

## Chapter 3 Accounts Receivable



### Overview

Customer master records contain data that control how business transactions are recorded and processed by the system. They also include all the information about a customer that you need to conduct business transactions with them.

Customer master data is separated into 3 sections:

- **General Data**  
contains information that applies to all sales areas such as customer name, address and contact information.
- **Company Code Data**  
is specific to a company code and contain information such as reconciliation account, payment and dunning procedures.
- **Sales Area Data**  
contains information relevant to the sales organization and distribution channels of your company. It contains such information as order processing, billing and shipping.

**MWR** has the following types of customers:

#### Individuals and Groups

- Dues, e.g., club membership
- Fees, e.g., marina berthing fees
- Down payments (unearned income)
- Customer deposits
- Returned Checks

**VQ** (Visitor Quarters) have the following types of customers:

#### Individuals

- Military
- Civilians

#### Groups

- Ships
- Commands



## Create A Customer Master Record Centrally

**LOGISTICS > RETAILING > MASTER DATA > EDIT CUSTOMER > BUSINESS PARTNER > CUSTOMER > CREATE > FULL**

Transaction Code: **XD01**

On the screen titled “Create Customer: Initial Screen”, enter information in the fields as specified in the table on the next page:

### Create Customer: Initial Screen

Account group [Select]

Customer [ ]

Company code [ ]

**Sales area**

Sales organization [ ]

Distribution channel [ ]

Division [ ]

All sales areas... Customer's sales areas...

**Reference**

Customer [ ]

Company code [ ]

Sales organization [ ]

Distribution channel [ ]

Reference division [ ]

Field Name	Description	R/O/C	User Action and Values
<b>Account group</b>	<p>You must assign each account to an account group. The account group ensures that only the relevant screens and fields are displayed and ready for input for each of the customer's different partner functions.</p> <p>For example, the address, communication, and bank data fields are omitted for the account group for one-time accounts.</p>	R	<p>Enter appropriate Account Group:</p> <ul style="list-style-type: none"> <li>• Active Duty Military</li> <li>• Ship Customers</li> <li>• Civilians</li> <li>• Military Commands</li> <li>• Trade (and Others)</li> </ul> <p>This field is NOT required if you decide to use a reference customer/company code.</p>
<b>Customer</b>		C	<p>Do NOT enter customer number – the system will assign a customer number when you save the master data.</p> <p><b>CIVL = 60000 – 69999</b>  <b>COMM = 10000 – 19999</b>  <b>MILT = 30000 - 39999</b>  <b>SHIPS = 20000 – 29999</b>  <b>OTHR = 50000 - 59999</b></p>
<b>Company code</b>	The company code ID	R	<p>Enter company code                      Company code <i>must</i> be entered to create Accounting screens.</p>
<b>Sales organization</b>	<p>An organizational unit responsible for the sale of certain products or services. The responsibility of a sales organization may include legal liability for products and customer claims.</p>	R	<p><b>Enter Sales Organization</b>                      Sales Organization mirrors Company Code</p>
<b>Distribution channel</b>	<p>The way in which products or services reach the customer. Typical examples of distribution channels are wholesale, retail, or direct sales.</p>	R	<p>Enter <b>01</b></p>

<b>Division</b>	A way of grouping materials, products, or services. The system uses divisions to determine the sales areas and the business areas for a material, product, or service.	R	Enter <b>01</b>
<b>Reference Customer</b>	The customer account that is being used as a reference as an alternative way in which to create a customer account. Can save time in data entry if customers share many data fields.	O	The system copies the master data from the reference master record. However, not all data is copied (e.g., address information is not copied over).  All screens should be reviewed before saving any data.
<b>Reference Company code</b>	The company code associated with the referenced customer	O	Select if you want to copy the default values
<b>Reference Sales org</b>	The sales org associated with the referenced customer	O	Select if you want to copy the defaults
<b>Reference Distribution channel</b>	The distribution channel associated with the referenced customer	O	Select if you want to copy the defaults
<b>Reference Division</b>	The division associated with the referenced customer	O	Select if you want to copy the defaults

Press  to continue.

You will now see a screen titled “Create Customer: General Data”. Enter information in the fields as specified in the table below. There are several tabs on this screen. You can toggle between the tabs using the Tab Control or via the menu paths **Goto>Next tab** (F8) and **Goto>Previous tab** (F7).

**NOTE:** Remember that the fields that are displayed and required will vary depending on the account group chosen.

**WARNING:** *ALWAYS enter customer name, address, search term, etc., in ALL capitals using NO punctuation. Punctuation must be excluded to comply with central mail facility processing requirements.*

Create Customer: General Data

**Address Information**

Field Name	Description	R/O/C	User Action and Values
<b>Title</b>	Form of address	R	Rank or title used when creating <b>MILT</b> Customers.  E1 – D9 O1- O10 <b>NOTE:</b> O10 is out of order in the drop down menu. It appears directly under O1.
<b>Name</b>	Customer name	R	Enter customers last name, first name and initial
<b>Search term</b>	Short name which is used to set up a match code for search criteria	R	Enter customer’s last name as a search term
<b>Street</b>	Street address	R	Enter proper mailing address information. Do NOT enter PO Box here.
<b>City / Regional /</b>	City / State / Postal Code	R	Enter complete address information

**Retail (MM)**

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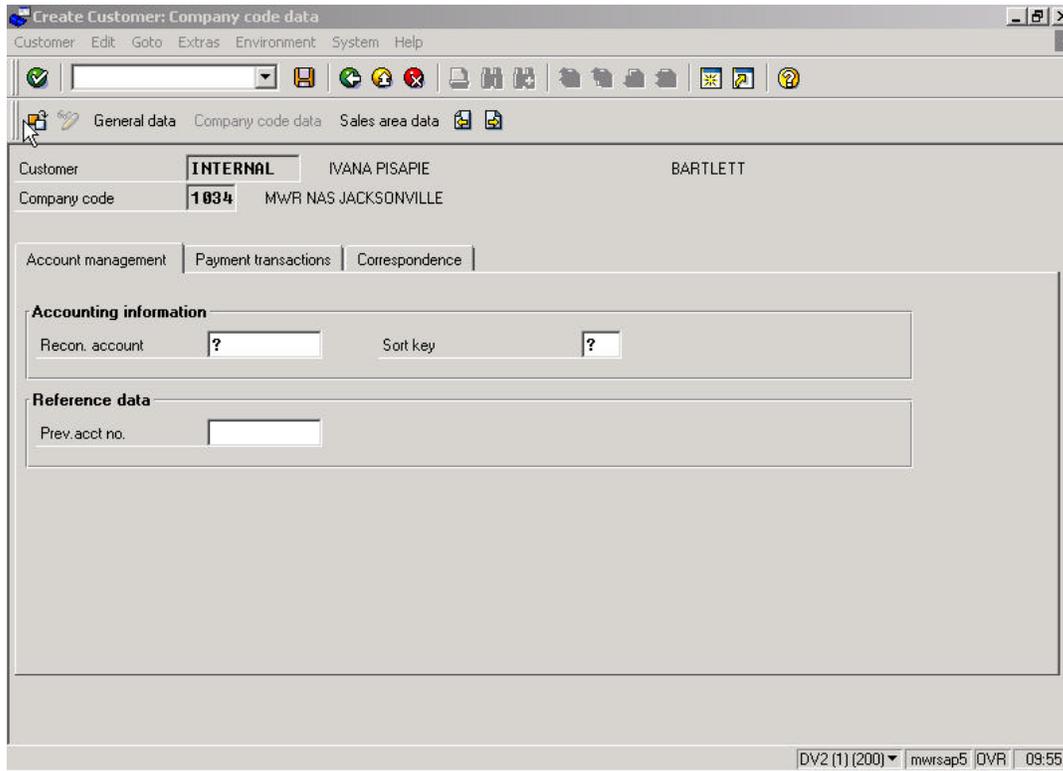
<b>Postal code</b>			
<b>Country</b>	Two digit country identifier	R	Enter <b>US</b> Enter appropriate country code
<b>Language</b>	English	R	Should default to "English"
<b>Telephone</b>		O	Enter customer's home phone number
<b>Fax</b>		O	Enter customer's fax number

Navigate to the *Control Data* tab.

**Control Data**

<b>Field Name</b>	<b>Description</b>	<b>R/O/C</b>	<b>User Action and Values</b>
<b>Express Train Station</b>	Use this field for train station	R	<b>Must enter “.”</b> <b>Required for account groups SHIPS and COMMS.</b>
<b>Unit Identification Code</b>	Using this field for UIC number (Unit Identification Code)	R	<b>Required for account groups SHIPS and COMMS:</b> Enter UIC number
<b>Tax Code 1</b>	Social Security Number	R	<b>Required for MILT and CIVL customers:</b> Enter customer’s social security number. Use format: xxx-xx-xxxx The account group will determine if this field is required.  <b>SHIPS and COMMS do NOT require this field.</b>

Click the “Company Code Data” button  to view the company code information groups: Account management, Payment transactions, and Correspondence. Alternatively, the menu path **Goto** ® **Company code data** (*Ctrl + F2*) can be used.



*Account Management tab*

Field Name	Description	R/O/C	User Action and Values
<b>Reconciliation Account</b>	<p>When you post items to a subsidiary ledger, the system automatically posts the same data to the general ledger.</p> <p>Each subsidiary ledger has one or more reconciliation accounts in the general ledger. These reconciliation accounts ensure that the balance of G/L accounts is always zero. This means that you can draw up balance sheets at any time without having to transfer totals from the subledgers to the general ledger.</p>	R	<p>Enter the appropriate account.</p> <p>For all MWR/NFC Customers use: 131005</p> <p>For VQ customers use:</p> <ul style="list-style-type: none"> <li>• 131002 for City Ledger Ind Billing</li> <li>• 131003 for Fair Mkt Billing</li> <li>• 133002 for City Ledger Group Billing</li> <li>• or 133003 for Operation Serv Contract</li> </ul>
<b>Sort Key</b>	Key for sorting according to assignment numbers	R	Enter <b>000</b>

Navigate to the *Payment Transactions* tab.

The screenshot shows the SAP 'Create Customer: Company code data' window. The window title is 'Create Customer: Company code data'. The menu bar includes 'Customer', 'Edit', 'Goto', 'Extras', 'Environment', 'System', and 'Help'. The toolbar contains various icons for navigation and actions. The main area is divided into tabs: 'General data', 'Company code data', and 'Sales area data'. The 'Company code data' tab is active, showing the following data:

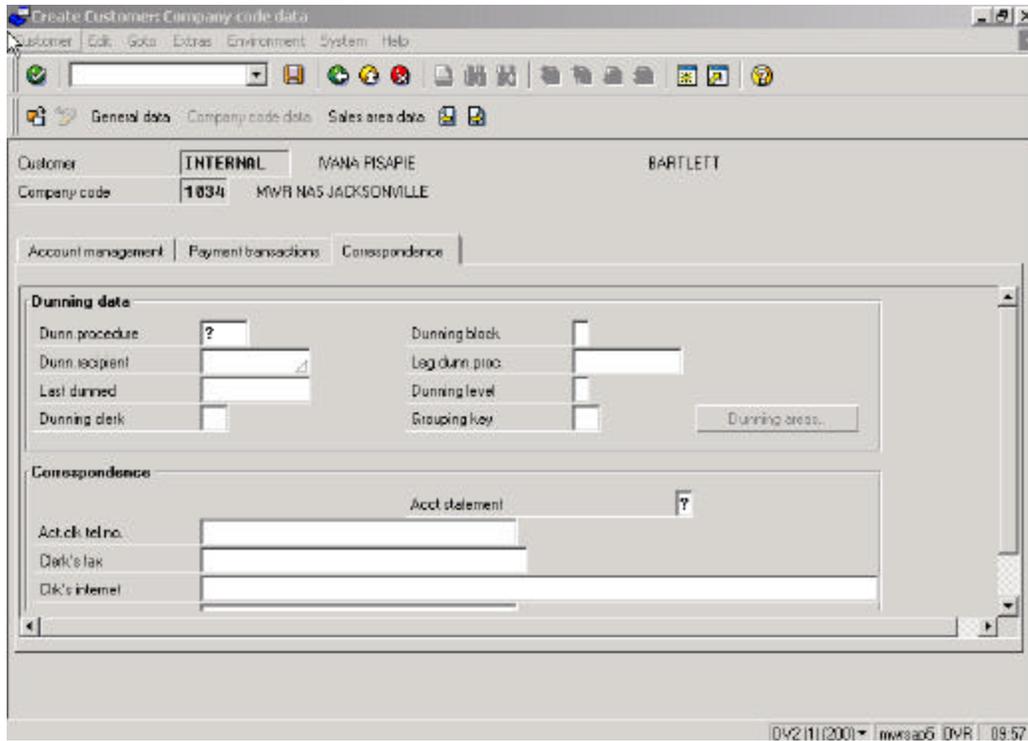
- Customer: INTERNAL IVANA PISAPIE BARTLETT
- Company code: 1034 MWR NAS JACKSONVILLE
- Account management: Payment transactions | Correspondence
- Payment data: Terms of payment: C003
- Automatic payment transactions: Payment methods: C, Payment block: D

The status bar at the bottom right shows 'DV2 (1) (200)', 'mwrsp5', 'DVR', and '09:57'.

