

Integrating SAP Commerce, Financial Services Accelerator with SAP for Insurance



Document History

Version	Date	Change
1.0	2018-08-31	First version
2.0	2019-07-31	Enhanced version for integration of SAP Commerce, financial services accelerator with Policy Management in SAP S/4HANA, Business Partner in SAP S/4HANA and SAP Quotation and Underwriting for Insurance
2.0.1	2019-09-20	New Chapter 7.6 (SAP Digital Payments Add-On)
2.1.0	2020-03-06	Minor changes in chapters 4.2.3 and 6.2.3
3.0	2020-10-07	New scenario <i>Change Business Quote-to-Cash by Insurance Customer</i> described in chapter 4 (Business Scenario "Change Business Quote-to-Cash by Insurance Customer")
3.1	2021-02-24	Updates in "Change Business Quote-to-Cash by Insurance Customer" scenario with payment method "Invoice" and the business transactions "Add Additional Driver", "Remove Coverage"
3.2	2021-10-13	New Chapter 6 for Claims Management integration Minor updates in the value mapping chapters 2.5.2 Version-Dependent Mapping and 2.5.3 Version- and Context-Dependent Mapping

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1 Introduction

You can connect the customer portal SAP Commerce, financial services accelerator to the SAP for Insurance back-end systems Policy Management in SAP S/4HANA (FS-PM), Claims Management in SAP S/4HANA (FS-CM) and SAP Product, Quotation and Underwriting Management (FS-PRO/FS-QUO) as well as to Business Partner in SAP S/4HANA (BP).

For this purpose, SAP Commerce provides the Financial Services Accelerator (FSA). The connection between SAP Commerce and the back-end systems is enabled by integration flows (iFlows) and value mappings provided as artifacts in the integration package *SAP Commerce, financial services accelerator integration with SAP for Insurance* in SAP Cloud Integration, available in SAP API Business Hub (<https://api.sap.com>).

This guide is aimed at technical experts or technical consultants and describes the following:

- Which general prerequisites must be fulfilled for all business scenarios (section 2: Prerequisites)
- Which iFlows are implemented in SAP Cloud Integration for business scenario "New Business Quote-to-Cash by Insurance Customer" and which configuration steps are required in the systems involved to use the relevant business scenario (section 3: Business Scenario "New Business Quote-to-Cash by Insurance Customer")
- Which iFlows are implemented in SAP Cloud Integration for business scenario "Change Business Quote-to-Cash by Insurance Customer" and which configuration steps are required in the systems involved to use the relevant business scenario (section 4: Business Scenario "Change Business Quote-to-Cash by Insurance Customer")

2 Prerequisites

This section describes the system requirements and the general configuration steps that are a prerequisite for the configuration of each business scenario.

2.1 System Landscape

2.1.1 Systems Required

You must set up the following systems:

SAP Commerce, financial services accelerator (FSA)

SAP Commerce, financial services accelerator enables insurance companies and other financial service providers to quickly and effectively implement and develop multichannel consumer experience.

For more information, see [SAP Commerce, Financial Services Accelerator](#).

SAP Cloud Integration

SAP Cloud Integration helps you to connect cloud and on-premise applications with other SAP and non-SAP cloud and on-premise applications.

For more general information, see [SAP Cloud Integration](#).

For more information about operating and monitoring CPI, see [Operating and Monitoring Cloud Integration](#) including all subchapters.

SAP Open Connectors

You must configure SAP Open Connectors to enable the integration with SAP Commerce. However, SAP Open Connectors is not part of the graphical overview in sections 3.1 (Overview of New Business) and 4.1 (Overview of Change Business).

SAP Product, Quotation and Underwriting Management (FS-PRO and FS-QUO)

SAP Product, Quotation and Underwriting Management consists of:

- Quotation and Underwriting (FS-QUO)
FS-QUO allows customers to manage the full quotation and underwriting lifecycle, including application data capture, qualification, rating, quotation management, and automated and manual underwriting.
- Product Lifecycle Management (FS-PRO)

For more information, see [SAP Product, Quotation and Underwriting Management](#).

Note:

There are no FS-PRO-specific configuration steps required for the integration with SAP Commerce. If you use FS-PRO as your product engine, you only have to set up the standard configuration.

SAP S/4HANA

- Policy Management (FS-PM)
Policy Management in SAP S/4HANA manages the whole life cycle of insurance contracts, starting from the creation of an application, through policy issuance and ongoing contract maintenance, up to the termination of the contract.
- Claims Management (FS-CM)
Claims Management in SAP S/4HANA enables you to automate and manage the entire claims process, from first notification of loss to claims adjustment and financial reporting.
- Business Partner (BP)
The Business Partner component in SAP S/4HANA manages natural or legal persons with whom business relationships are maintained. Insurance policies and contracts can relate to business partners in their role as policyholder, insured persons, and premium payers.
- Collections and Disbursements (FS-CD)
With Collections and Disbursements (FS-CD), you can perform all collection and disbursement-related tasks across different lines of business.
- Master Data Governance (MDG)
For general information, see [Master Data Governance](#).

SAP Digital Payments

For general information, see [SAP Digital Payments Add-On](#).

2.1.2 Releases Supported and Required

The following releases (or higher) are required for the integration of SAP Commerce, financial services accelerator with SAP for Insurance:

- SAP Commerce, financial services accelerator (FSA), 2108
- SAP Cloud Integration, integration package *SAP Commerce financial services accelerator integration with SAP for Insurance*, 3.2.0
- SAP Open Connectors 2.12.3
- SAP Product, Quotation and Underwriting Management 2021
- SAP S/4HANA 2021

2.2 Configuring SAP Open Connectors

For all generic configuration steps, see [Configuration](#).

2.2.1 Connecting SAP Open Connectors to SAP Cloud Integration Tenant

To connect SAP Open Connectors to the SAP Cloud Integration tenant, proceed as follows:

1. Get the access data (URL, user, password) from your SAP Cloud Appliance Library administrator.
2. Enter the URL.
3. Enter the user name and password and choose [Login](#).

Note:

If you have a valid URL from a trusted source, you can ignore the security warning in the browser.

4. Choose [Subaccount Dashboard](#) -> [Add](#).
5. Enter the account details.
6. Save your data.
7. Check the status of the new account in the [Status](#) column. The connection status must be [Operational](#).

2.2.2 Access Control

To expose backend resources such as SOAP services and remote function modules (RFM) you have to perform the steps described in the following subchapters.

2.2.2.1 HTTP Connections

Recommendation: Use the protocol **HTTPS** and the principal type **X.509 (General Usage)** for the following http connections.

- Create a Cloud to On-Premise virtual host for **SAP S/4HANA** and configure the [Resources](#) section. Ensure that the following services can be accessed (e.g. via a generic URL Path):
 - /PM0/ABT_SVC_NBQUOTE_CALCULATE
 - BUSINESSPARTNERSUITEBULKREPLIC
 - /PM0/UKM_E_GET
 - /PM0/UKM_E_ADD
- Create a Cloud to On-Premise virtual host for **SAP Product, Quotation and Underwriting Management** and configure the [Resources](#) section.

Ensure that the following product web services can be accessed (e.g. via a generic URL Path):

- o autoCreateAndUnderwriteQuotationWS
- o issuePolicyWS
- Create a Cloud to On-Premise virtual host for **SAP Commerce FSA** and configure the [Resources](#) section. Ensure that the following services can be accessed (e.g. via a generic URL Path):

- o /oauth/token
- o /policies/relevance
- o /InboundInsurancePolicy

For more information, see [Configure Access Control \(HTTP\) => Expose Intranet Systems](#).

2.2.2.2 RFM Connections

Recommendation: Use the protocol **RFC SNC** and the principal type **None** for the following RFM connections.

Create a *Cloud to On-Premise* virtual host for the RFC connection with SAP S/4HANA. Configure the [Resources](#) section with the following function modules:

- BAPI_BUPA_CENTRAL_CHANGE
- BAPI_BUPA_ADDRESS_CHANGE
- BAPI_BUPA_ADDRESSES_GET
- BAPI_BUPA_ADDRESS_ADD
- BAPI_BUPA_CREATE_FROM_DATA
- BAPI_BUPA_GET_NUMBERS
- BAPI_TRANSACTION_COMMIT
- BAPI_TRANSACTION_ROLLBACK
- BAPI_PCA_MASTER_CREATE
- BAPI_BUPA_PCARD_ADD
- BAPI_BUPA_PCARD_GETDETAILS
- /PM0/ABT_SVC_POL_READ
- BAPI_BUPA_BANKDETAIL_GETDETAIL
- BAPI_BUPA_CENTRAL_GETDETAIL
- ICL_CLAIM_DATA_RETRIEVE
- ICL_USER_GET_NAME_AND_ADDRESS
- ICL_HYBRIS_FNOL

For more information see [Configure Access Control \(RFC\)](#).

2.3 Configuring SAP BTP Account

2.3.1 Destinations

Destinations are required to enable iFlows to call certain RFC backend resources exposed in the SAP Open Connectors. To create a destination to the relevant SAP S/4HANA back-end system, proceed as follows:

1. Log into the SAP BTP cockpit.
2. Choose *Connectivity* -> *Destinations*.
3. Create a new destination of type *RFC*.

Note

Make sure to specify as host the virtual host that is configured as RFM connection in SAP Open Connectors (see section 2.2.2.2 RFM Connections).

For more information, see [Creating an RFC Destination](#).

2.3.2 Authorizations

For general information on how to configure the authorizations, see [Role-Based Authorization](#).

To authorize a user to call the tenant (using `HTTPS/basic` authentication), assign the role `ESBmessaging.send`.

2.4 Deploying Integration Content from SAP Cloud Integration

To deploy the integration package *SAP Commerce, financial services accelerator integration with SAP for Insurance*, proceed as follows:

1. Open the SAP Cloud Integration tenant web UI (for example, `https://<your SAP Cloud Platform Integration tenant URL>/itspaces`).
2. Select *All* to see all published integration packages.
3. Search for the *SAP Commerce, financial services accelerator integration with SAP for Insurance* integration package.
4. To copy the integration package from the catalog to your customer workspace, select the integration package tile and click *Copy*.

2.5 Value Mapping

For the value mapping from SAP Commerce, financial services accelerator to the back-end systems, SAP provides the artifacts *SAP Commerce to S4HANA Value Mapping*, *Policy Management in SAP S4HANA to SAP Commerce FSA Product Definition Sample Value Mapping Mapping* and *Value Mapping between SAP Claims Management and SAP Commerce* in the integration package *SAP Commerce, financial services accelerator integration with SAP for Insurance*.

These artifacts define the mapping from product definitions of SAP Commerce, financial services accelerator (FSA) to FS-PM and BP in SAP S/4HANA, and to FS-QUO.

The mapping consists of:

- static mappingLARS
- version-dependent mapping
- version-dependent and context-dependent mapping

2.5.1 Static Mapping

Agency	Identifier	Agency	Identifier	Usage
FSA	MainProduct	FSPM	Product_Engine	Required by SAP Cloud Integration to derive the Product_Base_ID in the proper way
FSA	PaymentFrequency	FSPM	PaymentFrequency	Mapping of the payment frequency defined in In-Force Business Configurator in FS-PM
FSA	GENDER_CD	FSPM	GENDER_CD	Mapping of the gender defined in BP
FSA	MARITALSTATUS_CD	FSPM	MARITALSTATUS_CD	Mapping of the marital status defined in BP
FSA	UnderwritingResult	FSPM	QUOTE_STATUS_CD	Mapping of the FS-QUO underwriting result
FSA	Make	FSPM	PRODUCER_ID	Mapping of the vehicle producer ID
FSA	Model	FSPM	MODEL_ID	Mapping of the vehicle model ID
FSA	Type	FSPM	VEHTYP_ID	Mapping of the vehicle type ID
FSA	MainProduct	FSPM	QUO_Product	Required by FS-QUO to assign the correct product definition
FSA	MainProduct	FSPM	QUO_Product_Version	Required by FS-QUO to assign the correct product version
FSA	MainProduct	FSPM	QUO_Agent_User	FS-QUO user to whom the quotation should be assigned. Note: Before you fill the mapping make sure that the user exists in FS-QUO.

Agency	Identifier	Agency	Identifier	Usage
FSA	RequestStatus	FSPM	QUOTE_STATUS_CD	Mapping of the Change Underwriting Status

2.5.2 Version-Dependent Mapping

The version-dependent mapping allows to define mapping entries which can differ in different product or software versions. iFlows with a value mapping require the configuration of the used version on FSA- and FS-PM side. During the iFlow configuration, the FSA version and the FS-PM version are defined in the `FSA_Version` or `FSPM_Version` attribute.

The example below shows how the version-dependent mapping for the "payment-frequency" works:

The screenshot shows a configuration interface for a value mapping between FSA_1907 (Code) and FSPM_1909 (Coverage_PM_ID). The mapping table is as follows:

FSA_1907, Code	FSPM_1909, Coverage_PM_ID
AUTO_TRAILER_LIABILITY_BRONZE	_ASCTRLT0000
AUTO_TPL_BRONZE	_ACVTPLI0000
AUTO_TPL_SILVER	_ACVTPLI0000
AUTO_ROADSIDE_ASSISTANCE_BRO...	_ACVRDAI0000
AUTO_ROADSIDE_ASSISTANCE_SILV...	_ACVRDAI0000

Usage:
ValueMap (Source agency, Source identifier, Source value, Target agency, Target identifier) = Target value;

Example:
ValueMap (FSA_1907, Code, AUTO_TRAILER_LIABILITY_BRONZE, FSPM_1909, Coverage_PM_ID) = _ASCTRLT0000;
ValueMap (FSPM_1909, Coverage_PM_ID, _ASCTRLT0000, FSA_1907, Code) = AUTO_TRAILER_LIABILITY_GOLD;

This mapping is used when the IFlow is configured as follows:

- FSA_VERSION: 1907
- FSPM_VERSION: 1909

The version number can be any arbitrary number. However, the version used in the iFlow configuration and the used agency suffix in the value mapping must correspond.

Agency	Identifier	Agency	Identifier	Usage
FSA_<Version>	MainProduct	FSPM_<Version>	Policy_PM_ID	Derives the FS-QUO Product_Base_id for the <i>Policy</i> entity
Example: 1907 => Agency used for mapping: FSA_1907		Example: 1909 => Agency used for mapping: FSPM_1909		
FSA_<Version>	MainProduct	FSPM_<Version>	Polpr_PM_ID	Derives the FS-QUO Product_Base_id for the <i>Contract</i> entity
FSA_<Version>	SelectedQuoteVariant	FSPM_<Version>	QUOTEVARIANT_CD	Quotation variant selected in FSA

Agency	Identifier	Agency	Identifier	Usage
FSA_<Version>	VehicleUsage	FSPM_<Version>	/MVA/USAGE_CD	Mapping of the usage ID
FSA_<Version>	InsuredObjectType	FSPM_<Version>	NamDrv_PM_ID	Derives the FS-QUO Product_Base_id for the <i>Named Driver</i> entity
FSA_<Version>	InsuredObjectType	FSPM_<Version>	Subject_PM_ID	Derives the FS-QUO Product_Base_id for the <i>Subject</i> entity
FSA_<Version>	MainProduct	FSPM_<Version>	Premium_PM_ID	Derives the FS-QUO Product_Base_id for the <i>Premium</i> entity
FSA_<Version>	Code	FSPM_<Version>	Coverage_PM_ID	Derives the FS-QUO Product_Base_id for the <i>Coverage</i> entity
FSA_<Version>	MainProduct	FSPM_<Version>	Premium_Payer_PM_ID	Derives the FS-QUO Product_Base_id for the <i>Premium Payer</i> entity
FSA_<Version>	MainProduct	FSPM_<Version>	Policyholder_PM_ID	Derives the FS-QUO Product_Base_id for the <i>Policyholder</i> entity
FSA_<Version>	DriverCategory	FSPM_<Version>	DRIVERCATEGORY_CD	Mapping of the driver category ID
FSA_<Version>	CAT_COVERAGE_Code_SelectedQuoteVariant	FSPM_<Version>	CAT_COVERAGE_PM_ID_QUOTE_VARIANT	Used to derive the FSA coverage code based on the template id and quotation variant
FSA_<Version>	QUOTEVARIANT_CD	FSPM_<Version>	QUOTEVARIANT_CD	Quotation variant selected in FSA
FSA_<Version>	CAT_POLICY_PM_ID	FSPM_<Version>	CAT_POLICY_PM_ID	Mapping of the used Produkt
FSA_<Version>	CAT_CONTRACT_PM_ID	FSPM_<Version>	CAT_CONTRACT_PM_ID	Mapping of the used Contract
FSA_<Version>	PAYFRQ_CD	FSPM_<Version>	PAYFRQ_CD	Mapping of the Payment Frequency
FSA_<Version>	TYPE_COVERAGE_PM_ID	FSPM_<Version>	TYPE_COVERAGE_PM_ID	Mapping of the used Coverage Typ (Main vs. Additional)
FSA_<Version>	ACTINACTST_CD	FSPM_<Version>	ACTINACTST_CD	Mapping of the Contract status
FSA_<Version>	CAT_COVERAGE_PM_ID	FSPM_<Version>	CAT_COVERAGE_PM_ID	Mapping of the used Coverage
FSA_<Version>	INCPAYMETHOD_CD	FSPM_<Version>	INCPAYMETHOD_CD	Mapping of the Premium Payment Method

Agency	Identifier	Agency	Identifier	Usage
FSA_<Version>	AUTO_INSURANCE_BRONZE_Type	FSA_<Version>	Discount_PM_ID	Mapping of vouchers and discounts
FSA_<Version>	AUTO_INSURANCE_Type	FSA_<Version>	Discount_PM_ID	Mapping of vouchers and discounts

2.5.3 Version- and Context-Dependent Mapping

The **version- and context-dependent mapping** is a more granular configuration level than the version-dependent mapping, but the version dependent mapping is a precondition to the **version- and context-dependent mapping** which means that the agency is defined in the same way.

