

Original Article

# Intelligent Automation with SAP S/4 HANA Situation Handling for Cash Management

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**Abstract** - Situation Handling is an integrated automation capability in SAP S/4 Hana. It's a framework that automatically detects, tracks, and informs about issues in your business that require the attention of the right experts in the area. It supports businesses in effectively handling all kinds of issues in various modules of SAP S/4 Hana. All situations are tracked and analyzed with the Intelligent Situation Automation service built on SAP BTP for business insights and solution automation. This can be implemented with the SAP Treasury Cash Management module to detect any business-critical error related to Bank communication via SAP multi-bank connectivity.

The user can be notified about the situation via channels supported by the notification framework: Notification on SAP Fiori launchpad, email, or native notification on a mobile device.

Components:

A: Situation title

B: Situation description

C: Date of occurrence

**Keywords** - Intelligent automation, Situation Handling, S/4 HANA.

## 1. Introduction

Every day, organizations all over the world face an ever-changing range of issues and challenges across key areas of the business, from supply chain holds that lead to manufacturing disruptions to delayed delivery that upsets customers and late payment of invoices that lead to cash flow difficulties.

How business deals with these situations will have a direct impact on process efficiency, financial performance, customer satisfaction, and employee productivity.

Situation Handling in SAP S/4 Hana can help businesses proactively get the alerts and work towards a faster resolution. It supports businesses in handling all kinds of issues in SAP S/4 Hana. Below are the FIORI apps used in situation handling.

- Manage situation type app.
- Monitor situations app.
- Manage teams and responsibilities app.

Situation Handling in SAP S/4 HANA- Standard and Extended Framework

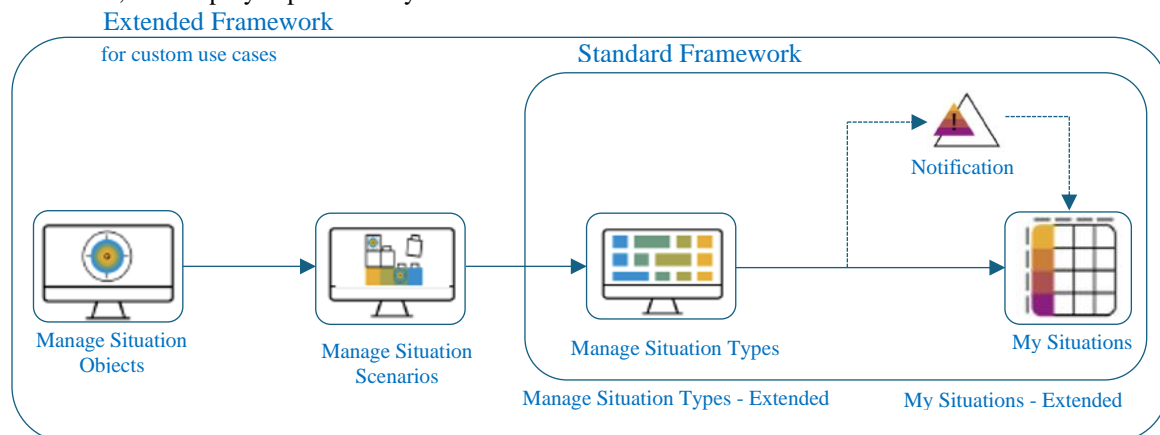


Fig. 1 SAP Framework



## 2. Capabilities

Below are the key business benefits of Situation Handling Automation.

- Gain Efficiency through the automatic detection of urgent issues.
- Faster resolution by automatic notification to the users.
- Enable users to act immediately to prevent issues.
- Monitor situations and collect data for further

processing and automation.

- Helps continuously optimize business processes.

Listed below are the Use Cases for SAP Treasury Cash management, which can help get the alert for failed payments, rejected payments, payment batch timeout errors and delayed messages in SAP multi-bank connectivity.