**Payment Transactions tab:**

Field Name	Description	R/O/C	User Action and Values
<b>Terms of Payment</b>	Terms in which the customer must pay the invoice	R	Enter <b>C003</b> Net due Immediately is always used!
<b>Payment Methods</b>	Procedure (check, bill of exchange or bank transfer abroad for example) by which payments are made.	R	Enter <b>"C"</b> for Check
<b>Payment Block</b>	Block key used to block an open item or an account for payment transactions.	R	Enter <b>"D"</b> for Special AR block.  This blocks an open item or an account for payment transactions.  If you need to prepare a "Check" for a credit due the customer, the payment block should be removed.

Navigate to the *Correspondence* tab.



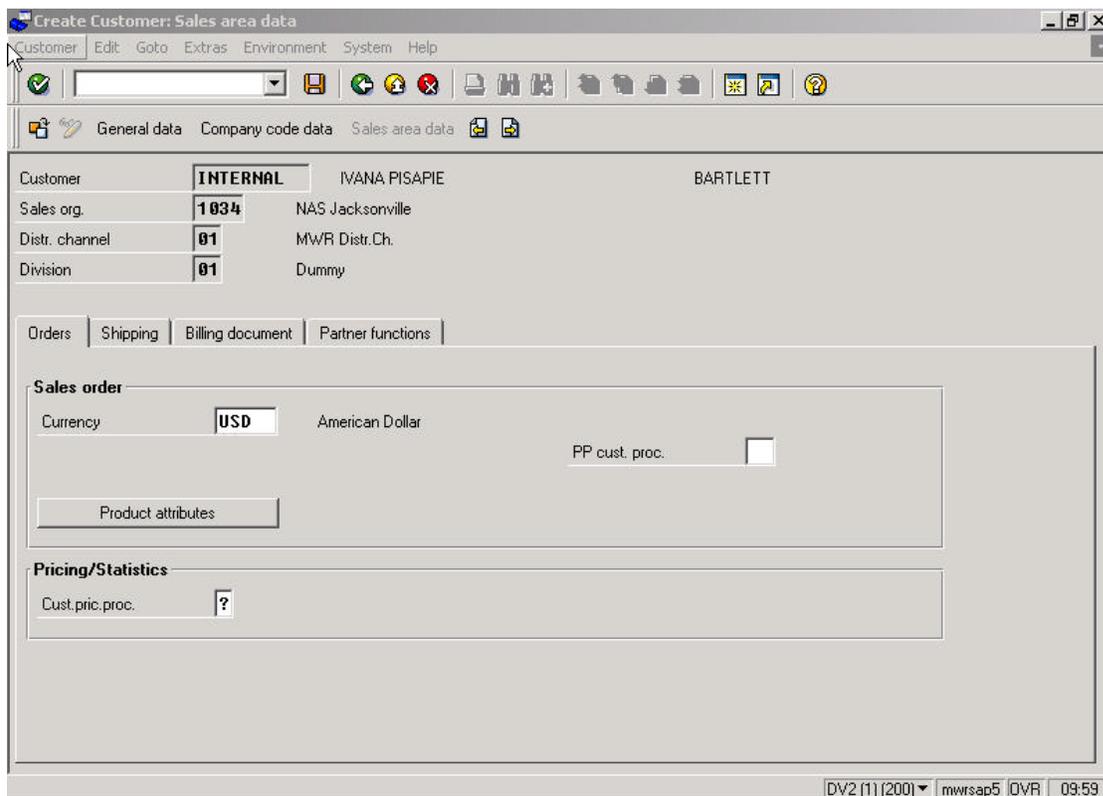
*Correspondence tab:*

Field Name	Description	R/O/C	User Action and Values
<b>Dunning Procedure</b>	This field contains the key for the dunning procedure to be used.	R	Enter “2000” for Military Customers (account group MILT) only! <b>If 2000 is entered, grouping key must be 01.</b>
<b>Dunning block</b>	Key which reflects the reason for a dunning block indicator	O	Leave blank
<b>Dunn Recipient</b>	Leave Blank	O	Leave Blank
<b>Leg Dunn Proc</b>	Leave Blank	O	Leave Blank
<b>Last Dunned</b>	System will populate this field as Dunning Procedures are run.	O	Leave Blank
<b>Dunning Level</b>	System will populate this field as dunning processes are run. System will enter "0" if never dunned, "1" if 1 <sup>st</sup> level of dunning has been completed, etc.	O	Leave Blank
<b>Dunning Clerk</b>	Leave Blank	O	Leave Blank

**Retail (MM)**

<b>Grouping Key</b>	Leave Blank	O	Leave Blank <b>Must be “01” when dunning procedure = 2000 for active military (MILT) customers.</b>
<b>Account Statement</b>	Indicator for periodic account statements	R	Enter “2” for monthly account statements
<b>Acct Clerk Tel</b>	Enter accounting Clerk telephone number	O	Enter data if appropriate
<b>Clerks Fax</b>	Enter Accounting Clerks Fax Number	O	Enter data if appropriate
<b>Clerks Internet</b>	Enter Accounting Clerks email address	O	Enter data if appropriate
<b>Account Memo</b>	Enter special note or details regarding account	O	Enter data if appropriate (e.g. extended payment plan or similar)

Click the “Sales Area Data” button Sales area data to view the sales area related information groups (if you have entered the Sales org, Distr channel and Division): Sales, Shipping, Billing document, Partner functions. Alternatively, the menu path **Goto ® Sales Area data** (*Ctrl + F2*) can be used.

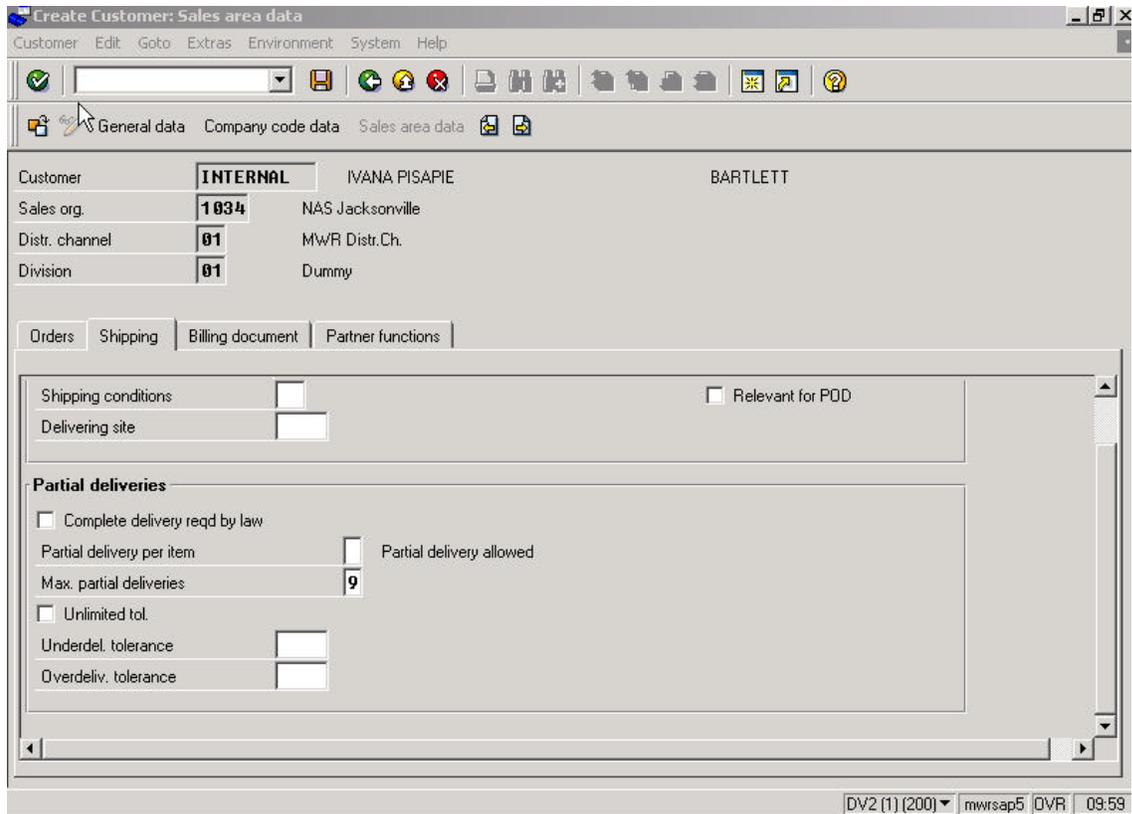


Use the tab control to toggle between the Sales Area Data information groups: Sales, Shipping, Billing document, Partner functions. Alternatively, the menu paths **Goto ® Next tab (F8)** and **Goto ® Previous tab (F7)** can be used.

*Orders:*

Field Name	Description	R/O/C	User Action and Values
<b>Currency</b>	Currency	R	Defaults to USD
<b>PP Cust Proc</b>	Not Used	O	Leave Blank
<b>Customer pricing Procedure</b>	Determines which pricing procedure the system should apply when you create a sales document for the customer.	R	Enter "1" for Standard

Navigate to the *Shipping* tab.



**Shipping: No data needs to be entered on this tab!**

Field Name	Description	R/O/C	User Action and Values
<b>Order Combination</b>	Indicates whether you are allowed to combine orders during delivery processing.	R	Defaults "Selected". <b>DO NOT CHANGE!</b>
<b>Max. Partial Deliveries</b>	The maximum number of partial deliveries you can make (including the first delivery) to satisfy the order quantity for an item.	R	Defaults to "9". <b>DO NOT CHANGE!</b>

Navigate to the **Billing Document** tab.

Create Customer: Sales area data

**BILLING DOCUMENT: ONLY TERMS OF PAYMENT FIELD NEEDS TO BE POPULATED ON THIS TAB!**

Field Name	Description	R/O/C	User Action and Values
<b>Terms of Payment</b>	Terms in which the customer must pay the invoice	R	Enter C003 always!

Navigate to the Partner Functions tab.

The system will default with the customer's Name for partner functions: Sold to; Bill to; Ship to; Payer.

**You do not have to enter any data on this tab!**

To save the customer master record, select **Customer** ® **Save** or select the  Save icon. **The system will display a message indicating the account number that was created and the company code it was created in.**



STOP! This completes the procedure for Creating a Customer Master Record Centrally.