The **version- and context-dependent mapping** allows to define an identifier as follows: The defined context is concatenated as a prefix to the attribute name. Usually the code/template ID of the related entity is used as the context.

The following first example should illustrate how the **version- and context-dependent mapping** of the identifier works:

- Mapping context: AUTO_COLLISION_COVERAGE_SILVER (code at coverage level)
- Attribute to be mapped: Type
- Resulting Identifier: AUTO_COLLISION_COVERAGE_SILVER_Type

Agency	Identifier	Agency	Identifier	Usage
FSA_<Version>	<Mapping context>_Type	FSPM_<Version >	Deductible_PM_ID	Used to derive the FS-QUO Product_Base_id for the <i>Deductible</i> entity
FSA_<Version >	<Mapping context>_Type	FSPM_<Version >	Limit_PM_ID	Used to derive the FS-QUO Product_Base_id for the <i>Limit</i> entity
FSA_<Version >	<Mapping context>_PAYFRQ_CD	FSPM_<Version >	<Mapping context>_PAYFRQ_CD	Mapping of the Payment Frequency

The following second example should illustrate how the **version- and context-dependent mapping** of the identifier works for the mapping context: AUTO_INSURANCE_SILVER (main product at contract level):

Agency	Identifier	Agency	Identifier	Usage
FSA_<Version>	<Mapping context>_Type	FSPM_<Version >	Discount_PM_ID	Used to derive the FS-QUO Product_Base_id for the <i>Discount</i> entity

2.6 Security

SAP Commerce, financial services accelerator (FSA) has to ensure that the replicated personal data from Policy Management is also archived, blocked, or deleted in one of the following ways:

- Via its own data protection mechanism
- Via the ILM Notification Framework

For more information, see the security guide of [SAP S/4HANA, Implement -> Security Guide ->Policy Management -> Data Protection and Privacy -> Deletion of Personal Data -> ILM Notifications for Personal Data in Connected Systems](#).

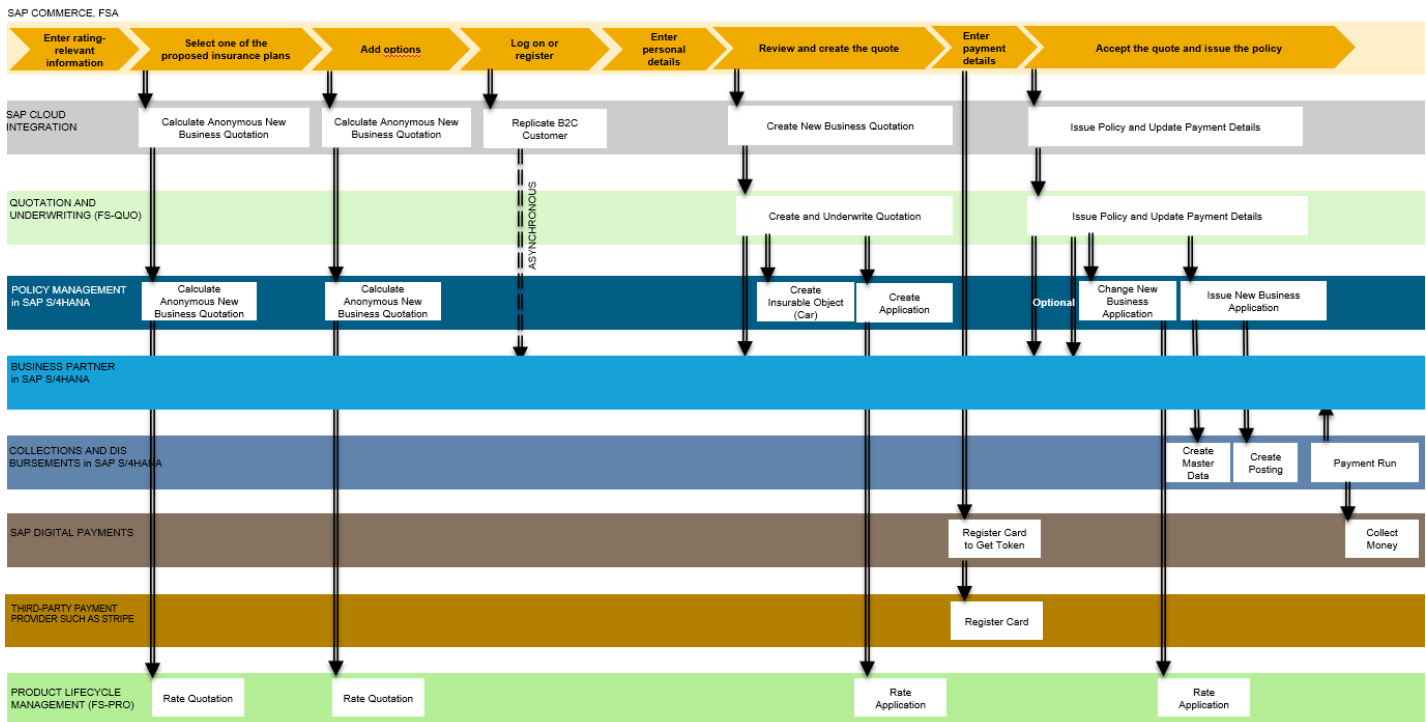
3 Business Scenario " New Business Quote-to-Cash by Insurance Customer "

3.1 Overview

An insurance company can run the customer portal SAP Commerce, financial services accelerator (FSA), to map the business scenario *New Business Quote-to-Cash by Insurance Customer*. For more information about the business scenario, see [New Business Quote-to-Cash by Insurance Customer](#).

The following graphic provides you with an overview of:

- The business scenario steps performed in SAP Commerce.
- The iFlows which are called in SAP Cloud Integration per scenario step.
- The back-end systems which are called per iFlow.

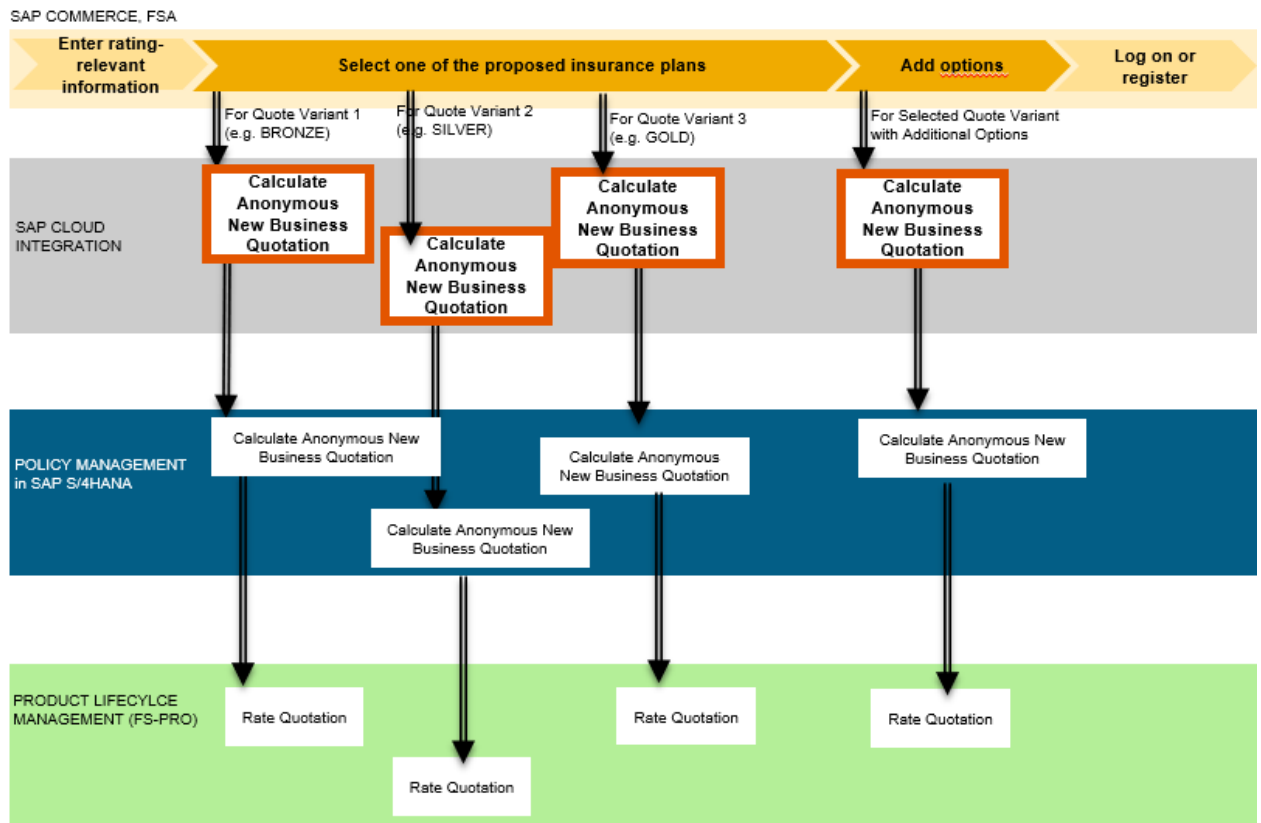


You can find the documentation for the required configuration steps for each iFlow in the following subchapters:

- Configuring iFlow "Calculate Anonymous New Business Quotation"
- Configuring iFlow "Replicate B2C Customer"
- Configuring iFlow "Create New Business Quotation"
- Configuring iFlow "Issue Policy and Update Payment Details"

3.2 Configuring iFlow "Calculate Anonymous New Business Quotation"

The following graphic provides you with a detailed view of the iFlow *Calculate Anonymous New Business Quotation* from SAP Commerce FSA in Policy Management in S4HANA and the systems involved:



3.2.1 Configuring SAP Commerce, financial services accelerator

To receive premiums for an anonymous [New Business](#) quotation in SAP Commerce, financial services accelerator, you must connect SAP Commerce with SAP Cloud Integration. You do this with the iFlow [Calculate Anonymous New Business Quotation from SAP Commerce FSA in Policy Management in S4HANA](#). You can establish the connection in two ways:

- In the Backoffice Administration Cockpit (Backoffice)
- In the Administration Console, by importing a single ImpEx file with all the configuration parameters

In the following section, you can find the parameters you must set and the Backoffice tabs you must navigate to in order to set the configuration parameters through the Backoffice Administration Cockpit.

For more information about how to set the configuration parameters through the Administration Console, see [Establishing Connection with Rating Engine](#).

3.2.1.1 Parameters

You must set the following parameters:

Parameter Type	Parameter Name	Value	Backoffice Tab
OAuthClientDetails For more information, see OAuth Client Credentials Grant .	OAuth client ID	The ID of OAuth client	System > OAuth > OAuth Clients
	OAuth URL	OAuth service; you can add the grant type (for example, client_credentials) directly in the URL.	
ExposedOAuthCredential	ID	Credential ID (for example, scpi-OauthCredential)	System > API > Credentials > Exposed OAuth Credentials
	OAuth Client Details (clientId)	OAuth clientId	
	Password	Credential password Note: The password must not contain any special characters.	
Endpoint	ID	The unique identifier of the endpoint	System > API > Endpoint
	Version	The version of the endpoint	
	Name	The full name of the endpoint for display purposes	

Parameter Type	Parameter Name	Value	Backoffice Tab
	Specification URL	The URL of the endpoint (<a href="https://<your_CPI_tenant>/http/CalculateAnonymousNewBusinessQuotation">https://<your_CPI_tenant>/http/CalculateAnonymousNewBusinessQuotation)	
DestinationTarget	ID	The unique identifier of the destination target	System > API > Destination Target
Consumed Destination	ID	The ID of the destination	System > API > Destinations > Consumed Destinations
	URL	The URL of the endpoint that this destination is based on <a href="https://<your_CPI_tenant>/http/CalculateAnonymousNewBusinessQuotation">https://<your_CPI_tenant>/http/CalculateAnonymousNewBusinessQuotation	
	Endpoint	The ID of the endpoint that this destination is based on together with the endpoint version	
	Credential ID	The ID of the credential used for the destination (scpi-OauthCredential)	
	Destination Target ID	The destination target that is associated with the Abstract Destination.	
	Additional Properties	CSRF URL (csrfURL -> <a href="https://<your_CPI_tenant>/http/CalculateAnonymousNewBusinessQuotation">https://<your_CPI_tenant>/http/CalculateAnonymousNewBusinessQuotation)	

3.2.2 Configuring SAP Cloud Integration

The iFlow *Calculate Anonymous New Business Quotation from SAP Commerce FSA in Policy Management in S4HANA* receives all information necessary to calculate the premiums for a *New Business* quotation from SAP Commerce, financial services accelerator, and calculates the premiums in Policy Management in SAP S/4HANA.

3.2.2.1 Deploying User Credentials

To enable basic authentication for the call of the Web service `/PM0/ABT_SVC_NBQUOTE_CALCULATE`, you must define and deploy the user credentials for the connection with the back-end system in the *Security Material* section.

For more information, see [Deploying/Editing a User Credentials Artifact](#).

3.2.2.2 Parameters

You must set the following mandatory parameters:

For more information, see [Configure the SOAP \(SOAP 1.x\) Sender Adapter](#).

Parameter Name	Value
Receiver/S4/S4_HostPort	Internal host and port as defined in section 2.2.2.1 HTTP Connections (step " Create a Cloud to On-Premise virtual host for SAP Commerce FSA and configure the Resources section.")
Receiver/S4/S4_Client	Client of SAP S/4HANA back-end system
Receiver/S4/FSPM_NewBusinessQuoteCalculation_Endpoint	<code>/sap/bc/srt/scs/pm0/abt_svc_nbquote_calculate</code>
Receiver/S4/Proxy Type	Configuration that determines whether the connection to the target system is through SAP Open Connectors (On-Premise) or through the Internet
Receiver/S4/Authentication	Type of authentication to use (Basic)
Receiver/S4/Credential Name	Credential Name as defined in section 3.2.2.1 Deploying User Credentials
FSPM_Version	2020
FSA_Version	2008

3.2.3 Configuring Policy Management in SAP S/4HANA (FS-PM)

FS-PM provides the remote-enabled function module (RFM) `/PM0/ABT_SVC_NBQUOTE_CALCULATE` that is used to calculate the premium of the anonymous New Business quotation.