Situation Template	Situation Template ID
Bank Accounts Revisions to Be activated	FIN_BANKACCOUNTREVTOTOBEPROCESSED
House Bank Account to be Checked (Deprecated)	FIN_CLOSEDACCOUNTINPAYCONFIG
Bank Message Requires Manual Processing	FIN_MBC_BANK_MESSAGE_MANPROC
No MBC Status Received for Bank Message	FIN_MBC_BANK_MESSAGE_NO_MBCSTAT
Payment Batch Status Check	FIN_BCM_BATCH_STATUS_CHECK
Payment Batch Rejected	FIN_BCM_BATCH_REJECTED
Payment Batch partially Rejected	FIN_BCM_BATCH_PARTIALLY_REJECTED
Payment Medium Creation Error	FIN_BCM_FILE_CREATION_ERROR
Payment Batch Timeout	FIN_BCM_TIMEOUT

Intelligent Situation Automation service on SAP BTP

### Intelligent Situation Handling and Automation Concept\*

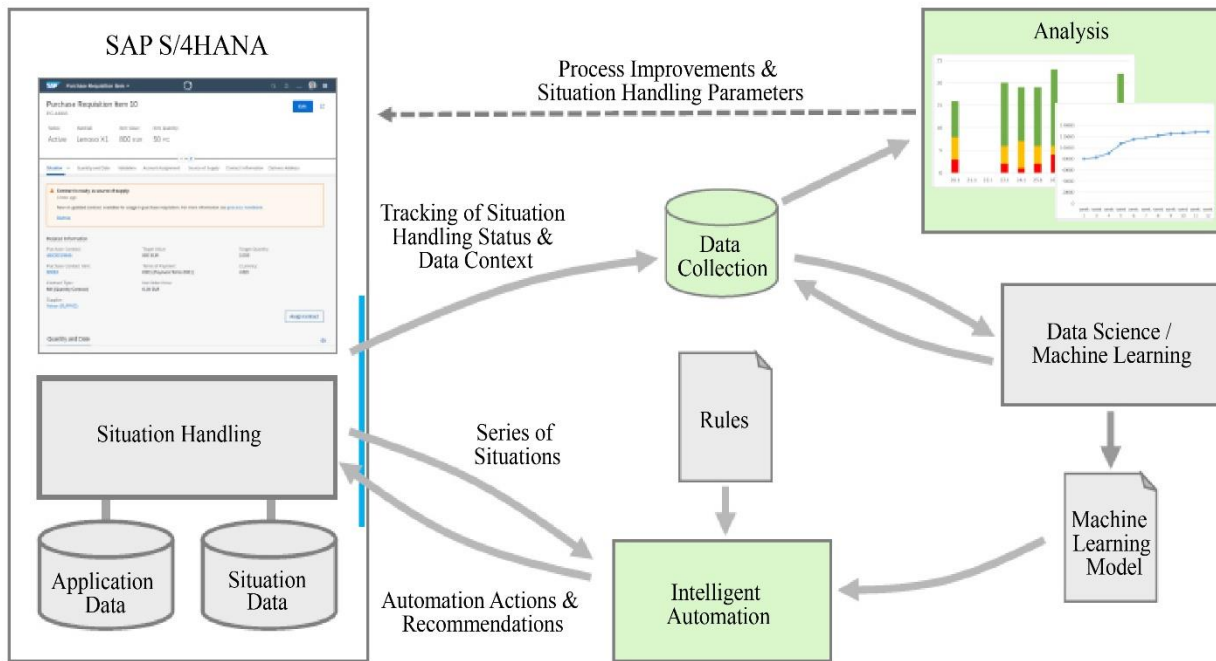


Fig. 2 Design architecture

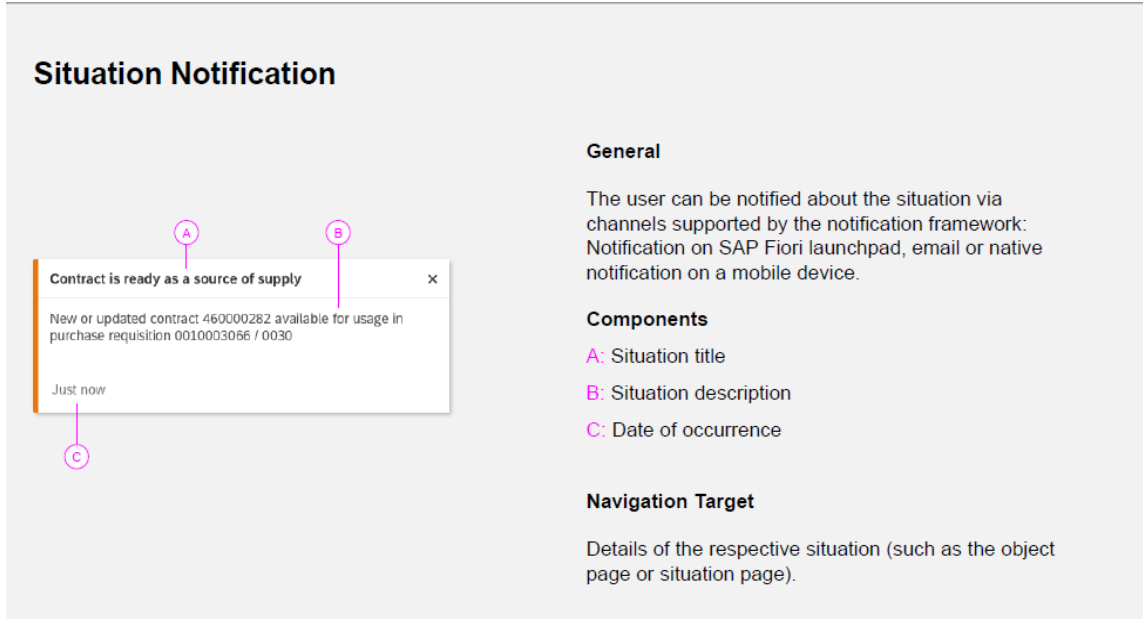


Fig. 3 Notification details

Situation Handling - Resolve Issues Requiring Attention

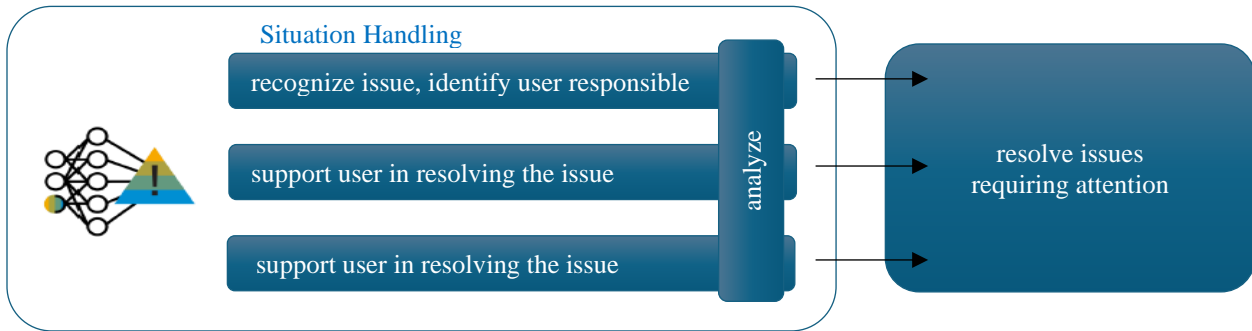


Fig. 4 Example of alert

Below are the steps to activate situation Handling in S/4 Hana.

- Step 1: Activate Business Functions
- Step 2: Assign Authorization Role
- Step 3: Create Situation Catalogue
- Step 4: Define Situation Type
- Step 5: Configure Filter Categories
- Step 6: Define Filter Object Types
- Step 7: Create Situation Template
- Step 8: Define Actions
- Step 9: Assign Actions to Situation type
- Step 10: Activate Situation Handling

**3. Conclusion**

Intelligent Situation Handling is a great tool to support end users.

- Identify urgent and important issues across applications
- Bring situations to the right groups of users
- Enable the user to make the right decision

Enable problem analysis, automation, and machine learning.

- Data collection and analysis, process improvements
- Rule-based automation
- Machine learning

Activating these tools in SAP treasury Cash Management helps resolve numerous issues that are extremely business-critical.

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