## Change A Customer Master Record Centrally

**LOGISTICS > RETAILING > MASTER DATA > EDIT CUSTOMER > BUSINESS PARTNER > CUSTOMER > CHANGE > FULL**

Transaction Code: **XD02**

**WARNING:** Do this procedure when a change needs to be made to the customer master record.

If it is determined that the **Account Group** is incorrect, a new customer master record **MUST** be created. The old (incorrect) customer master record should be marked for deletion (as long as no open items are pending) and blocked for posting.

If open items exist, contact MWR HQ for assistance in transferring open items to the new (correct) customer prior to marking for deletion/blocking.

Likewise if a customer's reconciliation account is determined to be incorrect, the incorrect customer account must be marked for deletion and blocked for posting. A new customer master record should be created!

A locally developed form can be created for the use in requesting changes to customer master records or the Customer Master Request Form provided in the User Handbook can be adopted.

On the screen title “Change Customer: Initial Screen”, enter information in the fields as specified in the table on the next page.

Change Customer: Initial Screen

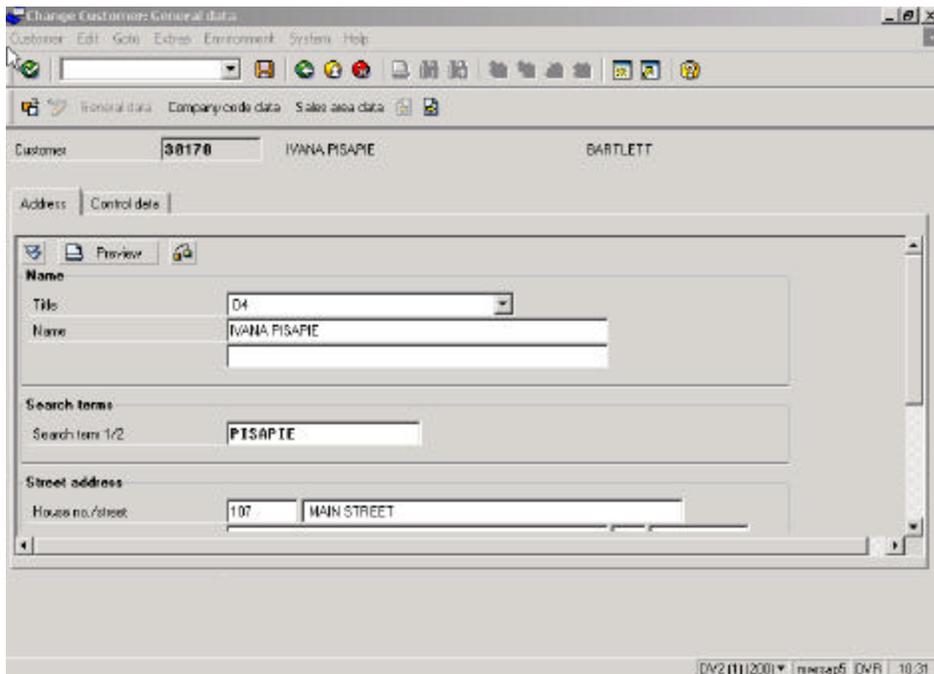
Field Name	Description	R/O/C	User Action and Values
<b>Customer</b>	The system will assign a customer number when you save the master data.	R	Enter customer number or use down arrow to search.  <b>CIVL = 60000 – 69999</b> <b>COMM = 10000 – 19999</b> <b>MILT = 30000 - 39999</b> <b>SHIPS = 20000 – 29999</b>
<b>Company code</b>	The company code ID	R	<b>Enter company code</b> Company code must be entered to change Accounting screens.
<b>Sales organization</b>	An organizational unit responsible for the sale of certain products or services. The responsibility of a sales organization may include legal liability for products and customer claims.	R	<b>Enter Sales Organization</b> Sales Organization mirrors company code.

<p><b>Distribution channel</b></p>	<p>The way in which products or services reach the customer. Typical examples of distribution channels are wholesale, retail, or direct sales.</p>	<p>R</p>	<p><b>Enter 01</b></p>
<p><b>Division</b></p>	<p>A way of grouping materials, products, or services. The system uses divisions to determine the sales areas and the business areas for a material, product, or service.</p>	<p>R</p>	<p><b>Enter 01</b></p>

Press  to continue.

On the screen titled “Change Customer: General Data”, change information in the fields as specified in the table below.

Remember that the fields displayed will vary depending on the account group chosen



**Retail (MM)**

Use the tab control to toggle between the "General Data" information groups: Address and Control data. Alternatively, the menu paths **Goto ® Next tab (F8)** and **Goto ® Previous tab (F7)** can be used.

**Address**

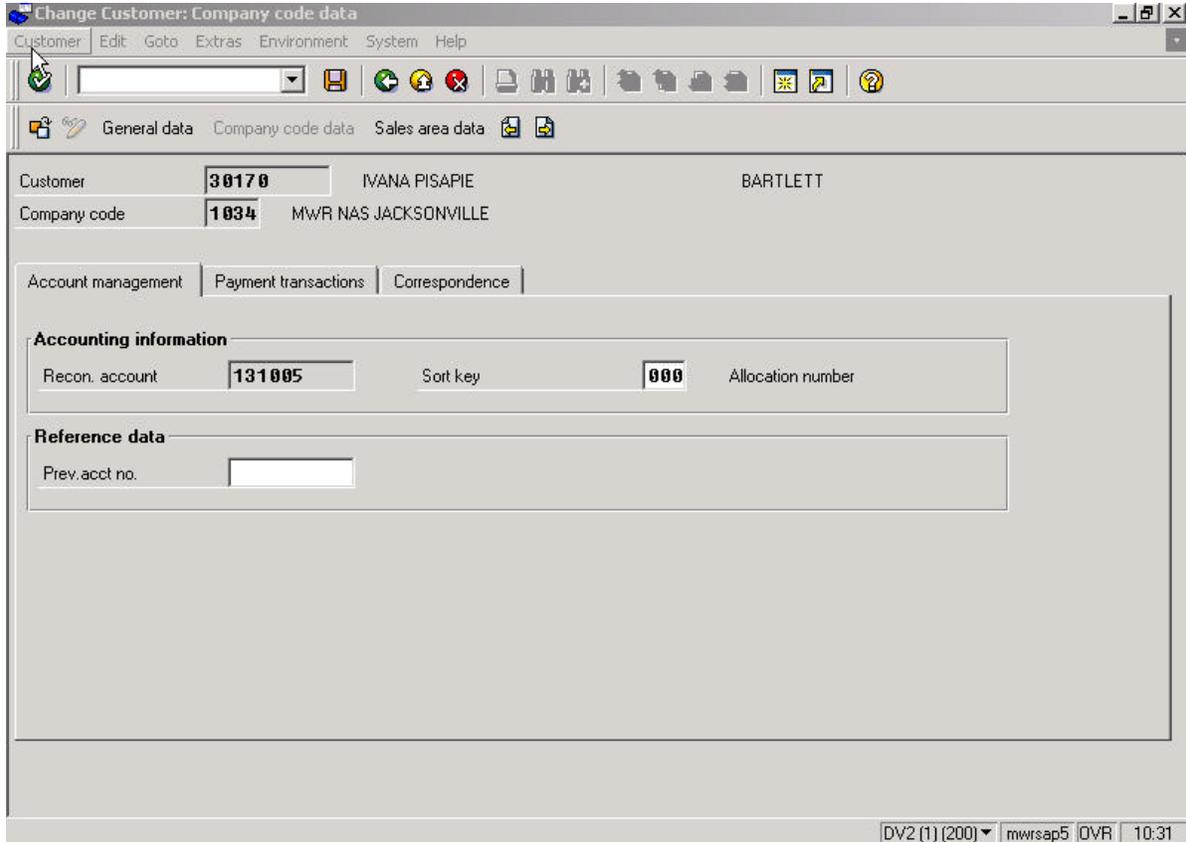
Field Name	Description	R/O/C	User Action and Values
<b>Title</b>	Form of address	OI	Rank or title used when changing MILT account groups E1 – E9 O1 – 10
<b>Name</b>	Customer name	O	Change customers last name, first name and initial
<b>Search term</b>	Short name which is used to set up a match code for search criteria	O	Do not change search term unless last name of customer has changed
<b>Street</b>	Street address	O	Change mailing address information. Do not enter PO Box here
<b>City / Regional / Postal code</b>	City / State / Postal Code	O	If changing city and region, ensure you enter correct zip code
<b>Country</b>	Two digit country identifier	O	Do not change Enter appropriate country code
<b>Language</b>	English	R	Do not change
<b>Telephone</b>		O	Change customer's home phone number
<b>Fax</b>		O	Change customer's fax number

Navigate to the **Control Data** tab.

**Control Data**

Field Name	Description	R/O/C	User Action and Values
<b>Train Station</b>		R	<b>Must enter “.”</b> <b>Required for account groups SHIPS and COMMS.</b>
<b>Unit Identification Code</b>	Using this field for UIC number (Unit Identification Code)	R	<b>Required for account groups SHIPS and COMMS.</b>
<b>Tax Code 1</b>	Social Security Number	R	<b>Do not change unless incorrect!</b>

Click the “Company Code Data” button  to view the company code information groups: Account management, Payment transactions, and Correspondence. Alternatively, the menu path **Goto** ® **Company code data** (Ctrl + F2) can be used.



*Account Management:*

Field Name	Description	R/O/C	User Action and Values
<b>Reconciliation account</b>	When you post items to a subsidiary ledger, the system automatically posts the same data to the general ledger. Each subsidiary ledger has one or more reconciliation accounts in the general ledger. These reconciliation accounts ensure that the balance of G/L accounts is always zero. This means that you can draw up balance sheets at any time without having to transfer totals from the subledgers to the general ledger.	O	<b>CANNOT BE CHANGED</b> Changing of this field will impact customer's A/R items
<b>Sort Key</b>	Key for sorting according to assignment numbers	O	Changing this field to another sort sequence will impact A/R line item sequence. <b>DO NOT CHANGE.</b>

*Payment Transactions:*

Field Name	Description	R/O/C	User Action and Values
<b>Terms of Payment</b>	Terms in which the customer must pay the invoice	O	<b>DO NOT CHANGE</b>
<b>Payment Methods</b>	Procedure (check, bill of exchange or bank transfer abroad for example) by which payments are made.	O	<b>DO NOT CHANGE</b>
<b>Payment Block</b>	Block key used to block an open item or an account for payment transactions.	O	<b>DO NOT CHANGE</b> blocks an open item or an account for payment transactions

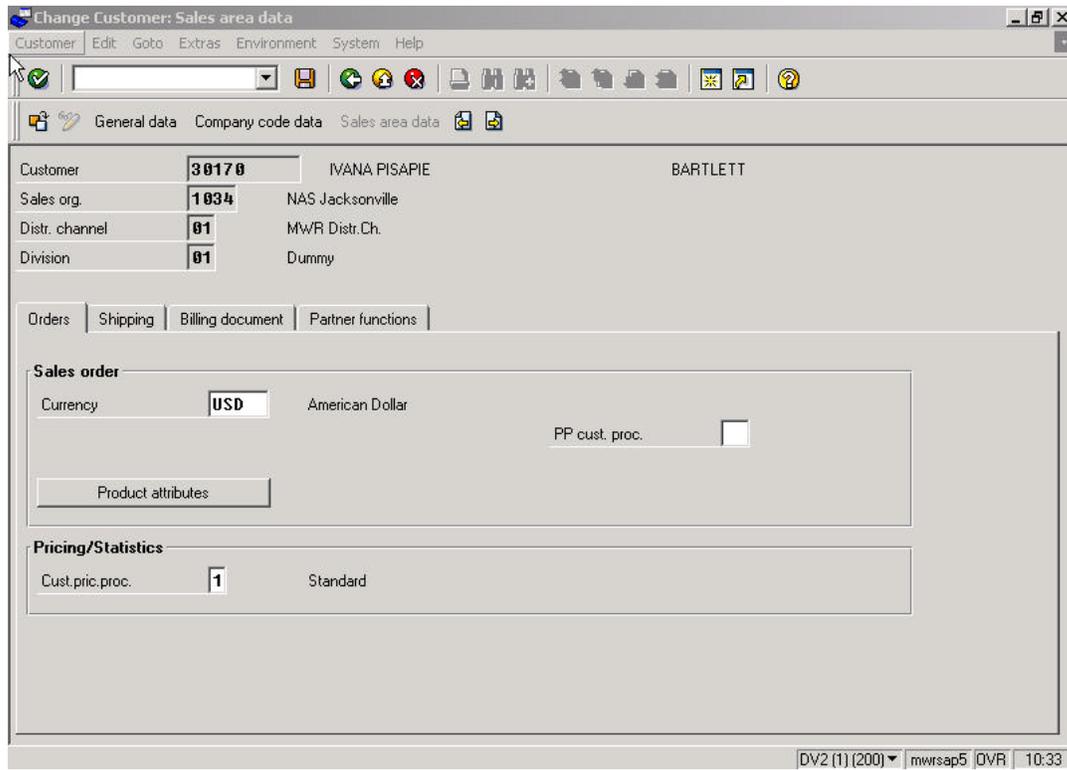
Navigate to the *Correspondence* tab.