The RFM is wrapped in the Web service `/PM0/ABT_SVC_NBQUOTE_CALCULATE`. This Web service is called from SAP Cloud Platform Integration (CPI).

3.2.3.1 Customizing Settings in FS-PM

For more information, see [Premium Calculation of a New Business Quotation -> Configuration](#).

3.2.3.2 Configuring Web Service in SOA Management

To configure the connection to the Web service `/PM0/ABT_SVC_NBQUOTE_CALCULATE`, proceed as follows:

1. In the SAP S/4HANA back-end system, call transaction SOAMANAGER.
2. Choose *Simplified Service Configuration*.
3. Enter the service name `/PM0/ABT_SVC_NBQUOTE_CALCULATE` in the *Search Pattern* field and choose *Go*.
4. In the `/PM0/ABT_SVC_NBQUOTE_CALCULATE` row, select the checkboxes *User Name/Password (Basic)* and *X 509 Client Certificate*.
5. To see the access URL of the service, choose *Show Details*.

3.2.3.3 Service Called in FS-PM

The following Web service is called:

Name in iFlow	Technical Name (Service Path)	Description	Type	Target System
Calculate NB Quote	/SAP/BC/SRT/SCS/PM0/ABT_ SVC_NBQUOTE_CALCULATE	Calculates New Business quotation	SOAP	FS-PM

3.3 Configuring iFlow "Replicate B2C Customer"

The following graphic provides you with a detailed view of the iFlow *Replicate B2C Customer From SAP Commerce FSA to S4HANA* and the systems involved:



3.3.1 Configuring SAP Commerce, financial services accelerator

To send customer data that is required for the creation or update of a business partner in SAP S/4HANA, you must connect SAP Commerce with SAP Cloud Integration. You do this with the iFlow [Replicate B2C Customer From SAP Commerce FSA to S4HANA](#).

Note, that the email-address of the business partner is only stored in SAP S/4HANA if the country is provided as well (reason: to store the email-address an address-set needs to be created: to name the country is required for creating an address).

The address of the business partner is only created if address-related information as street, zip-code, country are provided.

In the following section, you can find the parameters you must set and the Backoffice tabs you must navigate to in order to set the configuration parameters through the Backoffice Administration Cockpit. For more information about how to set configuration parameters through the Administration Console, see [Establishing Connection with BP](#).


3.3.1.1 Parameters

You must set the following parameters:

Parameter Type	Parameter Name	Value	Backoffice Tab
OAuthClientDetails For more information, see OAuth Client Credentials Grant .	OAuth Client ID	The ID of OAuth client	System > OAuth > OAuth Clients
	OAuth URL	OAuth service; you can add the grant type (for example, client_credentials) directly in the URL.	
ExposedOAuthCredential	ID	Credential ID (scpi-OauthCredential)	System > API > Credentials > Exposed OAuth Credentials
	OAuth client ID	The ID of OAuth client	
	Password	Credential password	
Endpoint	ID	The unique identifier of the endpoint	System > API > Endpoint
	Version	The version of the endpoint	
	Name	The full name of the endpoint for display purposes	
	Specification URL	The URL of the endpoint (<a href="https://<your_CPI_tenant>/gw/odata/SAP/REPLICATE%20B2C%20CUSTOMER%20FROM%20SAP%20COMMERCE%20FSA%20TO%20S4HANA;v=1/">https://<your_CPI_tenant>/gw/odata/SAP/REPLICATE%20B2C%20CUSTOMER%20FROM%20SAP%20COMMERCE%20FSA%20TO%20S4HANA;v=1/)	

Parameter Type	Parameter Name	Value	Backoffice Tab
Destination Target	ID	The unique identifier of the destination target	System > API > Destination Target
Consumed Destination	ID	The ID of the destination	
	URL	The URL of the endpoint that this destination is based on (<a href="https://<your_CPI_tenant>/gw/odata/SAP/REPLICATE_B2C_CUSTOMER_FROM_SAP_COMMERCE_FSA_TO_S4HANA;v=1/SAPCpiOutboundCustomers">https://<your_CPI_tenant>/gw/odata/SAP/REPLICATE_B2C_CUSTOMER_FROM_SAP_COMMERCE_FSA_TO_S4HANA;v=1/SAPCpiOutboundCustomers)	System > API > Destinations > Consumed Destinations
	Endpoint	The ID of the endpoint that this destination is based on together with endpoint version	
	Credential ID	The ID of the credential used for the destination	
	Destination Target ID	The destination target that is associated with the AbstractDestination	
	Additional Properties	CSRF URL (csrfURL -> <a href="https://<your_CPI_tenant>/gw/odata/SAP/REPLICATE_B2C_CUSTOMER_FROM_SAP_COMMERCE_FSA_TO_S4HANA;v=1/">https://<your_CPI_tenant>/gw/odata/SAP/REPLICATE_B2C_CUSTOMER_FROM_SAP_COMMERCE_FSA_TO_S4HANA;v=1/)	

To update further configuration in Backoffice:

1. Go to [System > Types](#) tab and search for **SAPCpiOutboundConfig**.
2. Select the item type and, in the context menu, click the  icon to open all available configurations.
3. Select [fsBpOutboundConfig](#) and enter the following parameters:

Parameter Name	Value
Configuration Name	Name of the configuration (fsBpOutboundConfig)
URL	URL of the target destination (<a href="http://<your_S/4HANA_instance>:<port>/sap/bc/srt/scs/sap/businesspartnersuitebulkreplic">http://<your_S/4HANA_instance>:<port>/sap/bc/srt/scs/sap/businesspartnersuitebulkreplic). You can provide the SAP client directly in the URL.
Sender Name	Name of the source destination; in this case it is SAP Commerce
User Name	Name of the SAP S/4HANA instance
Receiver Port	SAP S/4HANA port number

Parameter Name	Value
	Note: You can leave this field blank.
Client	SAP Client

3.3.2 Configuring SAP Cloud Integration

The iFlow *Replicate B2C Customer From SAP Commerce FSA to S4HANA* receives information, such as the name and date of birth of a customer of SAP Commerce, financial services accelerator, and it asynchronously creates or updates a business partner in SAP S/4HANA based on the customer ID.

This iFlow is an enhanced copy of the *Replicate-B2C-Customer-From-SAP-Commerce-Cloud-To-S4HANA* integration flow, provided in the *SAP Commerce Cloud Integration with SAP S/4HANA* integration package.

3.3.2.1 Deploying User Credentials

To enable basic authentication for the BP enterprise service `BUSINESSPARTNERSUITEBULKREPLIC`, you must define and deploy the user credentials for the connection with the back-end system in the *Security Material* section.

For more information, see [Deploying/Editing a User Credentials Artifact](#).

3.3.2.2 Parameters

You must set the following mandatory parameters:

For more information, see [Configure the SOAP \(SOAP 1.x\) Sender Adapter](#).

Parameter Name	Value
Receiver/S4HANA/Proxy Type	Configuration that determines whether the connection to the target system is through SAP Open Connectors (On-Premise) or through the Internet
Receiver/S4HANA/Authentication	Type of authentication to use (Basic)
bpGroupCode	Code to determine to which BP group the B2C Consumer is assigned
enableLog	Boolean value (true/false) for enabling logging in current iFlow

3.3.3 Configuring Business Partner in SAP S/4HANA (BP)

3.3.3.1 Service Called in BP

The following service is called:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
Request Reply	/SAP/BC/SRT/SCS/ BUSINESSPARTNERSUITEBULKREPLIC	Inbound interface for business partner data replication	SOAP	BP

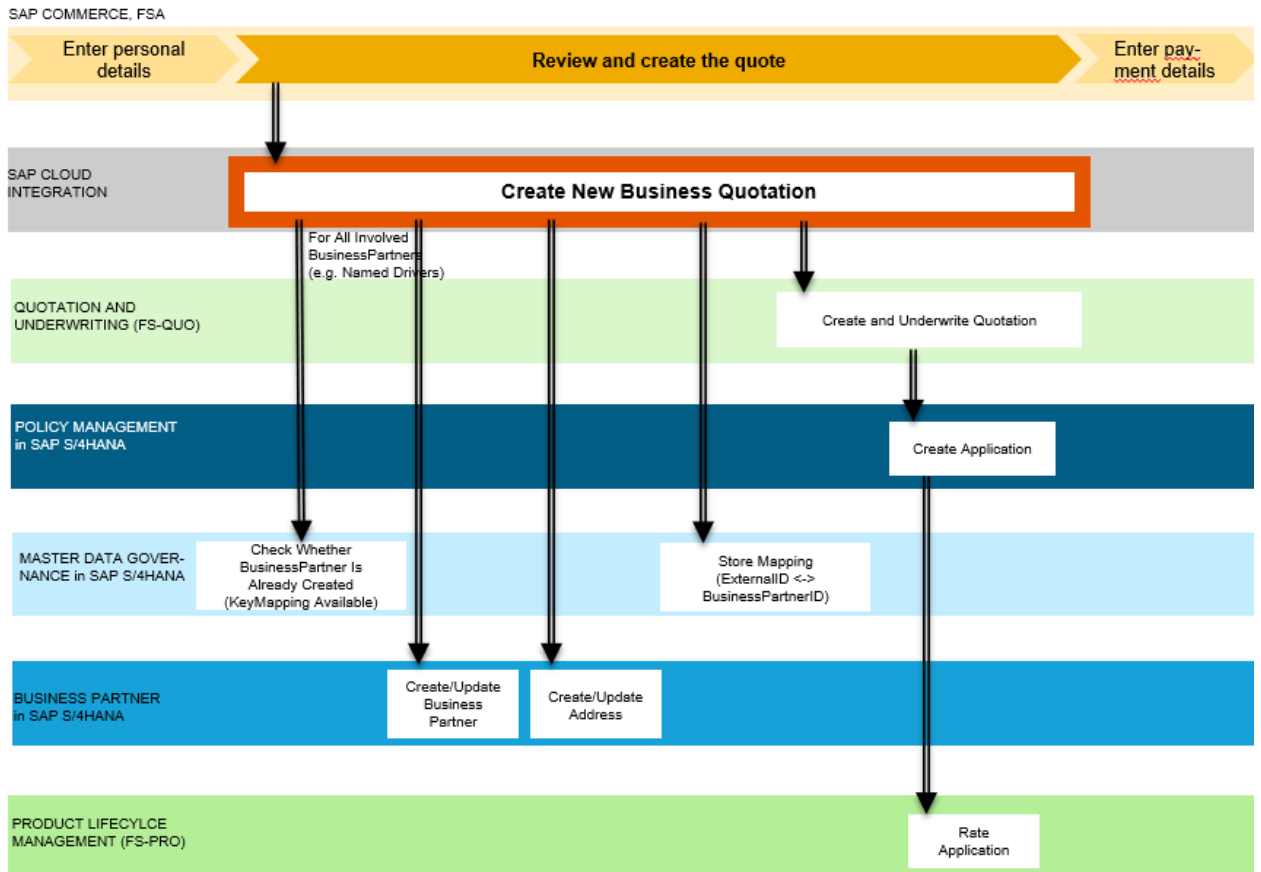
3.3.3.2 Configuring Web Service in SOA Management

To configure the connection to the Web service BUSINESSPARTNERSUITEBULKREPLIC, proceed as follows:

1. In the SAP S/4HANA back-end system, call transaction SOAMANAGER.
2. Choose *Simplified Service Configuration*.
3. Enter the service name BUSINESSPARTNERSUITEBULKREPLIC in the *Search Pattern* field and choose *Go*.
4. In the BUSINESSPARTNERSUITEBULKREPLIC row, select the checkboxes *User Name/Password (Basic)* and *X 509 Client Certificate*.
5. To see the access URL of the service choose *Show Details*.

3.4 Configuring iFlow "Create New Business Quotation"

The following graphic provides you with a detailed view of the iFlow *Create New Business Quotation from SAP Commerce FSA in SAP Quotation and Underwriting* and the systems involved:



Note:

The business partner for the named driver is only created if the person is different to the policy holder

3.4.1 Configuring SAP Commerce, financial services accelerator

To create a *New Business* quotation, you must connect SAP Commerce with SAP Cloud Platform Configuration (SCPI). You do this with the iFlow *Create New Business Quotation from SAP Commerce FSA in SAP Quotation and Underwriting*.

In the following section, you can find the parameters you must set and the Backoffice tabs you must navigate to in order to set the configuration parameters through the Backoffice Administration Cockpit. For information on how to set configuration parameters through the Administration Console, see [Establishing Connection with Quotation Systems](#).

3.4.1.1 Parameters

You must set the following parameters:

Parameter Type	Parameter Name	Value	Backoffice Tab
OAuthClientDetails For more information, see OAuth Client Credentials Grant .	OAuth Client ID	The ID of OAuth client	System > OAuth > OAuth Clients
	OAuth URL	OAuth service; you can add the grant type (for example, client_credentials) directly in the URL	
ExposedOAuthCredential	ID	Credential ID (for example, scpi-OauthCredential)	System > API > Credentials > Exposed OAuth Credentials
	OAuth Client Details (clientId)	OAuth clientId	
	Password	Credential password	
Endpoint	ID	The unique identifier of the endpoint	System > API > Endpoint
	Version	The version of the endpoint	
	Name	The full name of the endpoint for display purposes	
	Specification URL	The URL of the endpoint (<a href="https://<your_CPI_tenant>/http/CreateNewBusinessQuotation">https://<your_CPI_tenant>/http/CreateNewBusinessQuotation)	
DestinationTarget	ID	The unique identifier of the destination target	System > API > Destination Target
Consumed Destination	ID	The ID of the destination	System > API > Destinations >
	URL	The URL of the endpoint that this destination is based on	

Parameter Type	Parameter Name	Value	Backoffice Tab
		(<a href="https://<your_CPI_tenant>/http/CreateNewBusinessQuotation">https://<your_CPI_tenant>/http/CreateNewBusinessQuotation)	Consumed Destinations
	Endpoint	The ID of the endpoint that this destination is based on together with endpoint version	
	Credential ID	The ID of the credential used for the destination (scpi-OauthCredential)	
	Destination Target ID	The destination target that is associated with the AbstractDestination	
	Additional Properties	CSRF URL (csrfURL -> <a href="https://<your_CPI_tenant>/http/CreateNewBusinessQuotation">https://<your_CPI_tenant>/http/CreateNewBusinessQuotation)	

3.4.2 Configuring SAP Cloud Integration

The iFlow *Create New Business Quotation from SAP Commerce FSA in SAP Quotation and Underwriting* creates a *New Business* quotation for auto insurance in SAP Quotation and Underwriting for Insurance. It also creates or updates all required objects as business partners, the vehicle, and a *New Business* application in Policy Management in SAP S/4HANA.

3.4.2.1 Deploying User Credentials

To enable basic authentication for the Web service call that calculates a *New Business* quotation, you must define and deploy the user credentials for the connection with the back-end systems in the *Security Material* section.

For more information, see [Deploying/Editing a User Credentials Artifact](#).

