunning notice created with collection step Z002 (collect. strategy)		
		00	18	COMMIT successful		
		MASSACT	101	Selected Item Groups 1		
		MASSACT	101	Selected Items 1		
		MASSACT	102	Accounts with Dunning Lock 0		
		MASSACT	102	Accounts with Posting Lock 0		
		MASSACT	101	Dunning Groups to be Checked 1		
		MASSACT	102	Groups w/o Main Receivable 0		
		MASSACT	101	Dunning Notices in Dunn. Prop. 1		
		>U	189	***** Statistics *****		
		>W	54	Statistic: CS CUR Amount Number		
		>W	52	Statistic: Z002 USD 1.000,00 1		
		>3	535	FICA Dunning Activity Run		
		>3	535	09.05.2012 TST3		

Program run Edit Goto Environment System Help

Dunning Proposal

Dunning History
Del. Dunn. Proposal
Dunning Activity Run

Run ID: Date ID: 09.05.2012, Identification: IST3
Run Status: Parameter: Saved, Program Run: Completed
Interval Status: Number: 1, Ready: 1

General Selections | Dunning Parameters | Technical Settings | Logs

Business Partner: PJ0601A004 to [] Preselection
Contract Account: PJ0601A004 to [] Preselection
Contract: [] to [] Preselection
Company Code: U300 to []

Custom Selections: No Custom Selections Defined

Program Edit Goto System Help

Display Dunning History

Display dunning history

Business Partner: [] to []
Contract Account: [] to []
Contract: [] to []
Contract Acct Group: [] to []
Contract Group: [] to []
Company Code Group: [] to []
Date ID: 09.05.2012 to []
Identification: IST3 to []
Dunning counter: [] to []
Dunning Procedure: [] to []
Dunning level: [] to []
Collection Step: [] to []
Collection Strategy: [] to []
Selection by Print Date: []
 Display Reversed Dunning Not.
 Read Details

Display variant for header: /CAN
Display variant for line item: 1SAP
Dunning Reductions Disp. Var.: /SK1
Maximum No. of Hits: []

List Edit Goto Settings System Help

Dunning History: Overview

Choose Save BRF Trace

Date ID	Ident.	BPartner	Contract Acct	Text for Business Partner	St.	Coll. St.	Date of iss.
09.05.2...	TST3	PJ0601A004	PJ0601A004	Susan Miller / 17 Independence Avenue / Boston MA...	ZC	Z002	09.05.2012
Currency USD							

Dunning Activity Run

Program run Edit Goto Environment System Help

Dunning History
Del. Dunn. Proposal
Dunning Activity Run

Dunning Proposal

Run ID
Date ID: 09.05.2012
Identification: TST3

Run Status
Parameter: Saved
Program Run: Completed

Interval Status
Number: 1
Ready: 1

General Selections | Dunning Parameters | Technical Settings | Logs

Business Partner: PJ0601A004 to [] [Preselection]

Contract Account: PJ0601A004 to [] [Preselection]

Contract: [] to [] [Preselection]

Company Code: U300 to [] [Preselection]

Custom Selections: No Custom Selections Defined

Dunning Activity Run

Run ID
Date ID: 09.05.2012
Identification: TST3

Run Status
Parameter: Saved
Program Run: Completed

Interval Status
Number: 1
Ready: 1

General Selections | Technical Settings

For dunning proposal
Date ID: 09.05.2012
Identification: TST3

Type of Run
 Simulation run

Copy Run Parameters

Source
Date ID: 09.05.2012
Identification: TST3

Destination
Date ID: 09.05.2012
Identification: TST5

Dunning Activity Run

Run ID Date ID: 09.05.2012 Identification: TST5	Run Status Parameter: Saved Program Run: Not Scheduled	Interval Status Number: 1 Ready: 0
--	---	---

General Selections | **Technical Settings** | **Logs**

Parallel processing object
 Object: GPART Variant: Variant Maint.

Load Distribution
 Automatic Load Distribution
 Number of jobs: 1
 Explicit Load Distribution

Targ.Host	No. J..

Dunning Activity Run

Dunning Activity Run

Run ID Date ID: 09.05.2012 Identification: TST5	Schedule Job Job Scheduling <input checked="" type="radio"/> Background - Start Immediate <input type="radio"/> Background - Scheduled Date: 09.05.2012 Time: 08:45:00
--	---

General Selections | **Technical Settings**

For dunning proposal
 Date ID: 09.05.2012
 Identification: TST3

Type of Run
 Simulation run

OK Cancel

Dunning Activity Run

Run ID

Date ID: 09.05.2012
 Identification: TSI5

Run Status

Parameter: Saved
 Program Run: Completed

Interval Status

Number: 1
 Ready: 1

General Selections | Technical Settings | **Logs**

Detail status

Parameters saved
 Update Run: Completed
 1 Job
 1 Completed 0 Terminated 0 Deleted
 Number of intervals to be processed: 1
 Intervals already fully processed: 1

Job Logs
 Application Log

Settings for application log

Problem Class: Additional Infor...
 Expiry date: 09.05.2013
 Keep til expiry:

Business Process Analysis and Case Generation

All Messages

Business Process: DUNNACT Dunning Activities
 Transaction: FPVB Dunning Activity Run
 User: Sachin Thadani
 Job: 100017629

Name	Object Key	M	ID	No.	Message Text	LTxt	BObj.
			>6	378	Job started as update run		
			>6	354	Mass activity started: Interval 1 from 0000005040 to ZZZZZZZZZZ, activity type MAKT		
FL-CA Dunning	20120510TST12 PJ0601A004PJ0601A004_000001		EMMA	11	Start business process Dunning Activities for FL-CA Dunning 20120510TST12 PJ0601A004PJ0601A004_000001 in business process area		
FL-CA Dunning	20120510TST12 PJ0601A004PJ0601A004_000001		EK	378	Business partner PJ0601A004 contract account PJ0601A004		
FL-CA Dunning	20120510TST12 PJ0601A004PJ0601A004_000001		>3	265	Charge 1: 5.00 USD		
FL-CA Dunning	20120510TST12 PJ0601A004PJ0601A004_000001		EK	318	No interest was calculated		
FL-CA Dunning	20120510TST12 PJ0601A004PJ0601A004_000001		EK	302	Form ZIS U_DUNNING_W_RED is being printed		
			>6	355	Mass activity: Interval 1 from 0000005040 to ZZZZZZZZZZ, activity type MAKT no. errors		
			>6	366	Mass activity tested for 1 cases		
			>6	367	Mass activity for 1 cases actually carried out		
			MASSACT	101	Selected Dunning Notices 1		
			MASSACT	101	Successful Dunning Notices 1		
			MASSACT	102	Dunning Notices with Errors 0		
			>2	998	I Dunning stats		
			>2	998	I DP DL CUR Amount Number Form		
			>2	998	I 00 USD 1.000,00 1 ZIS U_DUNNING_W_RED		

Check the Spool for the Dunning Notice being generated:

Ms. Susan Miller

<Address>

Date
11.05.2012
Clerk

Telephone no.

Fax

Your customer number

PJ0601A004

Dear Ms. Miller,

Outstanding items:

Description	Amount	Due date	
Misc. posting	1.000,00	02.05.2003	
		Dunning charge:	5,00

Total:	1005,00		

Please pay 1005,00 USD within the next 10 days

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For more information, visit the [ABAP homepage](#)

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