**Correspondence:**

Field Name	Description	R/O/C	User Action and Values
<b>Dunning Procedure</b>	This field contains the key for the dunning procedure to be used.	O	<b>DO NOT CHANGE unless military customer dunning procedure does NOT equal 2000!!</b>
<b>Dunning block</b>	Key which reflects the reason for a dunning block indicator	O	Leave blank
<b>Account Statement</b>	Indicator for periodic account statements	O	Change this field is you want customer to receive statement in different period (ie., weekly instead of monthly) <b>“2”</b> = monthly account statements This field designates how often customers will be receiving statements

Click the “Sales Area Data” button  to view the sales area related information groups (if you have entered the Sales org, Distr channel and Division): Sales, Shipping, Billing document, Partner functions. Alternatively, the menu path **Goto ® Sales Area data** (*Ctrl + F2*) can be used.

Use the tab control to toggle between the Sales Area Data information groups: Sales, Shipping, Billing document, Partner functions. Alternatively, the menu paths **Goto ® Next tab** (*F8*) and **Goto ® Previous tab** (*F7*) can be used.



**Orders:**

Field Name	Description	R/O/C	User Action and Values
<b>Currency</b>	Currency	R	<b>DO NOT CHANGE</b>
<b>Customer pricing Procedure</b>	Determines which pricing procedure the system should apply when you create a sales document for the customer.	R	<b>DO NOT CHANGE</b>

Navigate to the *Shipping* tab.

**Shipping:**

Field Name	Description	R/O/C	User Action and Values
<b>Order Combination</b>	Indicates whether you are allowed to combine orders during delivery processing.	R	<b>DO NOT CHANGE</b>
<b>Max. Partial Deliveries</b>	The maximum number of partial deliveries you can make (including the first delivery) to satisfy the order quantity for an item.	R	<b>DO NOT CHANGE</b>

Navigate to the Billing Document tab.

***Billing Document:***

Field Name	Description	R/O/C	User Action and Values
<b>Terms of Payment</b>	Terms in which the customer must pay the invoice	R	DO NOT CHANGE

Navigate to the Partner Functions tab:

The System will default with the customer's partner functions: Sold to; Bill to; Ship to; Payer.

**Do not change any fields on this tab!**

To save the customer master record, select Customer → Save or select the  Save icon.

The changes you make to the customer master will only impact any transactions made after the change.



**STOP!** This completes the procedure for Changing a Customer Master Record Centrally.



## Display a Customer Master Record Centrally

**LOGISTICS > RETAILING > MASTER DATA > EDIT CUSTOMER > BUSINESS PARTNER > CUSTOMER > DISPLAY > FULL**

Transaction Code: **XD03**

On the screen titled “Display Customer: Initial Screen”, display information in the fields as specified in the table on the next page.

Customer:  IVANA PISAPIE

Company code:

**Sales area**

Sales organization:

Distribution channel:  MWR Distr.Ch.

Division:  Dummy

DV2 (1) (200) | mwrsap5 | OVR | 13:26

Field Name	Description	R/O/C	User Action and Values
<b>Customer</b>	The system will assign a customer number when you save the master data.	C	<b>Enter customer number</b> or use drop down to search.  <b>CIVL = 60000 - 69999</b> <b>COMM = 10000 - 19999</b> <b>MILT = 30000 - 39999</b> <b>SHIPS = 20000 - 29999</b> <b>OTHR = 50000 - 59999</b>
<b>Company code</b>	The company code ID	R	<b>Enter Company Code</b>
<b>Sales organization</b>	An organizational unit responsible for the sale of certain products or services. The responsibility of a sales organization may include legal liability for products and customer claims.	R	<b>Enter Sales Organization</b> Sales Organization mirrors Company Code
<b>Distribution channel</b>	The way in which products or services reach the customer. Typical examples of distribution channels are wholesale, retail, or direct sales.	R	<b>Enter 01</b>
<b>Division</b>	A way of grouping materials, products, or services. The system uses divisions to determine the sales areas and the business areas for a material, product, or service.	R	<b>Enter 01</b>

Press  to continue.

On the screen titled “Display Customer: General Data”, display information in the fields as specified in the table below.

**Remember that the fields that are displayed will vary depending on the account group chosen.**

### Address Information

Field Name	Description	R/O/C	User Action and Values
<b>Title</b>	Form of address	R	Rank or title used when creating <b>MILT</b> Customers. E1 – E9 O1 – O10
<b>Name</b>	Customer name	R	View customers last name, first name and initial
<b>Search term</b>	Short name which is used to set up a match code for search criteria	R	View customer’s last name as a search term
<b>Street</b>	Street address	R	View proper mailing address information. Do NOT display PO Box here.

<b>City / Regional / Postal code</b>	City / State / Postal Code	R	View complete address information
<b>Country</b>	Two digit country identifier	R	Display <b>US</b> Display appropriate country code
<b>Language</b>	English	R	Should default to "English"
<b>Telephone</b>		O	Display customer's home phone number
<b>Fax</b>		O	Display customer's fax number

Use the tab control to toggle between the "General Data" information groups: Address and Control data. Alternatively, the menu paths **Goto ® Next tab (F8)** and **Goto ® Previous tab (F7)** can be used.

**NOTE: Customer name, address, search term, etc., will ALWAYS be entered in ALL capital letters using NO punctuation. Punctuation must be excluded to central mail facility processing requirements.**

Navigate to the *Control Data* tab.

**Control Data**

Field Name	Description	R/O/C	User Action and Values
<b>Train Station</b>	Use this field for Train Station	R	<b>Required for account groups SHIPS and COMMS, enter “.”</b>
<b>Unit Identification Code</b>	Use this field for UIC number (Unit Identification Code)	R	<b>Required for account groups SHIPS and COMMS, enter unit identification code</b>
<b>Tax Code 1</b>	Social Security Number	R	Display customer's social security number. Format: xxx-xx-xxxx The account group will determine if this field is required. <b>SHIPS and COMMS do NOT require this field.</b> <b>This field must be populated for MILT or CIVL customers</b>

Click the “Company Code Data” button  to view the company code information groups: Account management, Payment transactions, and Correspondence. Alternatively, the menu path **Goto** ® **Company code data** (Ctrl + F2) can be used.

*Display Customer: Company code data*

Display Customer: Company code data

Customer Edit Goto Extras Environment System Help

General data Company code data Sales area data

Customer **30170** IVANA PISAPIE BARTLETT  
 Company code **1034** MWR NAS JACKSONVILLE

Account management | Payment transactions | Correspondence

**Accounting information**

Recon. account **131005** Sort key **000** Allocation number

**Reference data**

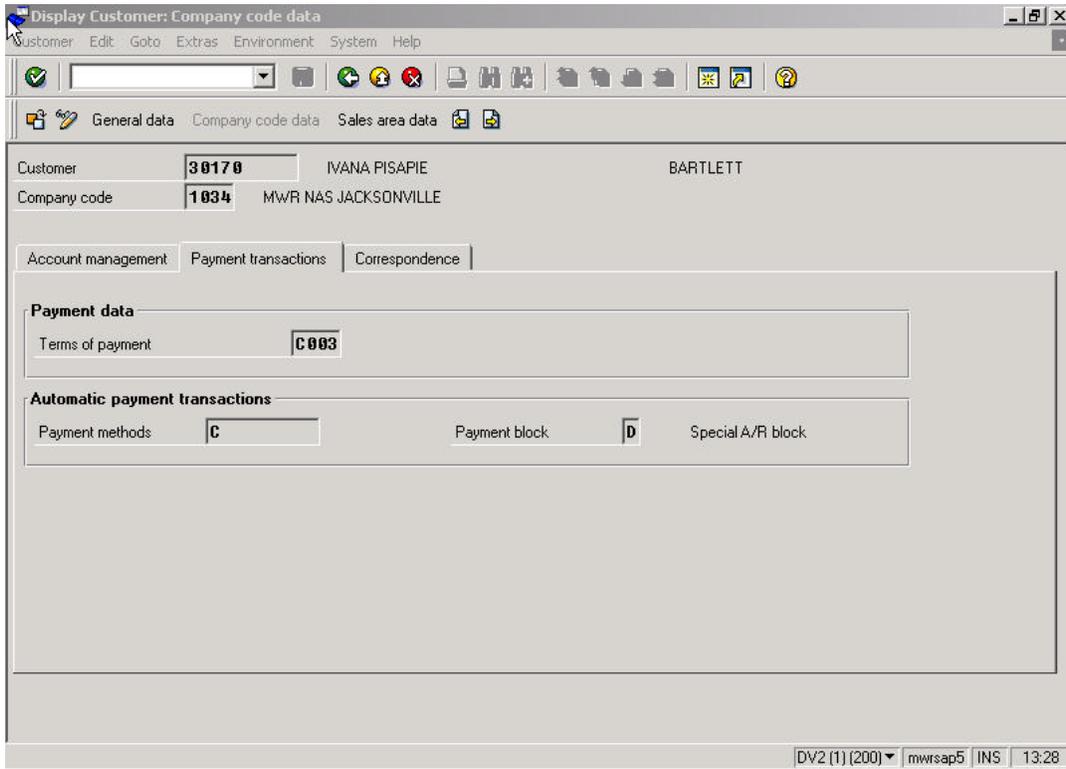
Prev. acct no.

DV2 (1) (200) mwr sap5 INS 13:28

*Account Management:*

Field Name	Description	R/O/C	User Action and Values
<b>Reconciliation account</b>	When you post items to a subsidiary ledger, the system automatically posts the same data to the general ledger. Each subsidiary ledger has one or more reconciliation accounts in the general ledger. These reconciliation accounts ensure that the balance of G/L accounts is always zero. This means that you can draw up balance sheets at any time without having to transfer totals from the subledgers to the general ledger.	R	Display the appropriate account For all MWR/NFC Customers use: 131005  For VQ customers use: 131002 for City Ledger Ind Billing  131003 for Fair Mkt Billing  133002 for City Ledger Group Billing  133003 for Operation Serv Contract
<b>Sort Key</b>	Key for sorting according to assignment numbers	R	Display <b>000</b>

**Payment Transactions:**



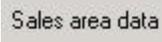
Field Name	Description	R/O/C	User Action and Values
<b>Terms of Payment</b>	Terms in which the customer must pay the invoice	R	Display <b>C003</b> Net due Immediately is always used!
<b>Payment Methods</b>	Procedure (check, bill of exchange or bank transfer abroad for example) by which payments are made.	R	Display " <b>C</b> " for <b>Check</b>

<p><b>Payment Block</b></p>	<p>Block key used to block an open item or an account for payment transactions.</p>	<p>R</p>	<p>Display ‘<b>D</b>’ for Special AR block.</p> <p>Blocks an open item or an account for payment transactions. If you need to prepare a "Check" for a credit due the customer, the payment block should be removed!</p>
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*Display Customer: Company code data*

The screenshot shows the SAP 'Display Customer: Company code data' window. The window title is 'Display Customer: Company code data'. The menu bar includes 'Customer', 'Edit', 'Goto', 'Extras', 'Environment', 'System', and 'Help'. The toolbar contains various icons for navigation and actions. The main area is divided into tabs: 'General data', 'Company code data', 'Sales area data', and 'Dunning data'. The 'Company code data' tab is active, showing customer information: Customer '30170' (IVANA PISAPIE, BARTLETT) and Company code '1034' (MWR NAS JACKSONVILLE). Below this, there are tabs for 'Account management', 'Payment transactions', and 'Correspondence'. The 'Dunning data' section includes fields for 'Dunn.procedure' (2000), 'Dunning block' (checkbox), 'Dunn.recipient', 'Leg.dunn.proc.', 'Last dunned', 'Dunning level' (0), 'Dunning clerk', and 'Grouping key'. A 'Dunning areas...' button is also present. The 'Correspondence' section shows 'Acct statement' (2) and fields for 'Act.clk.tel.no.', 'Clerk's fax', and 'Clerk's internet'. The status bar at the bottom indicates 'DV2 (1) (200) mwsap5 INS 13:29'.