3.4.2.2 Parameters

You must set the following mandatory parameters:

For more information, see

- [Configure the SOAP \(SOAP 1.x\) Sender Adapter](#)
- [Configure Communication Channel with RFC Receiver Adapter](#)

Parameter Name	Value
RECEIVER BP_RFC_*	
RFC adapter used to call RFMs in BP in SAP S/4HANA	
Destination	Destination configured in the related tenant to BP in SAP S/4HANA
RECEIVER FS-QUO	
SOAP service adapter to create the New Business quotation and to perform system underwriting in FS-QUO	
Receiver/FS-QUO/QUO_HostPort	Internal host and port defined in SAP Cloud Connector in section 2.2.2.1 (HTTP Connections)
Receiver/ FS-QUO/QUO_autoUnderwriting_Endpoint	/csiroot/psruntime/ws/product
Receiver/ FS-QUO/Proxy Type	Configuration that determines whether the connection to the target system is through SAP Open Connectors (On-Premise) or through the Internet
Receiver/ FS-QUO/Authentication	Type of authentication to use (Basic)
Receiver/ FS-QUO/Credential Name	Credential Name defined in section 3.4.2.1 (Deploying User Credentials)
RECEIVER BP_SOAP_ADD	
SOAP service adapter to store the key mapping from the SAP Commerce business partner ID to the business partner ID in the reuse component Master Data Governance.	
Receiver/BP_SOAP_ADD/BP_HostPort	Internal host and port defined in SAP Open Connectors
Receiver/BP_SOAP_ADD/BP_Client	Client of SAP S/4HANA back-end system
Receiver/BP_SOAP_ADD/BP_MDG_AddKeyMapping_Endpoint	/sap/bc/srt/scs/pm0/ukm_e_add
Receiver/BP_SOAP_ADD/Proxy Type	Configuration that determines whether the connection to the target system is through SAP Open Connectors (On - Premise) or through the Internet
Receiver/BP_SOAP_ADD/Authentication	Type of authentication to use (Basic)
Receiver/BP_SOAP_ADD/Credential Name	Credential Name defined in section 3.4.2.1 (Deploying User Credentials)
RECEIVER BP_SOAP_GET	
SOAP service adapter to perform the key mapping from the SAP Commerce business partner ID to the business partner ID in BP SAP S/4HANA	
Receiver/BP_SOAP_GET/BP_HostPort	Internal host and port defined in SAP Open Connectors

Parameter Name	Value
Receiver/BP_SOAP_GET/BP_Client	Client of SAP S/4HANA back-end system
Receiver/BP_SOAP_GET/BP_MDG_GetKeyMapping_Endpoint	/sap/bc/srt/scs/pm0/ukm_e_get
Receiver/BP_SOAP_GET/Proxy Type	Configuration that determines whether the connection to the target system is through SAP Open Connectors (On-Premise) or through the Internet
Receiver/BP_SOAP_GET/Authentication	Type of authentication to use (Basic)
Receiver/BP_SOAP_GET/Credential Name	Credential Name defined in section 3.4.2.1 (Deploying User Credentials)
More Parameters	
FSPM_Version	2020 Used for the product version-dependent value mapping, see section 2.5.2 (Version-Dependent Mapping)
FSA_Version	2008 Used for the product version-dependent value mapping
BP_SchemeAgency_Id	<SAP system ID (for example, EMO)>_<SAP Client (for example, 001)> Used for the business partner ID mapping in the reuse component Master Data Governance
FSA_SchemeAgency_Id	FSA Used for the business partner ID mapping in the reuse component Master Data Governance
FSPM_Commcontrnr_Id	Commission Contract Number (such as PV01) Used in FS-PM for New Business Note: The following commission agent roles will be assigned by the iFlow to the commission participant, each with a direct and an indirect rate of 100%: <ul style="list-style-type: none"> • Adjustment Agent (00AA) • Portfolio Agent (00PA) • Extension Agent (00RA) • Signing Agent (00SA)
FSPM_Companykey_Id	Company Code (such as 00008)

Parameter Name	Value
	Used in FS-PM for New Business
FSPM_Participrole_Id	Participant Role (such as 802) Used in FS-PM for New Business

3.4.3 Configuring SAP Product, Quotation and Underwriting Management

3.4.3.1 Service Called in Quotation and Underwriting FS-QUO

The following service is called:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
Call QUO	/csiroot/psruntime/ws/product	Creates a New Business quotation in FS-QUO	SOAP	FS-QUO

FS-QUO provides the following Product Web Services (PWS):

- for the *Auto* line of business: `autoCreateAndUnderwriteWS`
- for the *P&C* line of business: `pcCreateAndUnderwriteWS`

For each product, the appropriate service must be selected in the product, depending on the line of business.

Note

The user that is sent to this PWS to create a quotation must have already been created in FS-QUO with the required roles. This user must have already logged into FS-IPW at least once in order to be recognized by the system.

For more information about how to set up and configure the connection between FS-QUO and FS-PM, see [Integration Guide for Coverage-based Insurance Solutions](#).

3.4.4 Configuring Business Partner in SAP S/4HANA (BP)

3.4.4.1 Services and RFMs Called in BP

The following services are called:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
Add MDG Key Mapping	/sap/bc/srt/scs/pm0/ukm_e_add	Adds a new key mapping (FSA key to BP ID)	SOAP	BP/MDG
Do Keymapping	/sap/bc/srt/scs/pm0/ukm_e_get	Reads key mapping	SOAP	BP/MDG
Create BP	BAPI_BUPA_CREATE_FROM_DATA	Creates a new business partner	RFM	BP
Update BP	BAPI_BUPA_CENTRAL_CHANGE	Changes a business partner	RFM	BP
Update BP Address	BAPI_BUPA_ADDRESS_CHANGE	Changes a business partner address	RFM	BP
Get BP Address	BAPI_BUPA_ADDRESSES_GET	Reads a business partner's addresses	RFM	BP
Create BP Address	BAPI_BUPA_ADDRESS_ADD	Adds a business partner address	RFM	BP
Do ALFA conversion	BAPI_BUPA_GET_NUMBERS	Responsible for the alpha conversion for the business partner ID	RFM	BP

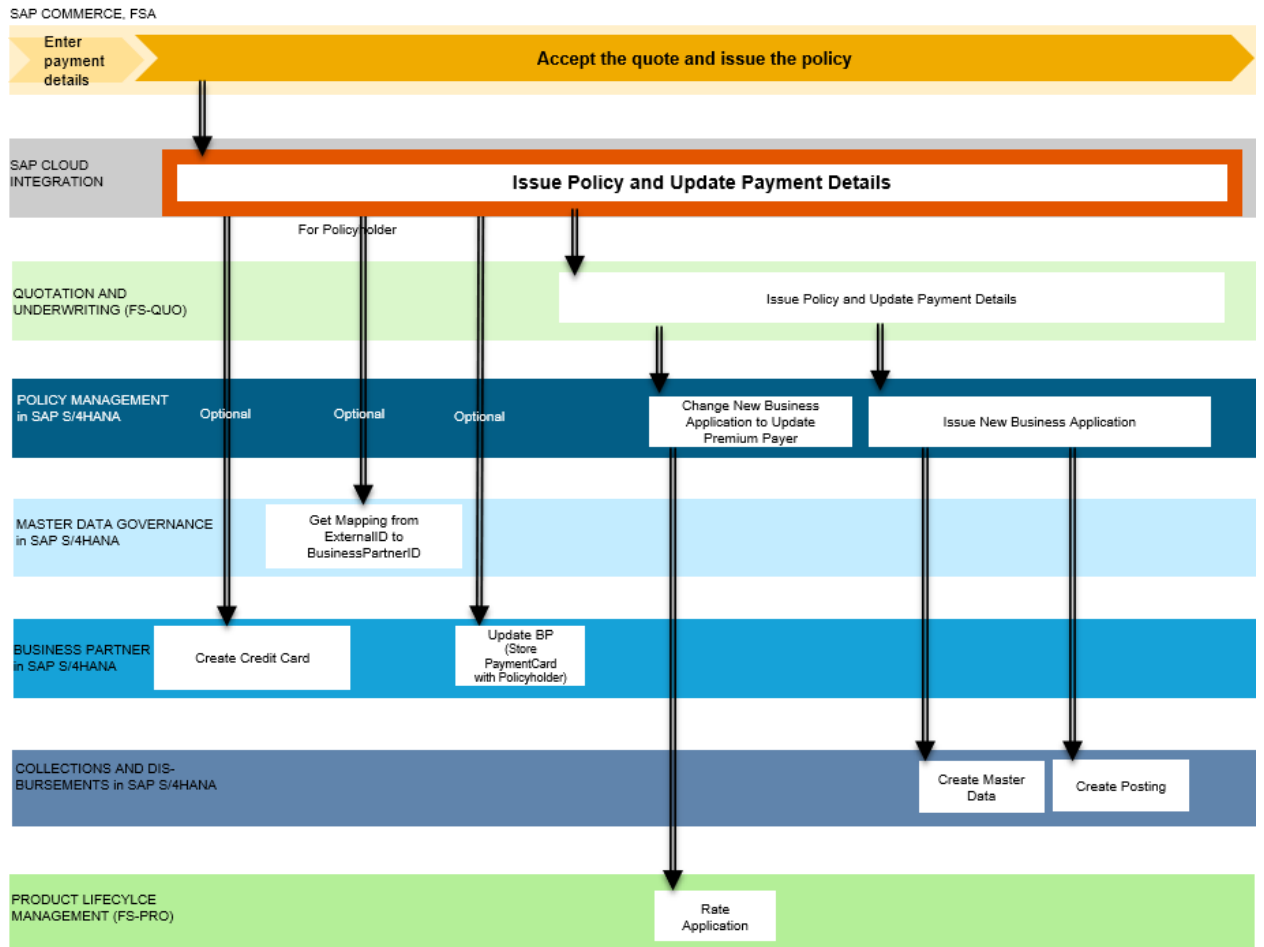
3.4.4.2 Configuring Web Service in SOA Management

To configure the connection to the Web services /pm0/ukm_e_get and /pm0/ukm_e_add, proceed as follows:

-
1. In the SAP S/4HANA back-end system, call transaction SOAMANAGER.
 2. Choose *Simplified Service Configuration*.
 3. Enter the service name /pm0/ukm_e_get in the *Search Pattern* field and choose *Go*.
 4. In the /pm0/ukm_e_get row, select the checkboxes *User Name/Password (Basic)* and *X 509 Client Certificate*.
 5. Go back and enter the service name /pm0/ukm_e_add in the *Search Pattern* field and choose *Go*.
 6. In the /pm0/ukm_e_add row, select the checkboxes *User Name/Password (Basic)* and *X 509 Client Certificate*.
 7. To see the access URL of the service, choose *Show Details*.

3.5 Configuring iFlow "Issue Policy and Update Payment Details"

The following graphic provides you with a detailed view of the iFlow *Issue Policy and Update Payment Details from SAP Commerce FSA in Policy Management in SAP S4HANA* and the systems involved (see also chapter 3.5.5 SAP Digital Payments Add-On):



3.5.1 Configuring SAP Commerce, financial services accelerator

To send payment details and other customer data required for policy issuance, you must connect SAP Commerce with SAP Cloud Integration. You do this with the iFlow [Issue Policy and Update Payment Details from SAP Commerce FSA in Policy Management in SAP S4HANA](#).

In the following section, you can find the parameters you must set and the Backoffice tabs you must navigate to in order to set the configuration parameters for policy issuance through the Backoffice Administration Cockpit.

If the payment method [Credit Card](#) is selected you have to configure the connection with SAP Digital Payment Add-On, see [Configuring Backoffice](#). Note that you first must install the `sapdigitalpaymentbackoffice` extension if you want to configure payment parameters in the Backoffice.

For more information about how to set the configuration parameters for policy issuance through the Administration Console, see [Establishing Connection with Back-End Systems for Policy Issuance](#).

3.5.1.1 Parameters

You must set the following parameters:

Parameter Type	Parameter Name	Value	Backoffice Tab
OAuthClientDetails For more information, see OAuth Client Credentials Grant .	OAuth client ID	The ID of OAuth client	System > OAuth > OAuth Clients
	OAuth URL	OAuth service; you can add the grant type (for example, client_credentials) directly in the URL	
ExposedOAuthCredential	ID	Credential ID (for example, scpi-OauthCredential)	System > API > Credentials > Exposed OAuth Credentials
	OAuth Client Details (clientId)	OAuth clientId	
	Password	Credential password	
Endpoint	ID	The unique identifier of the endpoint	System > API > Endpoint
	Version	The version of the endpoint	
	Name	The full name of the endpoint for display purposes	
	Specification URL	The URL of the endpoint (<a href="https://<your_CPI_tenant>/http/UpdatePaymentAndIssuePolicy">https://<your_CPI_tenant>/http/UpdatePaymentAndIssuePolicy)	
DestinationTarget	ID	The unique identifier of the destination target	System > API > Destination Target

Parameter Type	Parameter Name	Value	Backoffice Tab
Consumed Destination	ID	The ID of the destination	
	URL	The URL of the endpoint that this destination is based on <a href="https://<your_CPI_tenant>/http/UpdatePaymentAndIssuePolicy">https://<your_CPI_tenant>/http/UpdatePaymentAndIssuePolicy	System > API > Destinations > Consumed Destinations
	Endpoint	The ID of the endpoint that this destination is based on together with endpoint version	
	Credential ID	The ID of the credential used for the destination (scpi-OauthCredential)	
	Destination Target ID	The destination target that is associated with the AbstractDestination	
	Additional Properties	CSRF URL (csrfURL -> <a href="https://<your_CPI_tenant>/http/UpdatePaymentAndIssuePolicy">https://<your_CPI_tenant>/http/UpdatePaymentAndIssuePolicy)	

3.5.2 Configuring SAP Cloud Integration

The corresponding iFlow for this business scenario is [Issue Policy and Update Payment Details from SAP Commerce FSA in Policy Management in SAP S4HANA](#).

This integration flow issues an insurance policy in Policy Management in SAP S/4HANA by accepting a quotation created in SAP Quotation and Underwriting for Insurance. In addition, the payment details are updated.

3.5.2.1 Deploying User Credentials

To enable basic authentication for the Web service `/PM0/UKM_E_GET`, you must define and deploy the user credentials for the connection with the back-end systems in the [Security Material](#) section.

For more information, see [Deploying/Editing a User Credentials Artifact](#).

3.5.2.2 Parameters

You must set the following mandatory parameters:

For more information, see

- [Configure the SOAP \(SOAP 1.x\) Sender Adapter](#)
- [Configure Communication Channel with RFC Receiver Adapter](#)

Parameter Name	Value
Receiver/S4HANA/S4_HostPort	Internal host and port as defined in section 2.2.2.1 (HTTP Connections)
Receiver/S4HANA/S4_Client	Client of SAP S/4HANA back-end system
Receiver/S4HANA/BP_GetKeyMapping_Endpoint:	/sap/bc/srt/scs/pm0/ukm_e_get
Receiver/S4HANA/Proxy Type	Configuration that determines whether the connection to the target system is through SAP Open Connectors (On-Premise) or through the Internet
Receiver/S4HANA/Authentication	Type of authentication to use (Basic)
Receiver/S4HANA/Credential Name	Credential Name defined in section 3.5.2.1 (Deploying User Credentials)
Receiver/BP_GetPaymentID/Destination	RFM Destination as defined in section 2.2.2.2 RFM Connections
Receiver/BP_AddCardToBP/Destination	See above
Receiver/BP_MasterPCA/Destination	See above
Receiver/ FS-QUO /QUO_HostPort	Internal host and port as defined in section 2.2.2.1 (HTTP Connections)
Receiver/ FS-QUO /QUO_IssuePW_Endpoint	/csiroot/psruntime/ws/product
Receiver/ FS-QUO /Proxy Type	Configuration that determines whether the connection to the target system is through SAP Open Connectors (On-Premise) or through the Internet
Receiver/ FS-QUO /Authentication	Type of authentication to use (Basic)
Receiver/ FS-QUO /Credential Name	Credential Name defined in section in section 3.5.2.1 (Deploying User Credentials)
FSPM_Version	2020
FSA_Version	2008
FSPM_IncomingPaymentMethod	7 - Specifies the payment method used in FS-PM for premium collection. Only payment by card is supported.

3.5.3 Configuring SAP Product, Quotation and Underwriting Management

3.5.3.1 Service Called in Quotation and Underwriting (FS-QUO)

The following service is called:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
Call QUO	/csiroot/psruntime/ws/product	Update payment and issue New Business quotation in FS-QUO	SOAP	FS-QUO

A Product Web Service is provided with FS-QUO called `issuePolicyWS`. This service must be selected in the products.