Field Name	Description	R/O/C	User Action and Values
<b>Dunning Procedure</b>	This field contains the key for the dunning procedure to be used.	R	<b>Display “2000” for Military Customers (account group MILT) only!</b>
<b>Dunning block</b>	Key which reflects the reason for a dunning block indicator	O	Leave blank
<b>Dunn Recipient</b>	Leave Blank	O	Leave Blank
<b>Leg Dunn Proc</b>	Leave Blank	O	Leave Blank
<b>Last Dunned</b>	System will populate this field as Dunning Procedures are run.	O	Leave Blank
<b>Dunning Level</b>	System will populate this field as dunning processes are run. System will display "0" if never dunned, "1" if 1 <sup>st</sup> level of dunning has been completed, etc.	O	Leave Blank
<b>Dunning Clerk</b>	Leave Blank	O	Leave Blank
<b>Grouping Key</b>	Leave Blank	O	Leave Blank <b>If dunning procedure is “2000” grouping key must be “01.”</b>
<b>Account Statement</b>	Indicator for periodic account statements	R	Display “2” for monthly account statements. This field designates how often customers will receive statements.
<b>Acct Clerk Tel</b>	Display accounting Clerk telephone number	O	
<b>Clerks Fax</b>	Display Accounting Clerks Fax Number	O	
<b>Clerks Internet</b>	Display Accounting Clerks email address	O	
<b>Account Memo</b>	Display special note or details regarding account	O	

Click the “Sales Area Data” button  to view the sales area related information groups (if you have displayed the Sales org, Distr channel and Division): Sales, Shipping, Billing document, Partner functions. Alternatively, the menu path *Goto ® Sales Area data* (*Ctrl + F2*) can be used.

Navigate to the *Orders* tab.

#### *Orders:*

Field Name	Description	R/O/C	User Action and Values
<b>Currency</b>	Currency	R	Defaults to <b>USD</b>
<b>PP Cust Proc</b>	Not Used	O	Leave Blank
<b>Customer pricing Procedure</b>	Determines which pricing procedure the system should apply when you create a sales document for the customer.	R	Display “ <b>1</b> ” for Standard

Use the tab control to toggle between the Sales Area Data information groups: Sales, Shipping, Billing document, Partner functions. Alternatively, the menu paths **Goto ® Next tab (F8)** and **Goto ® Previous tab (F7)** can be used.

Navigate to the *Shipping* tab.

**Shipping:**

Field Name	Description	R/O/C	User Action and Values
<b>Order Combination</b>	Indicates whether you are allowed to combine orders during delivery processing.	R	Defaults "Selected". <b>DO NOT CHANGE.</b>
<b>Max. Partial Deliveries</b>	The maximum number of partial deliveries you can make (including the first delivery) to satisfy the order quantity for an item.	R	Defaults to '9'. <b>DO NOT CHANGE.</b>

Navigate to the *Billing Document* tab.

**Billing Document:**

Field Name	Description	R/O/C	User Action and Values
<b>Terms of Payment</b>	Terms in which the customer must pay the invoice	R	Display <b>C003</b> always!

Navigate to the Partner Functions tab.

**Partner Functions:**

The system will default with the customer's Name for partner functions: **Sold to; Bill to; Ship to; Payer. Do NOT make any changes on this tab!**



**STOP!** This completes the procedure for Displaying A Customer Master Record Centrally.



## Display Changes to a Customer

**LOGISTICS > RETAILING > MASTER DATA > EDIT CUSTOMER > BUSINESS PARTNER > CUSTOMER > DISPLAY CHANGES > FULL**

Transaction Code: **XD04**

On the screen titled “Customer Account Changes: Initial Screen”, enter information in the fields as specified in the table on the next page.

The screenshot shows the SAP 'Customer Account Changes: Initial Screen' window. The title bar includes 'Changes Edit Goto Environment System Help'. The main area contains several input fields and sections:

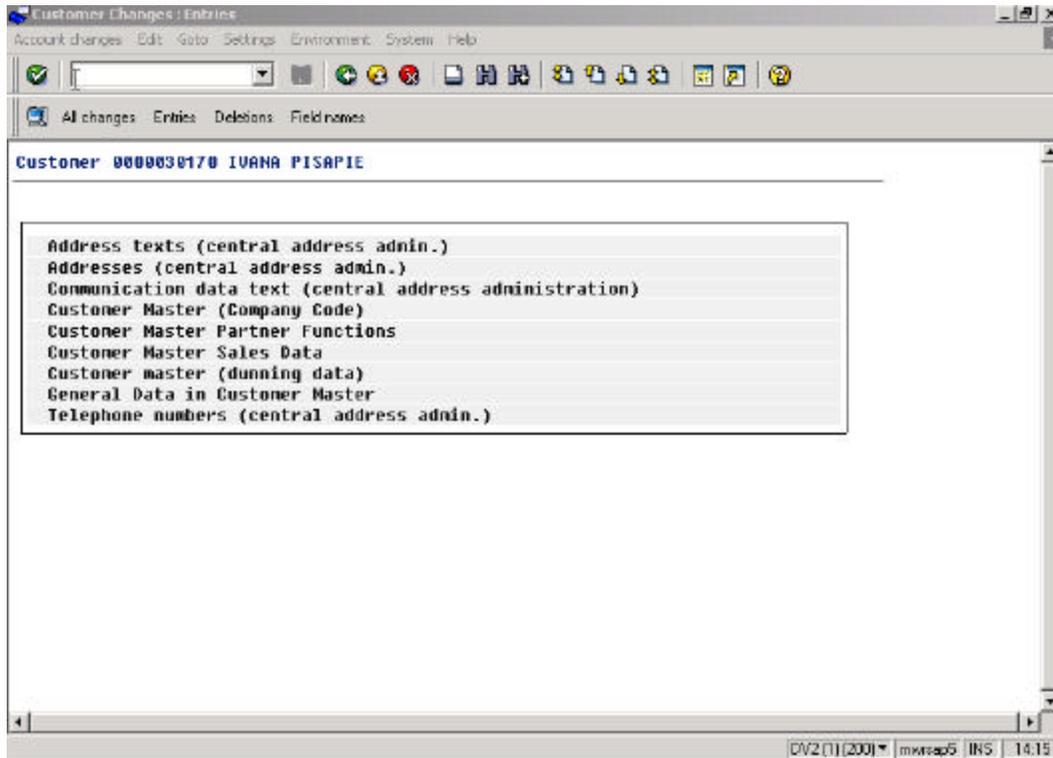
- Customer**: A dropdown menu.
- Company code**: A text input field.
- Dunning area**: A text input field.
- Sales organization**: A text input field.
- Distribution channel**: A text input field with the value '01'.
- Division**: A text input field with the value '01'.
- Period of change**: A section containing:
  - From change date**: A date input field.
  - Time**: A time input field with the value '00:00:00'.
  - Changed by**: A text input field.
- Field selection**: A section containing two checkboxes:
  - Sensitive flds only
  - Comp.code-specific fields only

The status bar at the bottom right shows 'DV2 (1) (200) mwrsp5 INS 13:59'.

Field Name	Description	R/O/C	User Action and Values
<b>Customer</b>	Unique number that identifies the customer.	R	Enter Customer Number or select match code to search for specified customer number with other key values.
<b>Company code</b>	Organizational unit within external accounting.	O	Enter Company Code
<b>Dunning area</b>	Sub-structure of the company code.	O	Not used
<b>Sales Organization</b>	Organizational unit responsible for the sales of a certain product.	O	Sales Organization mirrors company code.
<b>Distribution channel</b>	The way in which the product reach the customer.	O	01
<b>Division</b>	Group of products or ser	O	01
<b>From change date</b>	Display changes that were only from this date.	O	Leave blank to display all char
<b>Time</b>	Display changes that were only from this time.	O	
<b>Changed by</b>	Name of the user who made the change.	O	Leave blank to display changes made by any person
<b>Sensitive Flds Only</b>	Display changes that are field sensitive only.	O	
<b>Comp. Code-Specific Fields Only</b>	Display changes that are company code specific.	O	

Select 

On the screen titled “Customer Changes: Entries”, a list of changes to the customer account is displayed :



Perform one of the following if applicable:

TO VIEW:	DO THE FOLLOWING:
Individual field changes	<ol style="list-style-type: none"> <li>1. Select the desired field from the list.</li> <li>2. Click on the Choose Icon (F2) . This will display the “Customer Changes: Overview” screen which shows the selected field, change history date and the user who changed it last.</li> <li>3. <i>Select the field and click on the Choose Icon (F2) again or double click on the line for further details.</i></li> <li>4. <i>The “Details” dialog box appears with detailed change history related to the selected field. Hit <b>Enter</b> to return to the previous screen.</i></li> <li>5. Click the Green Arrow Back (F3) or select the Changed Fields Icon (F9) to return to the “Customer Changes: Changed Fields” screen.</li> </ol>
All of the fields that were changed for the customer account.	<ol style="list-style-type: none"> <li>1. Click All Changes Icon (F6) . This will display the “Customer Changes: Overview” screen.</li> <li>2. <i>Select the field and click on the Choose Icon (F2)  or double click on the line for further details.</i></li> <li>3. <i>The “Details” dialog box appears with detailed change history related to the selected field. Select Enter to return to the previous screen.</i></li> <li>4. Select the Green Arrow Back (F3) or select the Changed Fields Icon (F9) to return to the “Customer Changes: Changed Fields” screen.</li> </ol>
The fields which have been added to a customer that were not originally used.	Click the Entries Icon (F7)  .
Any deletions of the customer master information.	Click the Deletions Icon (F8)  .



**STOP!** This completes the procedure for Displaying Customer Changes Centrally. specified in the table on the next page:

**Block/Unblock Customer**

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > MASTER RECORDS > BLOCK/UNBLOCK**

Transaction Code: **FD05**

This screen is used to block/unblock a customer from further processing. Blocking Customers is a means of ensuring no further invoices are entered against a customer with outstanding debts.

Customer:	Enter Customer Number
Company Code:	Enter appropriate company code

Press Enter or click on

The next screen to appear is *Block/unblock Customer: Details Accounting*.

Click whether the customer is to be blocked for all Company Codes or just this specific Company Code. (Normally the customer will be blocked for all company codes, as his/her customer number is unique at the client level).

Click on the SAVE Button

Press Enter or click on . You will get a message that the account ##### has been blocked by your User Id.

**Mark for Deletion (Customer)**

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > MASTER RECORDS > MARK FOR DELETION**

Transaction Code: **FD06**

This is to be used to mark a customer for deletion for the archiving program.



**NOTE:** The customer cannot be marked for deletion if there are any open or parked items.

Customer:	Enter Customer Number
Company Code:	Enter appropriate company code

Press Enter or click on

The next screen to appear is *Flag for deletion Customer: Details Accounting*.