3.5.4 Configuring Business Partner in SAP S/4HANA (BP)

3.5.4.1 Services and RFMs Called in BP

The following services and RFMs are called if the payment method *Credit Card* is selected:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
Create Credit Card	BAPI_PCA_MASTER_CREATE	Creates payment card	RFM	BP
Get BP ID	/sap/bc/srt/scs/pm0/ukm_e_get	Reads key mapping	SOAP	BP/MDG
Add Card to Business Partner	BAPI_BUPA_PCARD_ADD	SAP BP, BAPI: Add Payment Cards	RFM	BP

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
Get Credit Card ID	BAPI_BUPA_PCARD_GETDETAILS	Reads all card details for a business partner	RFM	BP

The following service is called if the payment method *Invoice* is selected:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
Get BP ID	/sap/bc/srt/scs/pm0/ukm_e_get	Reads key mapping	SOAP	BP/MDG

3.5.4.2 Configuring Web Services in SOA Management

To configure the connection to the Web service `/PM0/UKM_E_GET`, proceed as follows:

1. In the SAP S/4HANA back-end system, call transaction `SOAMANAGER`.
2. Choose *Simplified Service Configuration*.
3. Enter the service name `/PM0/UKM_E_GET` in the *Search Pattern* field and choose *Go*.
4. In the `/PM0/UKM_E_GET` row, select the checkboxes *User Name/Password (Basic)* and *X 509 Client Certificate*.

To see the access URL of the service, go to *Show Details*.

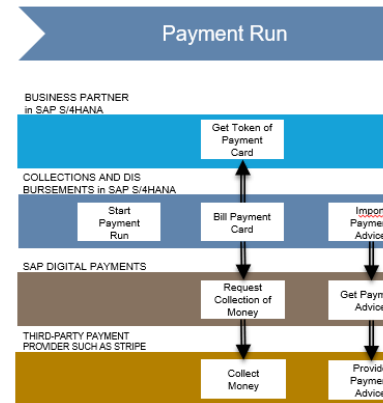
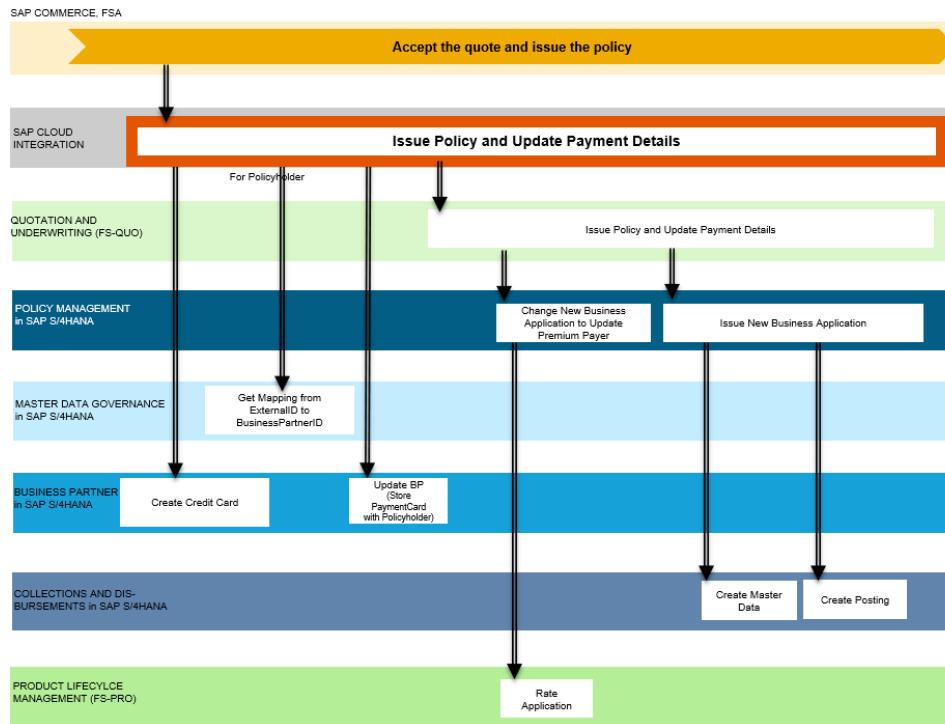
3.5.5 SAP Digital Payments Add-On (optional)

The user can select a payment method in SAP Commerce. If the payment method *Credit Card* is selected, payments are realized with the usage of *SAP Digital Payments Add-On*. So you can execute credit card payments without the need to store payment data in the back-end systems. The only information which is provided and stored in Business Partner in SAP S/4HANA is a token which is used to identify against the data in SAP Digital Payments Add-On.

Note:

The integration scenario is only tested with the connection to the payments service provider **Stripe**.

The following graphic shows how SAP Digital Payments-Add-On is integrated in the "Issue Policy and Update Payment Details" iFlow:



3.5.5.1 General Configuration Information

- All involved components have to use the same instance of SAP Digital Payments Add-On.
- For the generic customizing settings, see SAP Note [2524512](#) (Integration of S/4HANA on premise system with SAP Cloud Platform application SAP Digital Payments Add-On).

3.5.5.2 Configuring Collections and Disbursements in SAP S/4HANA

In order to use SAP Digital Payments Add-On, the following further configuration step is required in Collections and Disbursements in SAP S/4HANA:

1. Call up transaction `FQEVENTS`.
2. Search for the event **1421 - Parallel Billing of Payment Cards**.
3. Double-click on the event **1421**.

-
4. Under the *Function Module* tab scroll down to the *Installation-Specific Function Modules or Cloud Badl* section.
 5. Add the `FKK_SAMPLE_1421_DIGPAY` function module.

3.5.5.3 Using SAP Fiori App "Manage Business Partner Master Data"

If required the processor (e.g. the policy handler) can create or display a credit card manually using the SAP Fiori App [Manage Business Partner Master Data](#).

To use the SAP Fiori App the following steps are required:

1. Connect the launchpad to the relevant back-end system.
2. Assign the role `SAP_BR_BUPA_MASTER_SPECIALIST` to the processor in the back-end system.

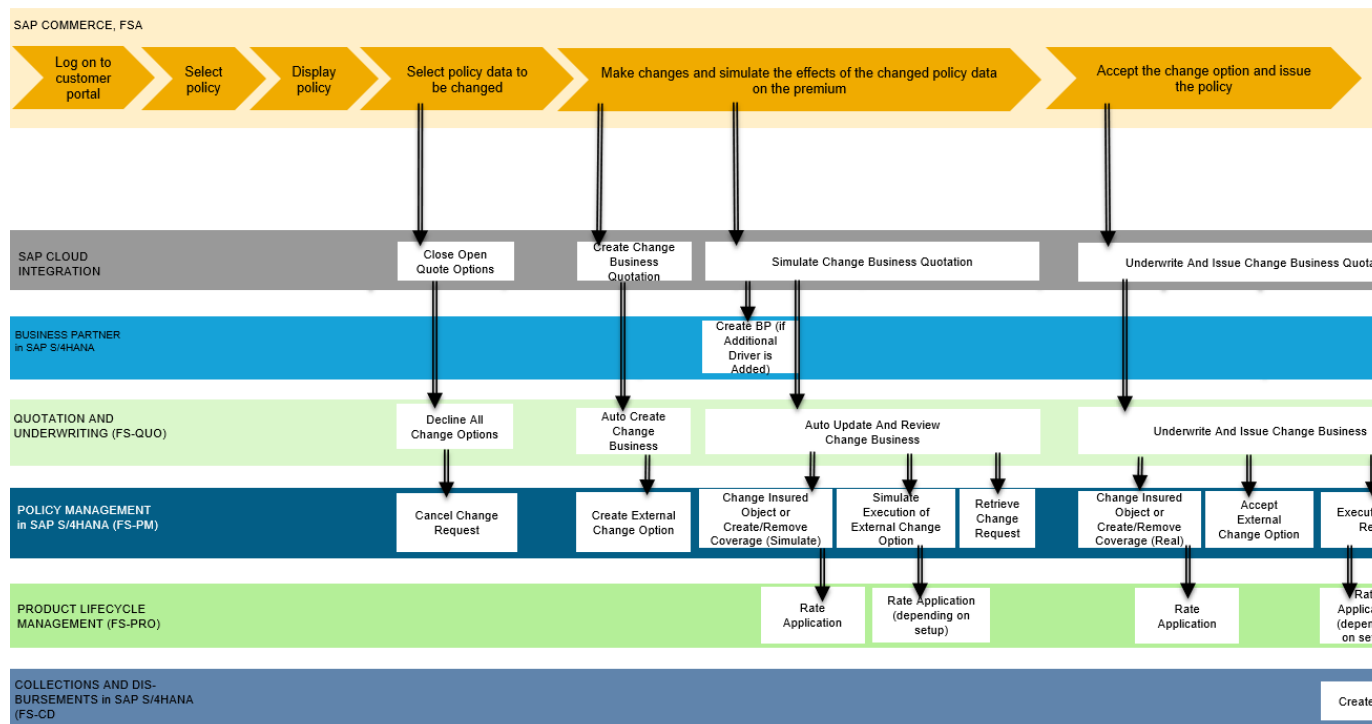
4 Business Scenario "Change Business Quote-to-Cash by Insurance Customer"

4.1 Overview

An insurance company can run the customer portal SAP Commerce, financial services accelerator (FSA), to map the business scenario *Change Business Quote-to-Cash by Insurance Customer*. For more information about the business purpose of this scenario, see [Change Business Quote-to-Cash by Insurance Customer](#).

The following graphic provides you with an overview of:

- The business scenario steps performed in SAP Commerce.
- The iFlows which are called in SAP Cloud Integration per scenario step.
- The back-end systems which are called per iFlow.

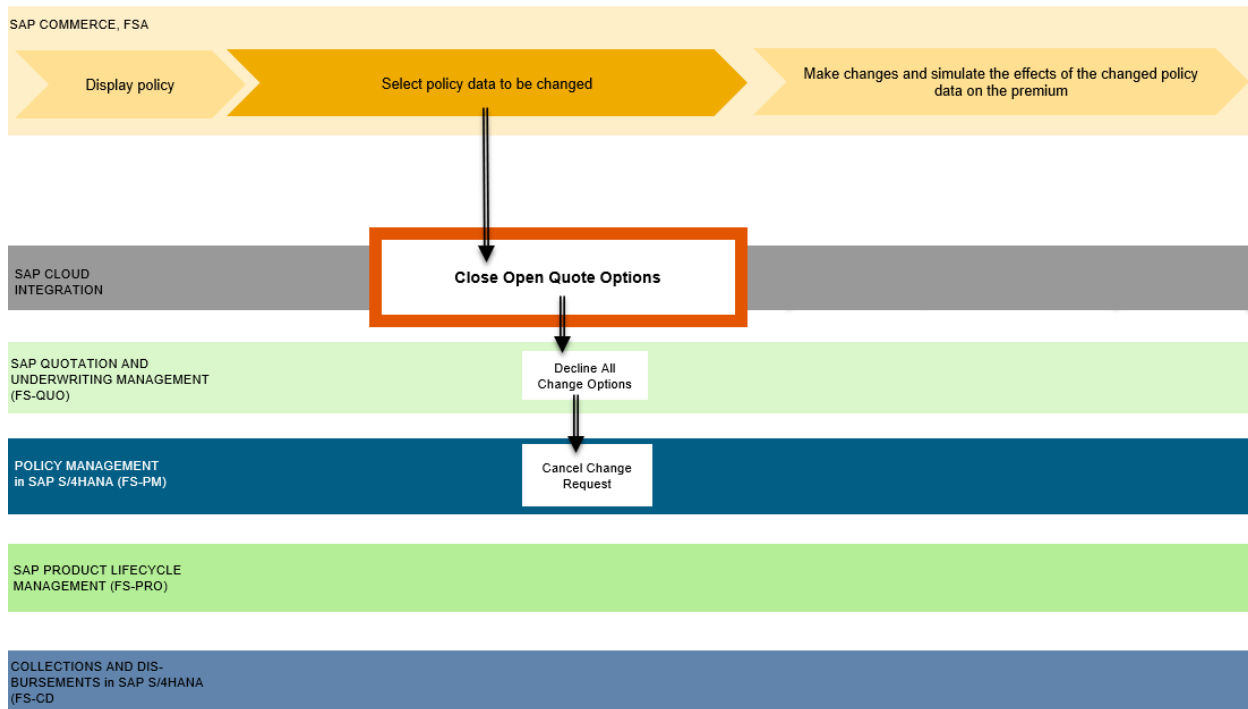


You can find the documentation for the required configuration steps for each iFlow in the following subchapters:

- [Configuring iFlow "Close Change Business Quotation"](#)
- [Configuring iFlow "Create Change Business Quotation"](#)
- [Configuring iFlow "Simulate Change Business Quotation"](#)
- [Configuring iFlow "Underwrite And Issue Change Business Quotation"](#)

4.2 Configuring iFlow "Close Change Business Quotation"

The following graphic provides you with a detailed view of the iFlow *Close Open Quote Options in SAP Product, Quotation and Underwriting Management* and the systems involved:



4.2.1 Configuring SAP Commerce, financial services accelerator

To close open *Change Business* quotations in SAP Product, Quotation and Underwriting Management and reject the open external change application in FS-PM, you must connect SAP Commerce with SAP Cloud Integration. You do this with the iFlow *Close Open Quote Options in SAP Product, Quotation and Underwriting Management*.

In the following section, you can find the parameters you must set and the *Backoffice* tabs you must navigate to in order to set the configuration parameters through the Backoffice Administration Cockpit. For information on how to set configuration parameters through the Administration Console, see [Establishing Connection with Quotation Systems](#).

4.2.1.1 Parameters

You must set the following parameters:

Parameter Type	Parameter Name	Value	Backoffice Tab
OAuthClientDetails For more information, see OAuth Client Credentials Grant .	OAuth Client ID	The ID of OAuth client	System > OAuth > OAuth Clients
	OAuth URL	OAuth service; you can add the grant type (for example, client_credentials) directly in the URL	
ExposedOAuthCredential	ID	Credential ID (for example, scpi-OauthCredential)	System > API > Credentials > Exposed OAuth Credentials
	OAuth Client Details (clientId)	OAuth clientId	
	Password	Credential password	
Endpoint	ID	The unique identifier of the endpoint	System > API > Endpoint
	Version	The version of the endpoint	
	Name	The full name of the endpoint for display purposes	
	Specification URL	The URL of the endpoint (<a href="https://<your_CPI_tenant>/http/DeclineAllChangeOptionsinQuotationandUnderwriting">https://<your_CPI_tenant>/http/DeclineAllChangeOptionsinQuotationandUnderwriting)	
DestinationTarget	ID	The unique identifier of the destination target	System > API > Destination Target
Consumed Destination	ID	The ID of the destination	System > API > Destinations > Consumed Destinations
	URL	The URL of the endpoint that this destination is based on (<a href="https://<your_CPI_tenant>/http/DeclineAllChangeOptionsinQuotationandUnderwriting">https://<your_CPI_tenant>/http/DeclineAllChangeOptionsinQuotationandUnderwriting)	
	Endpoint	The ID of the endpoint that this destination is based on together with endpoint version	
	Credential ID	The ID of the credential used for the destination (scpi-OauthCredential)	
	Destination Target ID	The destination target that is associated with the AbstractDestination	
	Additional Properties	CSRF URL (csrfURL -> <a href="https://<your_CPI_tenant>/http/DeclineAllChangeOptionsinQuotationandUnderwriting">https://<your_CPI_tenant>/http/DeclineAllChangeOptionsinQuotationandUnderwriting)	

4.2.2 Configuring SAP Cloud Integration

The iFlow *Close Open Quote Options in SAP Product Quotation and Underwriting Management* cancels all open *Change Business* quotations for auto insurance in SAP Product, Quotation and Underwriting Management as well as the *External Change Option* in Policy Management in SAP S/4HANA.

4.2.2.1 Deploying User Credentials

To enable basic authentication for the Web service call that cancels a Change Business quotation, you must define and deploy the user credentials for the connection with the back-end systems in the *Security Material* section.

For more information, see [Deploying/Editing a User Credentials Artifact](#).

4.2.2.2 Parameters

You must set the following mandatory parameters:

For more information, see [HTTP Receiver Adapter](#).