Only use the box titled 'Deletion flags'. (The other box 'Deletion blocks' is used for more sophisticated deletion where certain customer data may be left undeleted – there should not be a use for this at MWR/VQ).

Click on all areas if the Customer is to be deleted in all areas (Company Codes), click on the specified Company Code if it is only to be deleted in that Company Code. Normally at MWR/VQ the customer will be deleted in all company codes.

Click on the SAVE Button .

## Accounts Receivable Document Entry

### Topics:

#### Invoices:

- General Invoices
- Returned Checks
- Fast Entry Invoices

#### Other AR Documents:

- Credit Memos
- Write-offs
- Sale of Assets
- Down Payments (Customer Deposits)
  - Customer Deposits
  - Clearing Down Payments
  - Refund of Deposit to Customer
- Down Payments (Unearned Income)

### Posting Keys for AR

Posting key	Description	Debit/Credit	Account type
01	Invoice	Debit	Customer
02	Reverse credit memo	Debit	Customer
03	Service charges	Debit	Customer
04	Other receivables	Debit	Customer
05	Refund issued	Debit	Customer
06	Payment difference	Debit	Customer
07	Other clearing	Debit	Customer
08	Payment clearing	Debit	Customer
09	Special G/L debit	Debit	Customer
11	Credit memo	Credit	Customer
12	Reverse invoice	Credit	Customer
13	Reverse charges	Credit	Customer
14	Other payables	Credit	Customer
15	Payment receipt	Credit	Customer
16	Payment difference	Credit	Customer
17	Write-off/other clr	Credit	Customer
18	Payment clearing	Credit	Customer
19	Special G/L credit	Credit	Customer
40	Debit entry	G/L account	G/L account
50	Credit entry	G/L account	G/L account

## Document Types and Document Number Ranges

Document Type	Description	Number Range
AA	Asset Posting	70
AF	Depreciation Posting	71
AA	Asset Posting	70
AR	Asset Reversal	73
BR	Bank Reconciliation	60
DA	Customer Return Check	20
DG	Customer Credit Memo	21
DP	Customer Account Maint	24
DR	Customer Invoice	23
DW	Receivable Write-Off	25
DZ	Customer Payment Receipt	26
EA	Allocations	40
IC	Mellon credit card	47
IP	Payroll Interface	45
IS	POS Interface	46
KA	Vendor Document	30
KG	Vendor Credit Memo	31
KP	Vendor Account Maint	34
KR	Vendor Invoice	35
KZ	Vendor Payment Receipt	36
RE	Vendor PO Invoice	51
SA	General JV	10
SB	Accrual JV	11
SC	Accrual Reversal	12
SD	DAR Journal	13
SE	HQ General JV	14
SG	Recurring Journal	15
SI	Inventory Accrual	16
SJ	Inventory Reversal	17
SR	Standard Reversal	19
WE	Goods Receipt	50
ZC	Check Payment	80
ZF	Cash Concentration	81
ZT	EFT Payment	82
ZV	Payment Clearing	83

**Invoices**

MWR and VQ have the following invoice requirements (this list is not all-inclusive):

**MWR**

- Dues (club, etc) – use membership number in document header *Reference* field
- Private Parties – use contract number in document header *Reference* field
- Marina berthing fees – use slip number in document header *Reference* field
- Document:
  - ◆ Manual line text – free fill, to a maximum of 50 characters. Note – that an asterisk \* at the beginning of the text on the text will cause it to be printed on the statement, receipt or invoice. Entry of a plus sign + will bring text in from a previous line item/screen
  - ◆ Allocation field – use a term(s) that may be used for clearing the open item when payment is received

## Retail (MM)

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- ◆ Use document header *Reference* field as suggested above. If no document number exists to reference the invoice, enter "NA" (for not applicable).

## VQ

- Hotel guest – folio number in the document header *Reference* field
- Master record:
  - ◆ Name, rank/rate, SSN
  - ◆ Unit assignment (address)
  - ◆ Home address, phone
- Use account groups: COMM, CIVL, MILT, SHIP



**Note:** All transactions require a "Document Date" and a "Posting Date". The document date is the actual date of the document (ie, the date the transaction occurred). The posting date will determine which accounting period the transaction will be posted to.



## Invoices

Invoices are used to post a receivable balance to a customer account. Posting an invoice does not automatically produce an invoice (or account statement) to send to the customer. Account statements will be discussed later.

## ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT ENTRY > INVOICE

Transaction Code: **F-22**

The first screen that appears is *Create Customer invoice: Header Data*.

Field	Description
<b>Document Date:</b>	Date transaction occurred
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
<b>Document Type:</b>	DR = Customer Invoice (should default)
<b>Company Code:</b>	Enter appropriate company code
<b>Period:</b>	Enter current fiscal period
<b>Reference:</b>	This is mandatory with document type DR. Use as specified in paragraph 1 of this chapter, <b>Invoices</b>
<b>Pst Key:</b>	01 = (Debit Customer – Invoice)
<b>Account:</b>	Customer Number.

Use the drop down arrow to aid in the search  to find Customer Number.

Press Enter or click on .

The next screen that appears is *Enter Customer invoice: Add Customer item.*

<b>Amount:</b>	Total amount of invoice
<b>Payment Terms:</b>	Defaults from Customer Master Record. You can override the payment term here if you wish a different payment term for this particular invoice.
<b>Text:</b>	Enter text that is to appear on the invoice.
<b>Post Key:</b>	50 = Credit Entry
<b>Account:</b>	General ledger revenue account that relates to the receivable. Use match code search  to find General Ledger Account.

Press Enter or click .

The next screen that appears is *Enter Customer invoice: Add G/L account item.*

<b>Amount:</b>	The amount to be the revenue account on the previous screen. If this is the last item a * can be used to enter the balance of the document.
<b>Cost Center:</b>	This is the cost center to receive the revenue.
<b>Order:</b>	This is completed if the revenue is to be charged to an internal order instead of a cost center.
<b>Text:</b>	Where the text is identical to the previous item, use a + to drag the text from the previous line item / screen.

Press Enter or click .

Click on the Overview Button .

Ensure entries are balanced (debits equal credits).

For example:

**Enter Customer Invoice: Display Overview**

Document Edit Goto Extras Settings Environment System Help

Display currency Park document Act assignmt model... G/L item fast entry Taxes

Document date	03/03/2001	Type	DR	Company code	1034
Posting date	03/03/2001	Period	6	Currency	USD
Document number	INTERNAL	Fiscal year	2001	Translation dte	03/03/2001
Reference	123145			Cross-CC no.	
Doc.header text				Trading part.BA	

Items in document currency

PK	BusA	Acct	USD	Amount	Tax amnt
001	01	0000000028 NAS JAX CLUB		450.00	
002	50	0000701000 SUPPLIES		450.00-	

D 450.00                      C 450.00                      0.00 \*                      2 Line items

Other line item

PstKy  ↓ccount  Sp.G/L  Trans.type  New co.code

Then post the document:

Menu Path: **Document** → **Post** or Click on SAVE Button  or press F11 to post document.

Initial document entry screen appears and a message will appear: “Document nnnnnnnnnn was posted in company code XXXX”



### Returned checks

When a check is returned, the transaction is posted to Customer with the use of Special GL indicator *R*.

**ACCOUNTING > FINANCIAL ACCOUNTING > GENERAL LEDGER > DOCUMENT ENTRY > G/L ACCOUNT POSTING**

Transaction Code: **F-02**

The first screen that appears is Enter G/L Account Posting: Header Data. The following fields, which appear on the screen, require special mention:

<b>Document Date:</b>	Date transaction occurred. Recommend this be the date the bank returned the check.
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
<b>Document Type:</b>	DA = Customer Returned Check
<b>Company Code:</b>	Enter appropriate company code
<b>Period:</b>	Enter appropriate fiscal period
<b>Reference:</b>	Returned check date and check number (see Note below)
<b>Doc Header Text:</b>	Bank name returned check was drawn on
<b>Pst Key:</b>	09 = (Special G/L Debit)
<b>Account:</b>	Customer Number.

 **NOTE:** In order for the returned check information to be printed on dunning notices, the date of the check and check number should be entered in a specific way. For example, a check dated July 13, 1999 with check number 123 should be entered "071399/123."

Use the drop down arrow to aid in the search  to find Customer Number if necessary.

Sp. G/L: R (for returned check)

Press Enter or click on .

The next screen that appears is *Enter Customer return check: Add Customer item.*

<b>Amount:</b>	Total amount of returned check
<b>Due on:</b>	Same as document date
<b>Post Key:</b>	50 = Credit Entry
<b>Account:</b>	Cash account

Press Enter or click .

The next screen that appears is *Enter Customer returned check: Add G/L account item.* The following fields, which appear on the screen, require special mention:

<b>Amount:</b>	The amount to be charged to the cash account on the previous screen. If this is the last item, a * can be used to enter the balance of the document.
<b>Value date:</b>	Same as document date

Click on the Overview Button .

Ensure entries are balanced (debits equal credits).

Then post the document:

**Menu path: DOCUMENT → POST OR CLICK ON SAVE BUTTON  OR PRESS F11 TO POST DOCUMENT.**

Initial document entry screen appears and a message will appear: “Document nnnnnnnnnn was posted in company code XXXX.”



### Fast Entry Invoices

Fast entry invoices are used to record invoices with multiple line items (the debit is to the customer account, but there are several credit entries to various revenue accounts.

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT ENTRY > INVOICE**

Transaction Code: **F-22**

The first screen that appears is Create Customer invoice: Header Data. The following fields, which appear on the screen, require special mention:

Field	Description
<b>Document Date:</b>	Date transaction occurred.
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
<b>Document Type:</b>	DR = Customer Invoice
<b>Company Code:</b>	Enter appropriate company code
<b>Period:</b>	Enter current fiscal period
<b>Reference:</b>	This is mandatory with document type DR. Use as specified in paragraph 1 of this chapter, “Invoices”
<b>Pst Key:</b>	01 = (Debit Customer – Invoice)
<b>Account:</b>	Customer Number.

Use the drop down arrow to in the search  to find Customer Number, if necessary.

Press enter or click on .

The next screen that appears is Enter Customer invoice: Add G/L account items.

Amount:	Total amount of invoice
Payment Terms:	Defaults from Customer Master Record. You can override the payment term here if you wish

	a different payment term for this particular invoice.
Text:	Enter text that is to appear on the invoice (account statement).

Click on G/L Item Fast Entry Button .

The next screen that appears is *Enter Customer invoice: Add G/L account items*. The following fields, which appear on the screen, require special mention:

Pst Key:	50 = CR
Account:	General ledger account to receive revenue
Amount:	Amount to be recorded against that account
Cost Center:	Cost center to receive revenue
Order:	This is completed if the revenue is to be charged to an internal order instead of a cost center.
Company Code:	Enter appropriate company code

Continue until all line items have been entered

Click on the Overview Button .

Ensure entries are balanced (debits equal credits).

Then post the document:

Menu Path: **Document** → **Post** or Click on SAVE Button  or press F11 to post document.

Initial document entry screen appears and a message will appear: *“Document nnnnnnnnnn was posted in company code XXXX.”*

## Other AR documents

**Credit Memos**

Credit memos are used to reduce a customer's amount owed (a credit is applied to the customer's account reducing the total amount due) due to events occurring after the receivable was set up (i.e., invoice amount was posted in error).

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT ENTRY > CREDIT MEMO**

Transaction Code: **F-27**

The first screen that appears is Enter Customer Credit Memo: Header Data.

Field	Description
<b>Document Date:</b>	Date transaction occurred
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
<b>Document Type:</b>	DG = Customer Credit Memo
<b>Company Code:</b>	Enter appropriate company code (or use match code search  to find Company Code.)
<b>Period:</b>	Current period
<b>Pst Key:</b>	11 = (Credit Memo – Credit Customer)
<b>Account:</b>	Customer Number.

Use the drop down arrow to search  for the Customer Number.

Click on  or Press Enter

The next screen that appears is Enter Customer credit memo: Add Customer item.

<b>Amount:</b>	Total amount of credit memo
<b>Invoice Ref:</b>	The invoice that this credit memo relates to.
<b>Text:</b>	Enter text that is to appear on the credit memo.
<b>Post Key:</b>	40 = Debit Entry
<b>Account:</b>	General ledger revenue account that relates the original invoice. Use match code  to find General Ledger Account

Click  or Press Enter

The next screen that appears is Enter Customer credit memo: Add G/L account item.

<b>Amount:</b>	Total amount of invoice or *
<b>Cost Center:</b>	This is the cost center to debit against the revenue.
<b>Text:</b>	*Credit for xxxxx or + to bring text from previous line item.

Click on the Overview Button .

Ensure entries are balanced (debits equal credits).

Then post the document:

Menu Path: **Document** → **Post** or Click on SAVE Button  or press F11 to post document.

Initial document entry screen appears and a message will appear: “*Document nnnnnnnnnn was posted in company code XXXX.*”



### Sale of Assets

Write-off of assets is covered in the Asset Management chapter of this Manual.



### Down Payments (Customer Deposits)

A customer deposit may be required from a customer in certain situations, e.g., for rental of equipment at an activity. This deposit may either be refunded to the customer after the entire invoice has been settled, or it may be applied against the final billing.

A Customer Deposit will normally be handled through a direct General Ledger posting to Account 203000. When processed this way, it is **strongly recommended** that when the document is posted, the allocation field be completed on the DAR using the payer's name. This will be the easiest way to identify the amount of funds recorded in 203000 to a specific "customer". While a customer master record may be set up at this point of the transaction

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(with subsequent transactions recorded through the Accounts Receivable module), it is less time consuming to post the deposit directly to the 203000 account. In theory, there is no receivable at this time since the individual does not owe any money. A true receivable should be created if, in fact, the "customer" does not pay what is owed at the time of the sale of the item or service.

If you wish to create a customer account at the time a deposit is received, a master record must be created (see the beginning of this chapter for instructions).

The customer deposit will be handled in SAP by means of a Special G/L indicator "D" which diverts payment of the deposit from the customer's G/L reconciliation account to the Deposits Payable reconciliation account, 203001.

The customer deposit (called a Down Payment in SAP) is posted as follows:

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT ENTRY > DOWN PAYMENT > DOWN PAYMENT**

Transaction Code: **F-29**

The first screen that appears is *Post Customer Down Payment: Header Data*.

Field	Description
<b>Document Date:</b>	Date Transaction occurred
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
<b>Document Type:</b>	DZ = Customer Payment
<b>Company Code:</b>	Enter appropriate company code (Or use match code search  to find Company Code.)
<b>Reference:</b>	Optional – should be, for example, the contract number or deposit receipt number.

In the block marked **Customer**:

<b>Account:</b>	Customer account number
<b>Sp. G/L Ind.:</b>	D for Customer Deposit

In the block marked **Bank**:

<b>Account:</b>	Bank account number
<b>Amount:</b>	Amount of deposit
<b>Value date:</b>	Enter the date that the deposit was made

Click  or Press Enter

The next screen that appears is Post Customer Down Payment: Add Customer item.

Amount:	Total amount of invoice or *
Due on:	Enter event (sale) date for which deposit was made.
Text:	Enter text that is to appear on the invoice (account statement)

Click on the Overview Button .

Ensure entries are balanced (debits equal credits).

Then post the document:

Menu Path: **Document** → **Post** or Click on SAVE Button  or press F11 to post document.

Initial document entry screen appears and a message will appear: “*Document nnnnnnnnnn was posted in company code XXXX.*”

The result of this posting is:

**Credit** to Deposits Payable recon, 203001 and to the customer account.  
**Debit** to Cash

To take this process to the logical conclusion, the following steps would normally then occur:

A customer invoice would be created for the whole expense that the customer incurred (at time of sale). Follow the general invoice procedure detailed in the **Invoices** section

Note that on the screen Enter Customer invoice: Add customer item, a warning message (for example, *USD 100.00- Security Deposit - to 203001 exists*) will appear to show that on the account, special G/L transactions exist which, if necessary, are to be cleared with the posting you are currently entering.

The result of this posting is:

**Credit** total invoice amount to the revenue account (from the invoice)  
**Debit** total invoice amount to the customer account (and GL recon account)

The next step could be handled in one of two ways:

**Option 1.** The deposit may be refunded to the customer after the entire invoice has been settled (paid). Customer makes payment in full against the invoice amount (amount of sale).

**Option 2.** The deposit may be applied against the final billing. This option is discussed in a later section.

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT ENTRY > INCOMING PAYMENT**

Transaction Code: **F-28**

The first screen that appears is *Post Incoming Payments: Header Data*.

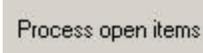
<b>Document Date:</b>	Deposit date
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
<b>Document Type:</b>	DZ = Customer payment
<b>Company Code:</b>	Enter appropriate company code
<b>Reference:</b>	Optional – should be for example the contract number or deposit receipt number.

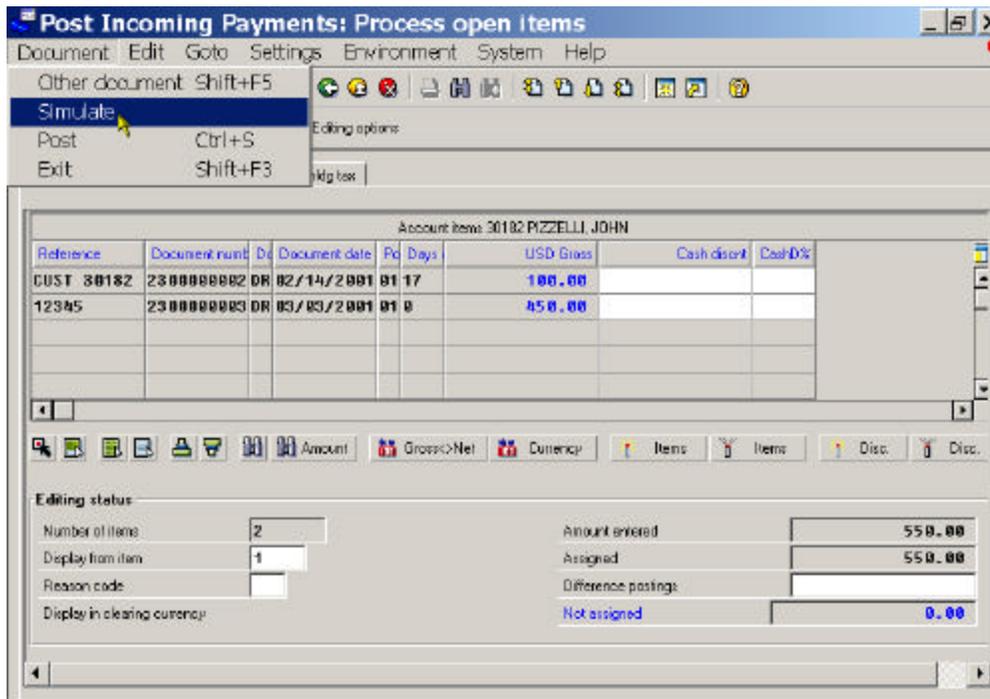
In the block marked **Bank** :

<b>Account:</b>	G/L account number
<b>Amount:</b>	Amount of payment
<b>Value date:</b>	Enter the date that the deposit was made.

In the block marked **Open item section**:

Account:	Customer account number
Sp. G/L Ind.:	D for Customer Deposit

Click on Process Open Items Button 



The next screen that appears is *Post incoming payments: Process open items*.

This screen will appear where the customer open item whose amount equals the total incoming payment is to be selected to clear the invoice.

Depending on the user defaults that have been set up, select or de-select the relevant open item(s) (invoice items) by double clicking on that line item, on the amount field.

 **NOTE:** Selected amounts are colored blue and de-selected amounts are colored black.

Check: The field *Not assigned:* should be 0.00

Then simulate the clearing by: Menu path: **Document → Simulate**

Ensure entries are balanced (debits equal credits).

Then post the document:

Menu Path: Document → Post or Click on SAVE Button  or press F11 to post document.

Initial document entry screen appears and a message will appear: “*Document nnnnnnnnnn was posted in company code XXXX.*”

The result of this posting is:

- Credit** = balance of total invoice amount to the customer account (and the GL recon account 131005)
- Debit** = balance of total invoice amount to the cash account

Before refunding the customer deposit to the customer, the down payment is first cleared.



**Clear Down Payment**

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT ENTRY > DOWN PAYMENT > CLEARING**

Transaction Code: **F-39**

The first screen that appears is *Clear Customer Down Payment: Header Data*. The following fields, which appear on the screen, require special mention:

<b>Document Date:</b>	Date transaction occurred
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
<b>Document Type:</b>	DP = Customer account maintenance

**Retail (MM)**

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<b>Company Code:</b>	Enter appropriate company code
<b>Reference:</b>	Optional – should be, for example, the contract number or down payment receipt number.

In the block marked **Customer**:

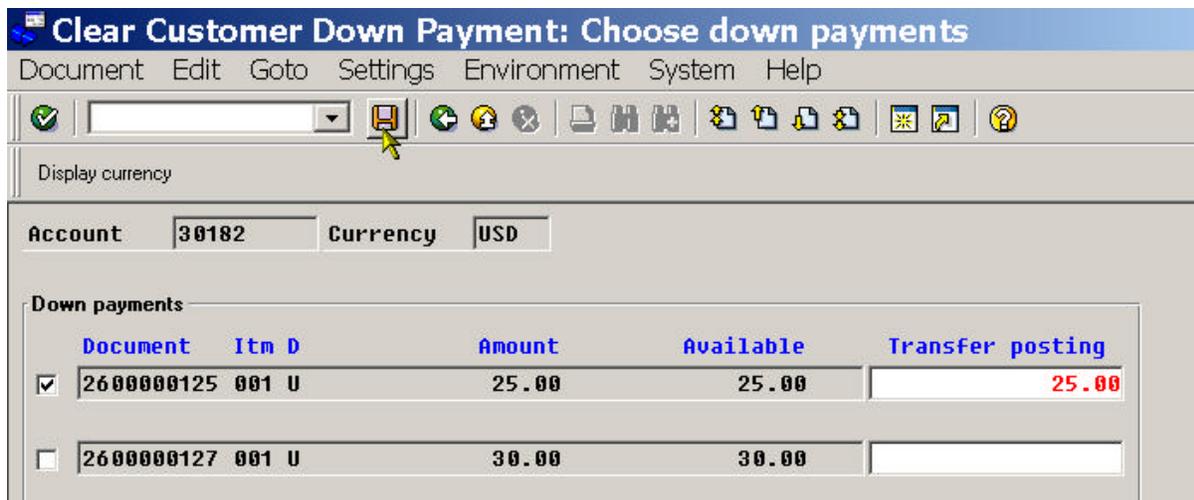
Account:	Customer account number
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In the block marked **Relevant invoice**:

Invoice ref.:	Ensure this field is blank
---------------	----------------------------

Click on **Process down payments** button.

The next screen that appears is *Clear customer down payment: Choose down payments*



This screen will appear where customer down payments are to be selected to clear against the Customer Deposits.

Depending on the user defaults that have been set up, select or de-select the relevant open item(s) (invoice items) by double clicking on that line item, on the amount field.



**NOTE:** Selected amounts are colored blue and de-selected amounts are colored black.

Check: The field *Total*: should be equal to the amount of the down payment.

Then simulate the clearing by: Menu path: **Document → Simulate**

Ensure entries are balanced (debits equal credits).

Then post the document:

Menu Path: Document → Post or Click on SAVE Button  or press F11 to post document.