Parameter Name	Value
RECEIVER FS-QUO	
HTTP Receiver adapter to close all the open quote options in FS-QUO	
Receiver/FS-QUO/QUO_HostPort	Internal host and port defined in SAP Open Connectors
Receiver/FS-QUO/QUO_FunctionImport_DeclineAllChange	/A2A/csiroot/ipw/quo/cov/odata.svc/DeclineAllChangeOptions
Receiver/FS-QUO/Credential Name	Credential Name defined (Deploying User Credentials)
Receiver/FS-QUO/Query	Query string
Receiver/FS-QUO/QUO_FunctionImport_DeclineAllChangeOptions	Service Path of the FS-QUO service

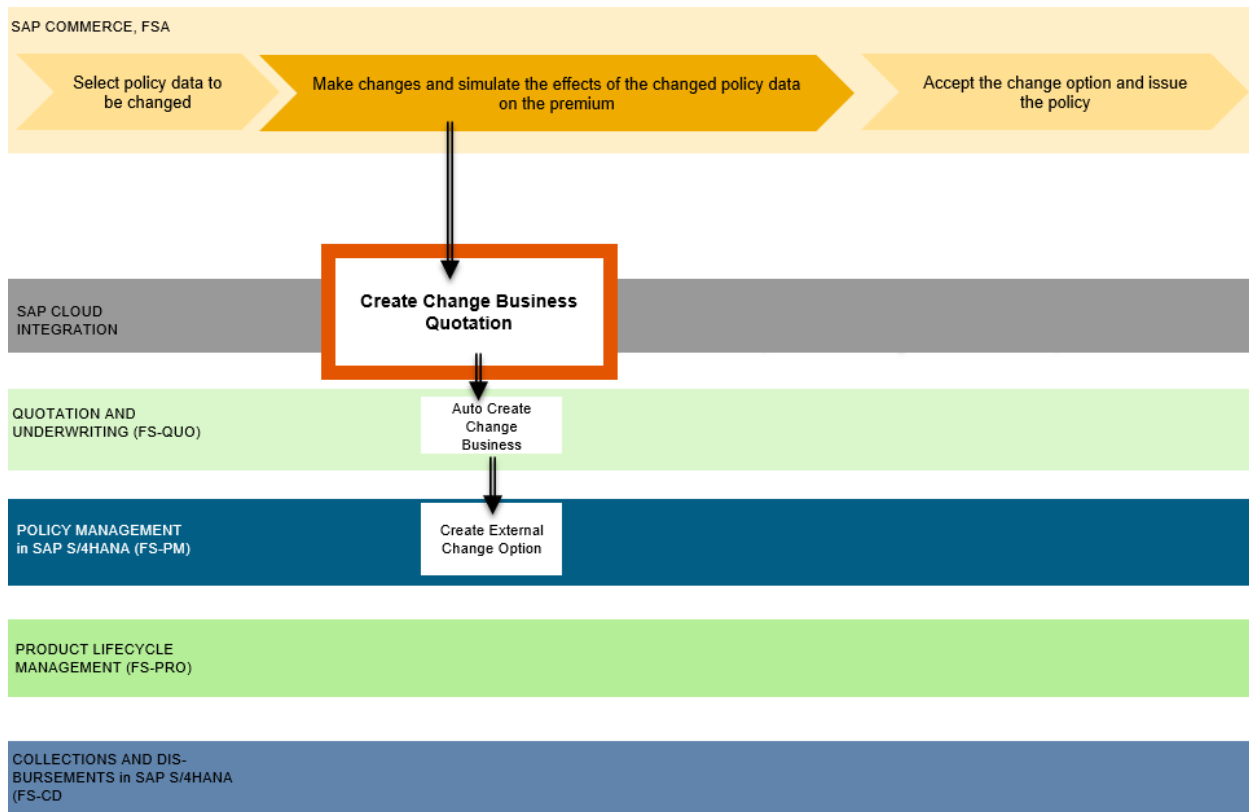
4.2.3 Configuring SAP Product, Quotation and Underwriting Management

The following service is called:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
Decline All Change Options	/A2A/csiroot/ipw/quo/cov/o data.svc/DeclineAllChangeO ptions	Cancel a <i>Change Business</i> quotation in FS-QUO	HTTP	FS-QUO

4.3 Configuring iFlow "Create Change Business Quotation"

The following graphic provides you with a detailed view of the iFlow *Create Change Business Quotation from SAP Commerce FSA in SAP Quotation and Underwriting* and the systems involved:



Note:

A *Change Business* quotation can be created only if there are no open submissions or open applications for the policy.

4.3.1 Configuring SAP Commerce, financial services accelerator

To create a *Change Business* quotation, you must connect SAP Commerce with SAP Cloud Integration. You do this with the iFlow *Create Change Business Quotation from SAP Commerce FSA in SAP Product, Quotation and Underwriting Management*.

In the following section, you can find the parameters you must set and the Backoffice tabs you must navigate to in order to set the configuration parameters through the Backoffice Administration Cockpit. For information on how

to set configuration parameters through the Administration Console, see [Establishing Connection with Quotation Systems](#).

4.3.1.1 Parameters

You must set the following parameters:

Parameter Type	Parameter Name	Value	Backoffice Tab
OAuthClientDetails For more information, see OAuth Client Credentials Grant .	OAuth Client ID	The ID of OAuth client	System > OAuth > OAuth Clients
	OAuth URL	OAuth service; you can add the grant type (for example, client_credentials) directly in the URL	
ExposedOAuthCredential	ID	Credential ID (for example, scpi-OauthCredential)	System > API > Credentials > Exposed OAuth Credentials
	OAuth Client Details (clientId)	OAuth clientId	
	Password	Credential password	
Endpoint	ID	The unique identifier of the endpoint	System > API > Endpoint
	Version	The version of the endpoint	
	Name	The full name of the endpoint for display purposes	
	Specification URL	The URL of the endpoint (<a href="https://<your_CPI_tenant>/http/CreateChangeBusinessQuotation">https://<your_CPI_tenant>/http/CreateChangeBusinessQuotation)	
DestinationTarget	ID	The unique identifier of the destination target	System > API > Destination Target
Consumed Destination	ID	The ID of the destination	System > API > Destinations > Consumed Destinations
	URL	The URL of the endpoint that this destination is based on (<a href="https://<your_CPI_tenant>/http/CreateChangeBusinessQuotation">https://<your_CPI_tenant>/http/CreateChangeBusinessQuotation)	
	Endpoint	The ID of the endpoint that this destination is based on together with endpoint version	
	Credential ID	The ID of the credential used for the destination (scpi-OauthCredential)	
	Destination Target ID	The destination target that is associated with the AbstractDestination	

Parameter Type	Parameter Name	Value	Backoffice Tab
	Additional Properties	CSRF URL (csrfURL -> <a href="https://<your_CPI_tenant>/http/CreateChangeBusinessQuotation">https://<your_CPI_tenant>/http/CreateChangeBusinessQuotation)	

4.3.2 Configuring SAP Cloud Integration

The iFlow *Create Change Business Quotation from SAP Commerce FSA in SAP Quotation and Underwriting* creates a *Change Business* quotation in SAP Product, Quotation and Underwriting Management for Auto Insurance in Insurance. SAP Product, Quotation and Underwriting Management calls Policy Management in SAP S/4HANA, which creates the *External Change Option*. The submission number and quotation number is returned.

4.3.2.1 Deploying User Credentials

To enable basic authentication for the Web service call that creates a *Change Business* quotation, you must define and deploy the user credentials for the connection with the back-end systems in the *Security Material* section. For more information, see [Deploying/Editing a User Credentials Artifact](#).

4.3.2.2 Parameters

You must set the following mandatory parameters:

For more information, see [Configure the SOAP \(SOAP 1.x\) Sender Adapter](#).

Parameter Name	Value
RECEIVER FS-QUO	
SOAP service adapter to create the Change Business quotation in FS-QUO	
Receiver/FS-QUO/QUO_HostPort	Internal host and port defined in SAP Open Connectors
Receiver/FS-QUO/QUO_CreateChangeEndpoint	/csiroot/psruntime/ws/product
Receiver/FS-QUO/Proxy Type	Configuration that determines whether the connection to the target system is through SAP Open Connectors (On- Premise) or through the Internet
Receiver/FS-QUO/Authentication	Type of authentication to use (Basic)

Parameter Name	Value
Receiver/FS-QUO/Credential Name	Credential Name defined (Deploying User Credentials)

4.3.3 Configuring SAP Product, Quotation and Underwriting Management (FS-QUO)

4.3.3.1 Service Called in FS-QUO

The following service is called:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
Call QUO	/csiroot/psruntime/ws/product	Creates a new <i>Change Business</i> quotation in FS-QUO	SOAP	FS-QUO

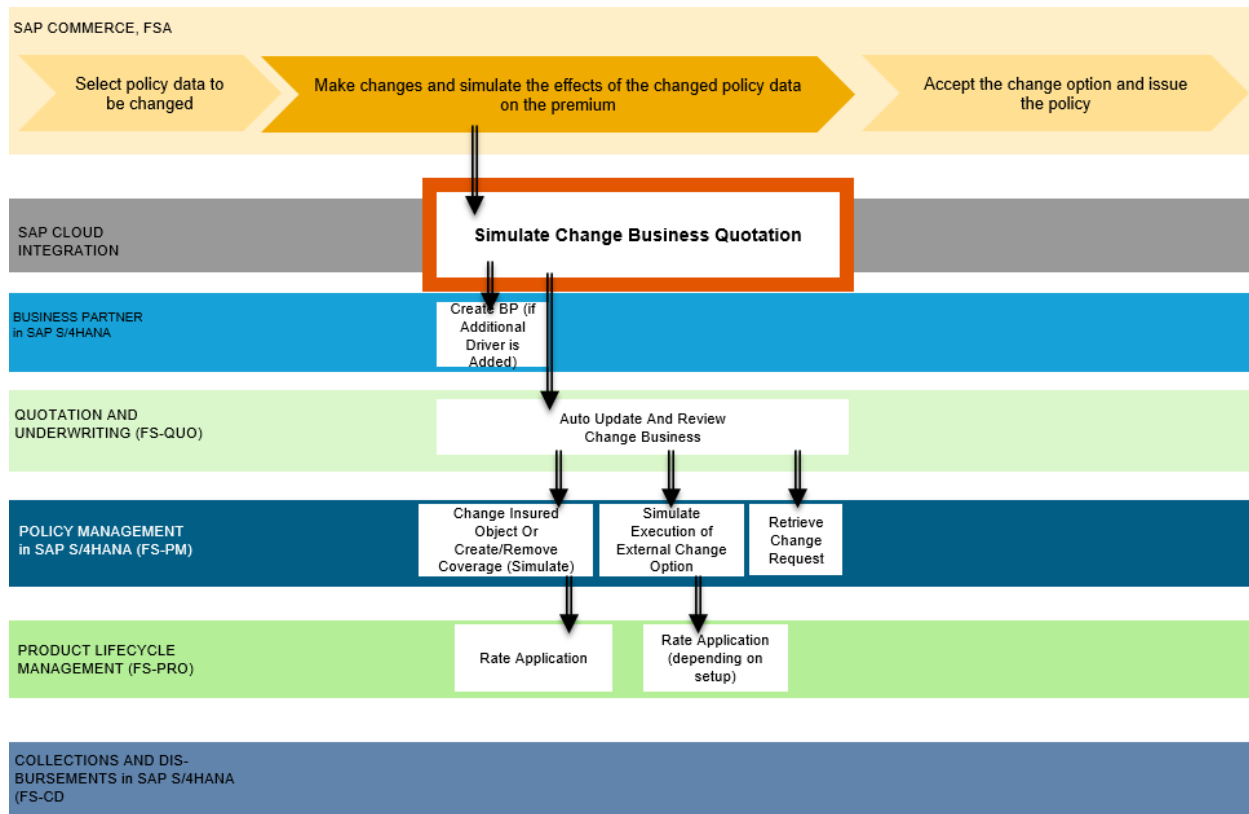
SAP Product, Quotation and Underwriting Management provides the product web service `autoCreateChangeBusinessWS` which has to be selected in the products.

Note

The product must be enabled for *Change Business* in FS-QUO.

4.4 Configuring iFlow "Simulate Change Business Quotation"

The following graphic provides you with a detailed view of the iFlow *Simulate Change Business Quotation from SAP Commerce FSA in SAP Quotation and Underwriting* and the systems involved:



4.4.1 Configuring SAP Commerce, financial services accelerator

To simulate a *Change Business* quotation, you must connect SAP Commerce with SAP Cloud Integration. You do this with the iFlow *Simulate Change Business Quotation from SAP Commerce FSA in SAP Product, Quotation and Underwriting Management*.

In the following section, you can find the parameters you must set and the Backoffice tabs you must navigate to in order to set the configuration parameters through the Backoffice Administration Cockpit. For information on how to set configuration parameters through the Administration Console, see [Establishing Connection with Quotation Systems](#).

4.4.1.1 Parameters

You must set the following parameters:

Parameter Type	Parameter Name	Value	Backoffice Tab
OAuthClientDetails For more information, see OAuth Client Credentials Grant .	OAuth Client ID	The ID of OAuth client	System > OAuth > OAuth Clients
	OAuth URL	OAuth service; you can add the grant type (for example, client_credentials) directly in the URL	
ExposedOAuthCredential	ID	Credential ID (for example, scpi-OauthCredential)	System > API > Credentials > Exposed OAuth Credentials
	OAuth Client Details (clientId)	OAuth clientId	
	Password	Credential password	
Endpoint	ID	The unique identifier of the endpoint	System > API > Endpoint
	Version	The version of the endpoint	
	Name	The full name of the endpoint for display purposes	
	Specification URL	The URL of the endpoint (<a href="https://<your_CPI_tenant>/http/SimulateChangeBusinessQuotation">https://<your_CPI_tenant>/http/SimulateChangeBusinessQuotation)	
DestinationTarget	ID	The unique identifier of the destination target	System > API > Destination Target
Consumed Destination	ID	The ID of the destination	System > API > Destinations > Consumed Destinations
	URL	The URL of the endpoint that this destination is based on (<a href="https://<your_CPI_tenant>/http/SimulateChangeBusinessQuotation">https://<your_CPI_tenant>/http/SimulateChangeBusinessQuotation)	
	Endpoint	The ID of the endpoint that this destination is based on together with endpoint version	
	Credential ID	The ID of the credential used for the destination (scpi-OauthCredential)	
	Destination Target ID	The destination target that is associated with the AbstractDestination	
	Additional Properties	CSRF URL (csrfURL -> <a href="https://<your_CPI_tenant>/http/SimulateChangeBusinessQuotation">https://<your_CPI_tenant>/http/SimulateChangeBusinessQuotation)	

4.4.2 Configuring SAP Cloud Integration

The iFlow *Simulate Change Business Quotation from SAP Commerce FSA in SAP Quotation and Underwriting* updates a Change Business quotation for auto insurance in SAP Product, Quotation and Underwriting Management. SAP Product, Quotation and Underwriting Management calls Policy Management in SAP S/4HANA which updates the *External Change Option* and calculates the new premium. Information, such as premium before and after tax and coverage number, is returned.

4.4.2.1 Deploying User Credentials

To enable basic authentication for the Web service call that changes a Change Business quotation, you must define and deploy the user credentials for the connection with the back-end systems in the *Security Material* section.

For more information, see [Deploying/Editing a User Credentials Artifact](#).

4.4.2.2 Parameters

You must set the following mandatory parameters:

For more information, see [Configure the SOAP \(SOAP 1.x\) Sender Adapter](#).

Parameter Name	Value
RECEIVER FS-QUO SOAP service adapter to update the Change Business quotation in FS-QUO	
Receiver/FS-QUO/QUO_HostPort	Internal host and port defined in SAP Open Connectors
Receiver/FS-QUO/QUO_SimulateChangeEndpoint	/csiroot/psruntime/ws/product
Receiver/FS-QUO/Proxy Type	Configuration that determines whether the connection to the target system is through SAP Open Connectors (On- Premise) or through the Internet
Receiver/FS-QUO/Authentication	Type of authentication to use (Basic)
Receiver/FS-QUO/Credential Name	Credential Name defined (Deploying User Credentials)

4.4.3 Configuring Business Partner in SAP S/4HANA (BP)

4.4.3.1 Service Called in BP

The following service is called if an additional named driver needs is added:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
Create BP	BAPI_BUPA_CREATE_FROM_DATA	Creates a new business partner	RFM	BP

4.4.4 Configuring SAP Product, Quotation and Underwriting Management

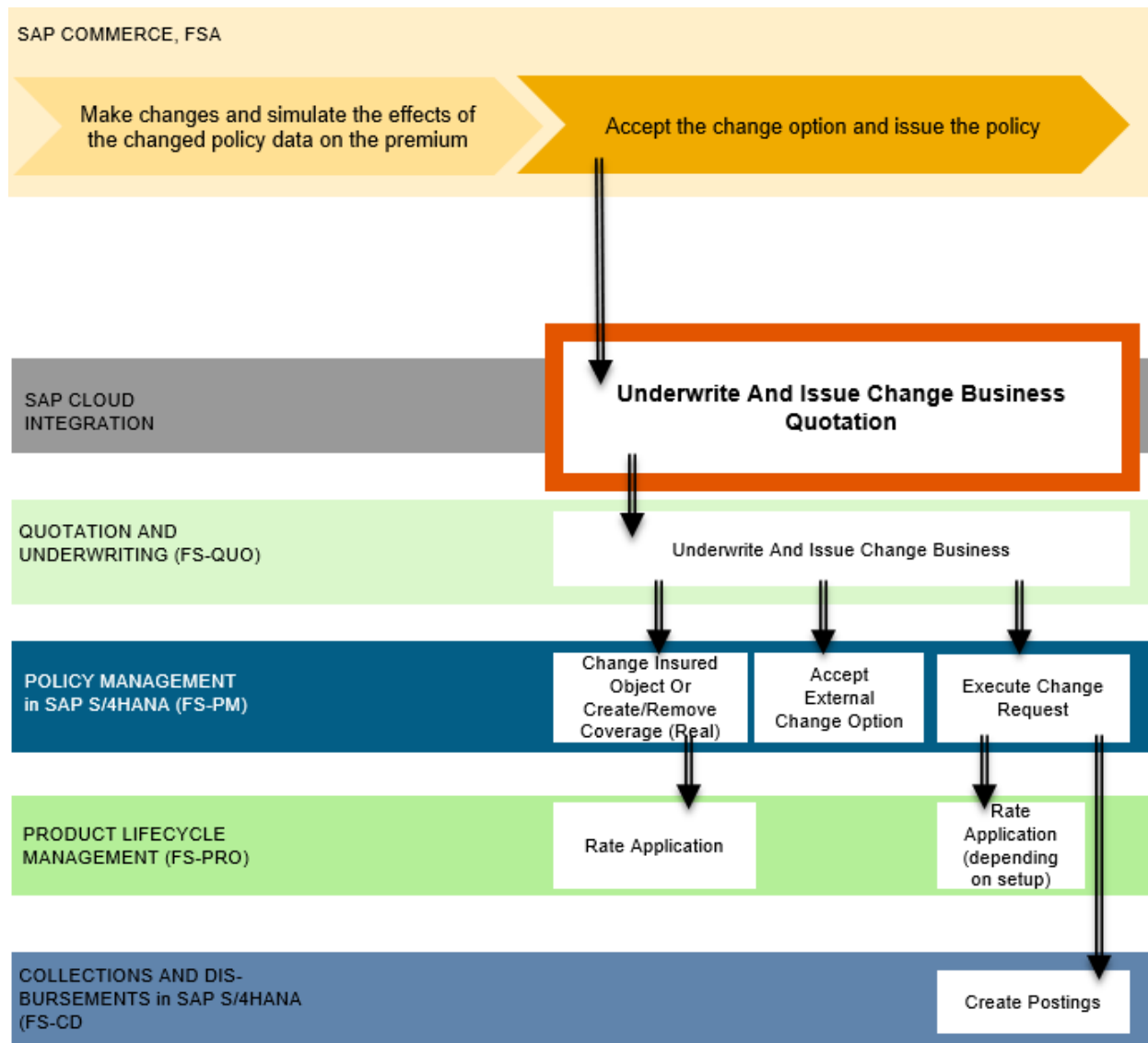
The following service is called:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
Call QUO	/csiroot/psruntime/ws/product	Updates a <i>Change Business</i> quotation in FS-QUO and calculates the new premium	SOAP	FS-QUO

SAP Product, Quotation and Underwriting Management provides the product web service `autoUpdateAndReviewChangeBusinessWS` which has to be selected in the products.

4.5 Configuring iFlow "Underwrite And Issue Change Business Quotation"

The following graphic provides you with a detailed view of the iFlow *Underwrite And Issue Change Business from SAP Commerce FSA in SAP Quotation and Underwriting to Policy Management* and the systems involved:



4.5.1 Configuring SAP Commerce, financial services accelerator

To underwrite and issue a *Change Business* quotation, you must connect SAP Commerce with SAP Cloud Integration. You do this with the iFlow *Underwrite and Issue Change Business from SAP Commerce FSA in SAP Product, Quotation and Underwriting Management to Policy Management*.

In the following section, you can find the parameters you must set and the Backoffice tabs you must navigate to in order to set the configuration parameters through the Backoffice Administration Cockpit. For information on how to set configuration parameters through the Administration Console, see [Establishing Connection with Quotation Systems](#).

4.5.1.1 Parameters

You must set the following parameters:

Parameter Type	Parameter Name	Value	Backoffice Tab
OAuthClientDetails For more information, see OAuth Client Credentials Grant .	OAuth Client ID	The ID of OAuth client	System > OAuth > OAuth Clients
	OAuth URL	OAuth service; you can add the grant type (for example, client_credentials) directly in the URL	
ExposedOAuthCredential	ID	Credential ID (for example, scpi-OauthCredential)	System > API > Credentials > Exposed OAuth Credentials
	OAuth Client Details (clientId)	OAuth clientId	
	Password	Credential password	
Endpoint	ID	The unique identifier of the endpoint	System > API > Endpoint
	Version	The version of the endpoint	
	Name	The full name of the endpoint for display purposes	
	Specification URL	The URL of the endpoint (<a href="https://<your_CPI_tenant>/http/UnderwriteAndIssueChangeBusinessInQuotationAndUnderwriting">https://<your_CPI_tenant>/http/UnderwriteAndIssueChangeBusinessInQuotationAndUnderwriting)	
DestinationTarget	ID	The unique identifier of the destination target	System > API > Destination Target
Consumed Destination	ID	The ID of the destination	System > API > Destinations > Consumed Destinations
	URL	The URL of the endpoint that this destination is based on (<a href="https://<your_CPI_tenant>/http/UnderwriteAndIssueChangeBusinessInQuotationAndUnderwriting">https://<your_CPI_tenant>/http/UnderwriteAndIssueChangeBusinessInQuotationAndUnderwriting)	
	Endpoint	The ID of the endpoint that this destination is based on together with endpoint version	

Parameter Type	Parameter Name	Value	Backoffice Tab
	Credential ID	The ID of the credential used for the destination (scpi-OauthCredential)	
	Destination Target ID	The destination target that is associated with the AbstractDestination	
	Additional Properties	CSRF URL (csrfURL -> <a href="https://<your_CPI_tenant>/http/UnderwriteAndIssueChangeBusinessInQuotationAndUnderwriting">https://<your_CPI_tenant>/http/UnderwriteAndIssueChangeBusinessInQuotationAndUnderwriting)	

4.5.2 Configuring SAP Cloud Integration

The iFlow *Underwrite And Issue Change Business from SAP Commerce FSA in SAP Quotation and Underwriting to Policy Management* performs underwriting of a *Change Business* quotation for auto insurance in SAP Product, Quotation and Underwriting Management.

- If the underwriting result is *Accepted* then SAP Product, Quotation and Underwriting Management calls Policy Management, which issues the *Change Business* quotation.
- If the underwriting result is *Not accepted* then the Quotation/Application will not be issued in Policy Management. The underwriting result will be returned and must be manually processed.

4.5.2.1 Deploying User Credentials

To enable basic authentication for the Web service call that underwrites and issue the Change Business quotation, you must define and deploy the user credentials for the connection with the back-end systems in the *Security Material* section.

For more information, see [Deploying/Editing a User Credentials Artifact](#).

4.5.2.2 Parameters

You must set the following mandatory parameters:

For more information, see [Configure the SOAP \(SOAP 1.x\) Sender Adapter](#).

Parameter Name	Value
RECEIVER FS-QUO	

Parameter Name	Value
SOAP service adapter to underwrite and issue the Change Business quotation in FS-QUO	
Receiver/FS-QUO/QUO_HostPort	Internal host and port defined in SAP Open Connectors
Receiver/FS-QUO/QUO_IssuePW_Endpoint	/csiroot/psruntime/ws/product
Receiver/FS-QUO/Proxy Type	Configuration that determines whether the connection to the target system is through SAP Open Connectors (On- Premise) or through the Internet
Receiver/FS-QUO/Authentication	Type of authentication to use (Basic)
Receiver/FS-QUO/Credential Name	Credential Name defined (Deploying User Credentials)

4.5.3 Configuring SAP Product, Quotation and Underwriting Management

The following service is called:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
Underwrite And Issue Change Business	/csiroot/psruntime/ws/product	Underwrites and issues a <i>Change Business</i> quotation in FS-QUO and releases the <i>External Change Option</i> in FS-PM	SOAP	FS-QUO

SAP Product, Quotation and Underwriting Management provides the product web service `underwriteAndIssueChangeBusinessWS` which has to be selected in the products.

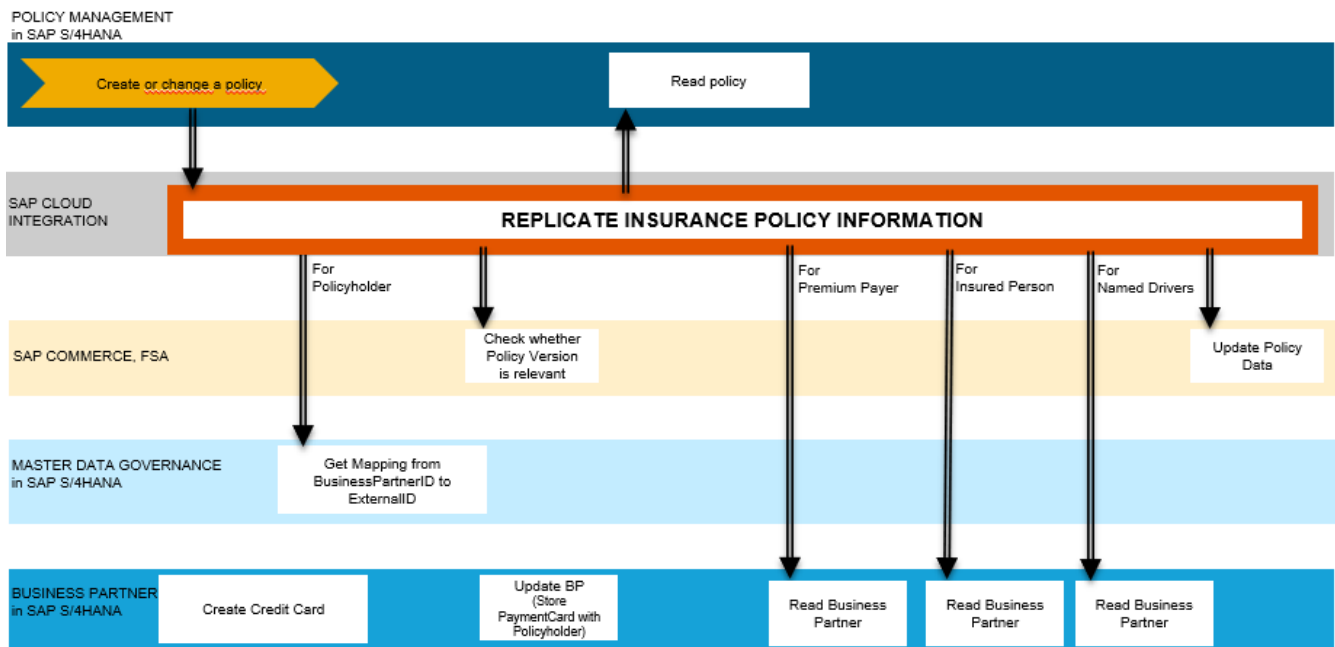
Note

Quotations must be assigned to a user in order to perform underwriting. A valid user must exist in the FS-QUO and FS-PM systems which can be mapped as the `AGENT_ID`.

5 Configuring iFlow "Replicate Insurance Policy Information"

A customer can visit the customer portal SAP Commerce, financial services accelerator (FSA), to display his policies. For this purpose, SAP provides the iFlow *Replicate Insurance Policy Information from Policy Management in SAP S4HANA to SAP Commerce FSA*.

The following graphic provides you with a detailed view of iFlow and the systems involved:



5.1 Configuring Policy Management in SAP S/4HANA (FS-PM)

5.1.1 Configuration Steps in FS-PM

For more information, see [Policy Display for SAP Commerce -> Configuration](#).

5.1.2 RFM Called in FS-PM

The following RFM is called:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
FS- PM_Read_Poli cy_Version	/PM0/ABT_SVC_POL_REA D	Reads detailed information for a policy version	RFM	FS-PM

5.2 Configuring SAP Commerce, financial services accelerator

For this iFlow, no configuration steps are required in SAP Commerce, financial services accelerator.

5.3 Configuring SAP Cloud Integration

The iFlow *Replicate Insurance Policy Information from Policy Management in SAP S/4HANA to SAP Commerce FSA* receives information about changes to insurance policies and contracts, including the effective dates of the changes. It checks whether the information is of relevance to SAP Commerce, financial services accelerator, reads detailed information about the changed versions from Policy Management in SAP S/4HANA, and provides this data to SAP Commerce, financial services accelerator.

5.3.1 Deploying User Credentials

To enable basic authentication for the required services, you must define and deploy the user credentials for the connection with the back-end systems in the *Security Material* section.

For more information, see [Deploying/Editing a User Credentials Artifact](#).

5.3.2 Parameters

You must set the following mandatory parameters:

For more information, see

- [Configure the SOAP \(SOAP 1.x\) Sender Adapter](#)
- [Configure Communication Channel with RFC Receiver Adapter](#)

Parameter Name	Value
FSA_Hybris_Get_Token	
Adapter for SAP Commerce for OAuth token retrieval	
FSA_HostPort	<Host and Port of SAP Commerce (or virtual port in SAP Open Connectors pointing to SAP Commerce)>
FSA_OAuthServicePath	<Web service path pointing to the service for the OAuth Token retrieval>
FSA_Hybris_Check_Relevance	
Adapter for SAP Commerce Web service for checking the relevance of a policy	
FSA_HostPort	<Host and port of SAP Commerce (or virtual port in SAP Open Connectors pointing to SAP Commerce)>
FSA_RelevanceCheck	<Web service path pointing to the relevance check in SAP Commerce>
FSA_Hybris_Policy_Import	
Adapter for SAP Commerce for the import policy service	
FSA_HostPort	<Host and port of SAP Commerce (or virtual port in SAP Open Connectors pointing to SAP Commerce)>
FSA_PolicyImportServicePath	<Web service path pointing to the service for the OAuth Token retrieval>
Authentication	<Authentication method>
Credential Name	<Name of the deployed user credential in SAP Cloud Integration; required for the authentication method BASIC>
FS-PM_Read_Policy_Version	

Parameter Name	Value
Adapter for FS-PM to read policy data	
Destination	<Tenant destination to FS-PM in SAP S/4HANA>
BP_Get_Bank_Details Adapter for BP in SAP S/4HANA to retrieve bank details	
Destination	<Tenant destination to BP in SAP S/4HANA>
BP_Get_Details Adapter for BP in SAP S/4HANA to retrieve details	
Destination	<Tenant destination to BP in SAP S/4HANA>
BP_Get_Auto_Details Adapter for BP in SAP S/4HANA to retrieve main-driver details	
Destination	<Tenant destination to BP in SAP S/4HANA>
BP_KeyMapping Adapter for BP in SAP S/4HANA to retrieve the key mapping from business partner ID to customer ID used in SAP Commerce	
Address	<Host and port of SAP S/4HANA (or virtual port in SAP Open Connectors pointing to SAP S/4HANA), including the Web service path pointing to the key mapping service>
Proxy Type	<Depends on the address: If the host and port of the address is from SAP Open Connectors, <i>On Premise</i> setting is needed>
Authentication	<Authentication method>
Credential Name	<Name of the deployed user credential for BP in SAP Cloud Integration; required for the authentication method <i>BASIC</i> >

5.3.3 Monitoring/Restarting SAP Cloud Integration Service Call

You can use the Web service message monitor to monitor or restart service calls to SAP Cloud Integration (transaction `SRT_MONI`).

For more information, see [Monitoring the Web Service Runtime](#).

5.4 Configuring Business Partner in SAP S/4HANA (BP)

5.4.1 Services and RFMs Called in BP

The following services and RFMs are called:

Name in iFlow	Technical Name (Service Path or RFM Name)	Description	Type	Target System
BP_Get_Bank_ Details	BAPI_BUPA_BANKDETAIL _GETDETAIL	Reads bank details of business partner	RFM	BP
BP_Get_Detai ls	BAPI_BUPA_CENTRAL_GE TDETAIL	Reads first name, last name, and date of birth of a business partner	RFM	BP
Do Keymapping	/sap/bc/srt/scs/pm0/ ukm_e_get	Reads key mapping for business partner ID	SOAP	BP/MDG

5.4.2 Configuring Web Service in SOA Management

To configure the connection to the Web services `/pm0/ukm_e_get` and `/pm0/ukm_e_add`, proceed as follows:

1. In the SAP S/4HANA back-end system, call transaction `SOAMANAGER`.
2. Choose *Simplified Service Configuration*.
3. Enter the service name `/pm0/ukm_e_get` in the *Search Pattern* field and choose *Go*.
4. In the `/pm0/ukm_e_get` row, select the checkboxes *User Name/Password (Basic)* and *X 509 Client Certificate*.
5. Go back and enter the service name `/pm0/ukm_e_add` in the *Search Pattern* field and choose *Go*.
6. In the `/pm0/ukm_e_add` row, select the checkboxes *User Name/Password (Basic)* and *X 509 Client Certificate*.
7. To see the access URL of the service, choose *Show Details*.

6 Business Scenarios Claims Management: "First Notice of Loss" and "Display of Claim Data"

6.1 Overview

You can connect Claims Management in SAP S/4HANA (FS-CM) to a customer portal, such as SAP Commerce. A policyholder can log on to this portal to create a notice of loss for an auto claim or to get information about their current auto claims. SAP Commerce provides the financial services accelerator (FSA) for this purpose.

6.1.1 First Notice of Loss

A policyholder can log on the customer portal to create a notice of loss for an auto claim.

You can find the business description of this scenario under [Claim Settlement: First Notice of Loss by Insurance Customer](#).

You can find a more technical description of this scenario under [Notice of Loss Using External Portal](#), section "Technical Information About the FS-CM Backend System".

6.1.2 Display of Specific Claim Data

A policyholder can log on the customer portal to get information about their current auto claims.

You can find more information under [Display of Specific Claim Data for External Portal](#).

6.2 Configuring Financial Services Accelerator

Prerequisite

Include the `sapfscmintegrationfacades` extension in your local extensions.

Note

The extension is available out of the box if you have installed FSA with the `financial_sap_integrations` recipe.

Procedure

1. Navigate to SAP Commerce platform and start *SAP Commerce* server.
2. Install Financial Services Accelerator.

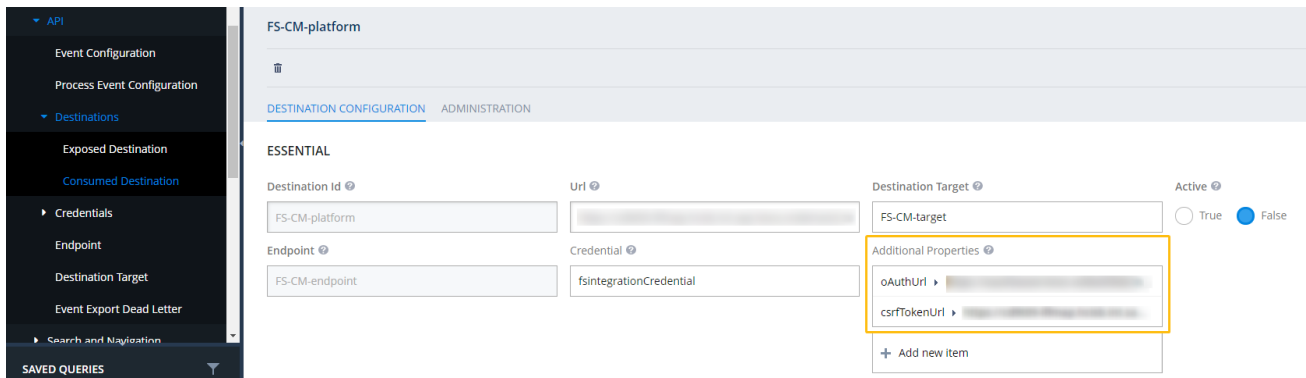
For more information, see [Installing Financial Services Accelerator](#).

3. Navigate to <https://financialservices.local:9002> and log in to *Administration Console* with your credentials.
4. Choose *Console->Impex Import*, and import this `ImpEx` file.

Make sure to set the correct values for FS-CM endpoint and consumed destination. The sample FS-CM basic credentials are already provided.

Note that the basic credentials for accessing FS-CM are given for demonstration purposes and should be replaced in the implementation project

5. If the `ImpEx` file was imported successfully, log in to Backoffice and choose *System API Destinations -> Consumed Destination*.
6. Add the following two parameters in additional properties list of your consumed destination:



6.3 Configuring SAP Cloud Integration

The connection between Claims Management in SAP S/4HANA and SAP Commerce Financial Services Accelerator (FSA) is enabled by the integration flow (iFlow) *Replicate Insurance Claims Information* and the OData service `FS-CM_CREATE_CLAIM` (artifact *SAPCommerce*) that is in the integration package *SAP Commerce financial services accelerator integration with SAP for Insurance*. The iFlow provides the integration for claim change updates, whereas the OData service allows a claim creation from Financial Services Accelerator into Claims Management.

The iFlow *Replicate Claims Information* is responsible for replicating claim data from FS-CM to SAP Commerce, FSA. The execution of this iFlow is initiated by FS-CM whenever a claim change requires a notification in SAP Commerce. The iFlow first checks if the changed claim is relevant for SAP Commerce by calling the appropriate Web service. If this is the case, it gathers all required information from FS-CM to send claim details to SAP Commerce by using the import policy OData service.

6.3.1 Configuring the Integration Package and its Artifacts

This section briefly describes the content of the integration package and the necessary configurations.

6.3.1.1 Prerequisites

You need to know the connection details (URL/Credentials) for the SAP Commerce system to do the following:

- Retrieve the OAuth token needed by the relevance check.
- Call the Webservice for the claim relevance check.
- Call the OData Service for the import claim service.
- Call the WebAPI for getting Claim details.

Additionally, you need the name of the destinations within your SAP Cloud Integration tenant pointing to the following:

- SAP S/4HANA Claims Management (FS-CM) system
- Sender security details like client certificate or OAuth settings.

6.3.1.2 Artifact Integration Flow

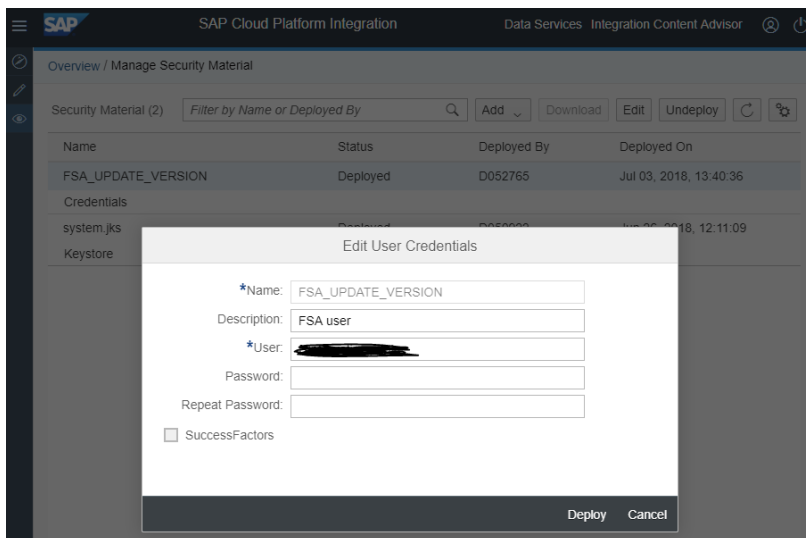
This artifact is responsible for replicating claim data from FS-CM to SAP Commerce, FSA. The execution of this iFlow is initiated by FS-CM whenever a claim change requires a notification in SAP Commerce. The iFlow first checks if the changed claim is relevant for SAP Commerce by calling the appropriate Web service. If this is the case, it gathers all required information from FS-CM to send claim details to SAP Commerce by using the import policy OData service.

Therefore, multiple services and RFCs are called. Some calls depend on the results of previous calls. The following table gives an overview of the services involved:

Name in iFlow	Technical Name (Service Path or RFC Name)	Description	Input Parameter	Type	Target System
FSA_Hybris_Get_Token	/authorizationserver /oauth/token	Gets the access token needed for checking the relevance.	-	HTTP	SAP Commerce FSA
FSA_Hybris_Check_Relevance	/financialwebservice/v1/sites/insurance/catalogs/financialProductCatalog/versions/Online/claims/relevance	Checks whether a claim is relevant for SAP.	<ul style="list-style-type: none">• Claim ID• Policy holder ID• Product ID• Contract ID	HTTP	SAP Commerce FSA

Name in iFlow	Technical Name (Service Path or RFC Name)	Description	Input Parameter	Type	Target System
FSA_Hybris_Claim_Import	odata2webservices/ClaimIntegrationObject/FSClaims	Provides data for the claim to SAP Commerce.	<ul style="list-style-type: none"> Claim details 	OData	SAP Commerce FSA
FS-CM_Retrieve_Claim_Detail	ICL_CLAIM_DATA_RETRIEVE	Reads detailed information of claim.	<ul style="list-style-type: none"> Claim number Where condition 	RFC	SAP S/4HANA FS-CM
FS-CM_Read_User_Details	ICL_USER_GET_NAME_AND_ADDRESS	Reads claim handler details.	<ul style="list-style-type: none"> User name 	RFC	SAP S/4HANA FS-CM
Retrieve Claim Details	API_INSURCLMVERVIEW	Read Claim Subclaims and Payments information.	<ul style="list-style-type: none"> Claim number 	OData (Web API)	SAP S/4HANA FS-CM

Before you configure the iFlow, deploy the user credentials within the security material of the SAP Cloud Integration. Click on the [Manage Security Material](#) tile and add new user credentials, which are needed for the OData Service call to import policies. You can use the name **FSA_UPDATE_VERSION** or any other name. Enter the user and password.



The iFlow deployment requires a configuration with your individual network and product settings. For more general information about the configuration, see [Configure Externalized Parameters of an Integration Flow](#). The configuration can be done by choosing the configuration menu item in your iFlow artifact.

6.3.1.3 Configuring the Receiver

Get_Claim_Details

Adapter for the business partner system to retrieve bank details:

Parameter Name	Value
FSCM_RFC_CONN	<Tenant Destination to SAP S/4 HANA FS-CM system>

FSA_Hybris_Check_Relevance

Adapter for the SAP Commerce system Web service for checking the relevance of a policy:

Parameter Name	Value
FSA_HostPort	<Host and Port of the SAP Commerce system (or virtual port in SAP Open Connectors pointing to SAP Commerce system>
FSA_RelevanceCheck	<Webservice Path pointing to the relevance check in the SAP Commerce system>

FSA_Hybris_Get-Token

Adapter for the SAP Commerce system for OAuth token retrieval:

Parameter Name	Value
FSA_HostPort	<Host and Port of the SAP Commerce system (or virtual port in SAP Open Connectors pointing to SAP Commerce system>
FSA_OAuthServicePath	<Web service path pointing to the service for the OAuth Token retrieval>

FSA_Hybris_Claim_Import

Adapter for the SAP Commerce system for the import policy service:

Parameter Name	Value
FSA_HostPort	<Tenant destination to SAP S/4 HANA FS-CM system>
FSA_ClaimIntegrationPath	<Web service path pointing to the service for the OAuth Token retrieval>
Authentication	<Authentication method>
FSA_OData_Credential_Name	<Name of the deployed user credential within SAP Cloud Integration. Required for the authentication method BASIC>

6.3.1.3.1 More Parameters

Parameter Name	Value
FSA_Version	<Version number of the connected SAP Commerce system. This Version must correspond to the version used in the Value Mapping Artifact>
FSCM_Version	<Version number of the connected FS-CM system >

6.3.1.3.2 Rules and Credentials for Remote Users

The RFC-user that executes the calls (see Error! Reference source not found.) needs full authorization to access the required data in the SAP S/4HANA system.

The user who passes the information to SAP Commerce (FSA_Hybris_Claim_Import), FSA needs the authorization to execute the OData-call.

6.3.1.4 Artifact OData Service

This artifact is responsible for creating a claim from SAP Commerce, FSA to FS-CM. The execution of this iFlow is initiated by SAP Commerce, FSA. The OData Service response for successful claim creation consists of claim number and the claim handler information.

The following table shows the used service:

Name in iFlow	Technical Name	Description	Input Parameter	Type	Target System
FS-CM_Create_Claim	ICL_HYBRIS_FNOL	Provides data for the claim creation to FS-CM.	-	RFC	SAP S/4HANA FS-CM

6.3.2 Monitoring/Restarting SAP Cloud Integration Service Call

You can use the Web service message monitor to monitor or restart service calls to SAP Cloud Integration (transaction SRT_MONI).

For more information, see [Monitoring the Web Service Runtime](#).

6.4 Configuring Claims Management in SAP S/4HANA (FS-CM)

6.4.1 Customizing Settings in FS-CM

Note

The following customizing settings are required for the "Display of Specific Claim Data" scenario only.

- Define the claim data that triggers a notification if changed
You define in Customizing for *SAP Insurance* under *Claims Management -> Claim -> Technical Settings -> Define Context-Specific Data Selection* for the HYBRIS context which FS-CM fields trigger a notification when they are changed.
- Define the claim data that is transferred to SAP Commerce
You define in Customizing for *SAP Insurance* under *Claims Management -> Claim -> Technical Settings -> Define Context-Specific Data Selection* for the HYBRIS_CLAIM_DETAIL context which FS-CM fields are transferred to SAP Commerce.

6.4.2 Configuring Web Service in SOA Management

Note

This step is required for the "Display of Specific Claim Data" scenario only.

Call the SOAMANAGER transaction in the FS-CM system and configure the SOAP API service for the notification service *InsuranceClaimChangeNotification_Out*.

6.4.3 Configuring the Remote Function Calls (RFC)

The following RFCs are called in the integration flow. You must ensure that the technical users who execute these calls need to have the required authorization.

RFC	Description	Input Parameter	Target System
ICL_CLAIM_DATA_RETRIEVE	Reads detailed information for a certain claim.	<ul style="list-style-type: none">• IV_CLAIM• IT_WHERE_CONDITION	FS-CM
ICL_USER_GET_NAME_AND_ADDRESS	Reads detailed information for	<ul style="list-style-type: none">• IV_USERNAME	FS-CM

RFC	Description	Input Parameter	Target System
	a claim handler.		
ICL_HYBRIS_FNOL	Creates a claim, returns claim number and claim handler information.	<ul style="list-style-type: none"> • IV_EXTERNAL_CLAIM_NUMBER • IV_CONTRACT • IV_LOSSTYPE • IV_LOSSDATE • IV_LOSSTIME • IV_PLATENO • IV_MAKE • IV_MODEL • IV_MODELTY • IV_CONSTYEAR • IV_SKIP_DUPLICATE_CHECK • IV_LOSSLOCCITY • IV_LOSSLOCSTREET • IV_LOSSLOCPOSTALCODE • IV_LOSSLOCREGION • IV_LOSSLOCCOUNTRY • IV_LOSSLOCDETAILS • IV_DESCRIPTIONOFLOSS • IV_REPORTED_TO_POLICE • IV_WITNESSES_EXIST • IV_VIEWFAULTPH • IV_SFC • IV_DOCUMENTS 	FS-CM



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