Initial document entry screen appears and a message will appear: “*Document nnnnnnnnnn was posted in company code XXXX.*”

The result of this posting is:

<b>Credit</b>	down payment to the AR recon account 131005
<b>Debit</b>	down payment to the Deposits Payable recon account 203001

Then payment would be made of this deposit amount to the customer.



**Refund of Deposit Amount to a Customer**

To be used to refund a customer deposit.

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS PAYABLE > DOCUMENT ENTRY > OTHER > OUTGOING PAYMENT > POST + PRINT FORMS**

Transaction Code: **F-18**

The first screen that appears is Post Outgoing Payment: Header Data. The following fields, which appear on the screen, require special mention:



**NOTE:** The following screen only appears the first time that a user uses this transaction. When used subsequent times, the second screen (after clicking on the *Enter payments* button) appears. To get back to this screen, (which may be necessary if anything needs to be changed, e.g., which printer is to be used), click on the green arrow or press *F3* to get back into this screen.

In the block marked **Payment method and form specifications** :

<b>Company code:</b>	This is the paying company code & must always be <b>7900 (except for Navy Flying Clubs)</b>
<b>Payment method:</b>	C for check
<b>House bank:</b>	NBDIS
<b>Check lot number:</b>	0001

In the block marked **Processing type**:

<b>Calculate pmnt amnt:</b>	Flag this (This will then allow payment amount to be left blank on the following screen if it is not known in advance).
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In the block marked **Printer**:

<b>Printer:</b>	Check printer ID – make sure that the correct printer is chosen (including the base location), otherwise the check may not print.
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In the block marked **Output Control**:

Print immediately: (Flag this, otherwise the check will be placed in the spool queue and will not print right away.)

Click on **Enter payments** button.

The next screen that appears is *Payment with Printout: Header Data*. The following fields, which appear on the screen, require special mention:

<b>Document Date:</b>	Date of payment
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
<b>Document Type:</b>	ZC = Check payment (default)
<b>Period:</b>	Current period
<b>Company Code:</b>	Defaults from value entered in previous screen
<b>Reference:</b>	Leave blank
<b>Header text:</b>	Leave blank

In the block marked **Bank posting details**:

<b>Amount:</b>	Amount of check payment – in this case the amount to be refunded. If open items are to be selected, but the total amount is not known, leave this field blank. If the total payment amount is known, such as for payment on account, enter the desired dollar amount.
<b>Value date:</b>	Current date
<b>Text:</b>	Enter some description if required

In the block marked **Payee**:

<b>Customer:</b>	If open items are to be selected, enter the appropriate customer account number.
<b>Company code:</b>	Will be the company in which the customer exists to whom the payment is owing, e.g., 1019 – <b>it will never be 7900</b>

<b>Payment on account:</b>	Flag this checkbox if payment is not related to an existing open item, but instead is simply a payment on account. In text box, enter a description that can be printed on the check. To have the text print, simply prefix it with an *.
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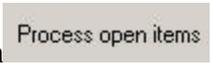
In the block marked **Paid items** :

<b>Standard OIs:</b>	Activated (default). This indicates that the standard open items are to be taken into consideration during clearing.
<b>Special GL indicator:</b>	Leave the field blank for when items with no special G/L indicator are to be cleared, for example, invoices or credit memos.

In the block marked **Additional selections**

Accept the default value of 'None'.

If a payment on account is being made, press the SAVE Button  to post the payment document. The check will automatically be printed to the printer specified on the first screen.

If open items are to be selected instead, for this payment, click on 'Process Open Items' button .

Double click on the open items (payments) that relate to the refund

Click on the Overview Button .

Menu Path: **Document** → **Simulate**

Then post the document:

Menu Path: **Document** → **Post** or Click on SAVE Button  or press F11 to post document.

Initial document entry screen appears and a message will appear: *"Document nnnnnnnnnn was posted in company code XXXX."*

The result of this posting is:

**Credit** = balance of total invoice amount to the Payables Checks account  
**Debit** = balance of total invoice amount to the customer account and GL recon account  
 131005

At the same time, a check will be cut for payment to the customer for refund of the customer deposit.

**Option 2:** The Down Payment (customer deposit) may be applied toward the final invoice amount (total amount of sale).

On receipt of customer payment for the invoice balance (total sale less the previously paid deposit), the down payment is first cleared and the payment accepted.

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT ENTRY > DOWN PAYMENT > CLEARING**

Transaction Code: **F-39**

The first screen that appears is Clear Customer Down Payment: Header Data. The following fields, which appear on the screen, require special mention:

<b>Document Date:</b>	Date transaction occurred
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
<b>Document Type:</b>	DP = Customer acct maintenance
<b>Company Code:</b>	Enter appropriate company code (Or use match code search  to find Company Code.)
<b>Reference:</b>	Optional – should be for example the contract number or deposit receipt number

In the block marked **Customer:**

<b>Account:</b>	Enter Customer account number
-----------------	-------------------------------

In the block marked **Relevant invoice:**

Invoice ref:	Ensure this field is blank
--------------	----------------------------

Click on the **'Process down payments'** button.

The next screen that appears is Clear customer down payment: Choose down payments

This screen will appear where customer deposits are to be selected to clear against the Deposits Payable recon account.

Depending on the user defaults that have been set up, select or de-select the relevant open item(s) (invoice items) by double clicking on that line item, on the amount field.



**NOTE:** Selected amounts are colored blue and de-selected amounts are colored black.

Check: The field *Total*: should be equal to the amount of the customer deposit.

Then simulate the clearing by: Menu path: **Document** → **Simulate**

Ensure entries are balanced (debits equal credits).

Then post the document:

Menu Path: **Document** → **Post** or Click on SAVE Button  or press F11 to post document.

Initial document entry screen appears and a message will appear: “*Document nnnnnnnnnn was posted in company code XXXX.*”

The result of this posting is:

**Credit** = deposit to the AR recon account 131005  
**Debit** = deposit to the Deposits Payable recon account 203001

The customer would then make a payment for the balance of the invoice. See Chapter 3, Payment Receipts, for receiving payments.



### Down Payments (Unearned Income)

A down payment may be required from a customer in certain situations, (e.g., payment in advance for membership dues). This down payment is normally applied against the final billing.

As with Customer Deposits, Down Payments (Unearned Income) will normally be handled through a direct General Ledger posting to Account 251000. When processed this way, it is **strongly recommended** that when the document is posted, the **allocation field be completed** on the DAR using the payer's name. This will be the easiest way to match the amount of funds recorded in 251000 to a specific "customer". While a customer master record may be set up at this point of the transaction (with subsequent transactions recorded through the Accounts Receivable module), it is less time consuming to post the unearned income directly to the 251000 account. In theory, there is no receivable at this time since the individual does not owe us any money. A true receivable should be created if, in fact, the "customer" does not pay what is owed at the time of the sale of the item or service.

The down payment will be handled in SAP by means of a Special G/L indicator “U” which diverts payment of the deposit from the customer’s G/L reconciliation account (131005 or 133005), to the Unearned Income reconciliation account, 251001.



**NOTE:** The VQ advance on room rentals would work exactly the same way except that the Special G/L indicator used would be “A” and the ‘recon’ account would be 251002, Unearned Income Guest Adv. Payments.

Please refer to the procedures discussed under the “Down Payments (Customer Deposits)” section. The procedures are identical with the following exceptions:

1. The Special G/L indicator is “U” for Unearned Income or “A” for VQs for advance room rental charges.
2. The affected GL account is 251001 vs 203001.

**Payment Receipts**

**Topics:**

- Post an Incoming Payment from a Customer
- Partial Payments
- Overpayments
- Deposits without Clearing
- Refund Payments
- Manual Clearing Where Payments Differ from Receivable Amount



**Post an Incoming Payment from a Customer**

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT ENTRY > INCOMING PAYMENT**

Transaction Code: **F-28**

The first screen that appears is *Post Incoming Payments: Header Data*. The following fields, which appear on the screen, require special mention:

<b>Document Date:</b>	Date transaction occurred
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
<b>Document Type:</b>	DZ = Customer payment
<b>Company Code:</b>	Enter appropriate company code (Or use the drop down arrow search  to find Company Code.)
<b>Reference:</b>	Optional – should be for example the contract number or deposit receipt number.

In the block marked **Bank**:

<b>Account:</b>	Bank account number
<b>Amount:</b>	Amount of payment
<b>Value date:</b>	Enter the date that the deposit was made.

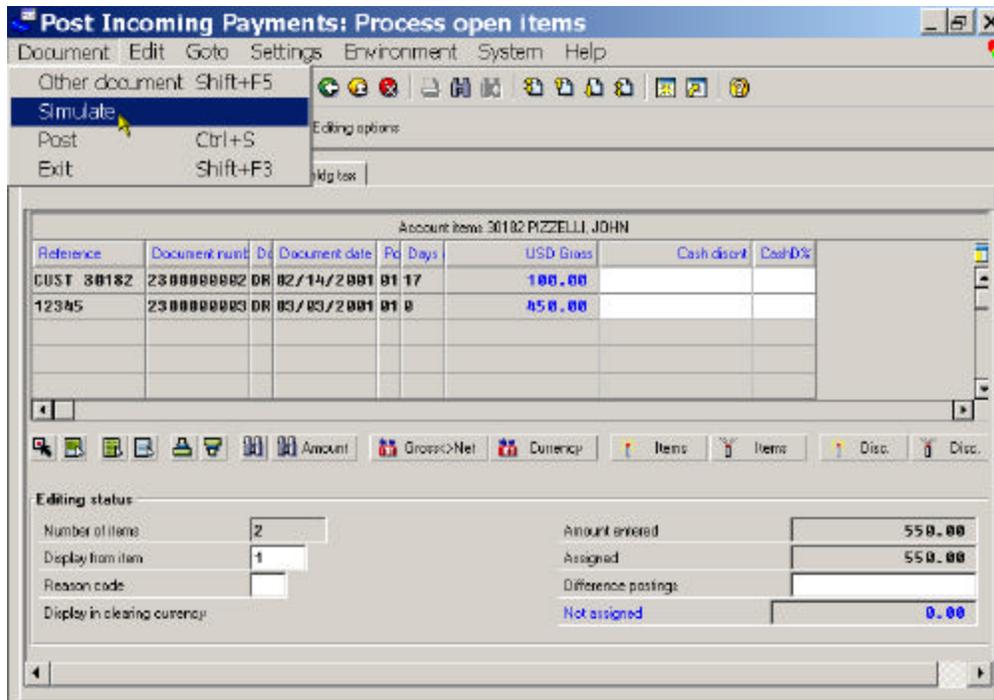
In the block marked **Open item section**:

<b>Account:</b>	Enter customer account number
<b>Sp. G/L Ind.:</b>	Leave blank unless the payment is for a returned check (Use R), a Customer Deposit (use D) or Unearned Income (use U).

Click on Process Open Items Button

Process open items

## Retail (MM)



The next screen that appears is Post incoming payments: Process open items.

The following screen will appear where customer open items whose amounts together equal the total of the incoming payment are to be selected to clear the invoice.

Depending on the user defaults that have been set up, select or de-select the relevant open item(s) (invoice items) by double clicking on that line item, on the *amount field*.



**NOTE:** Selected amounts are colored blue and de-selected amounts are colored black.

Check: The field *Not assigned*: should be 0.00

Then simulate the clearing by: Menu path: **Document** → **Simulate**

Check entries are balanced for all lines.

Then post the document:

Menu Path: **Document** → **Post** or Click on SAVE Button  or press F11 to post document.

Initial document entry screen appears and a message will appear: “Document nnnnnnnnnn was posted in company code XXXX.”

The result of this posting is:

**Credit** = balance of total invoice amount to the AR recon account 131005.  
**Debit** = balance of total invoice amount to the cash account.



**Partial Payments**

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT ENTRY > INCOMING PAYMENT**

Transaction Code: **F-28**

The first screen that appears is *Post Incoming Payments: Header Data*. The following fields, which appear on the screen, require special mention:

<b>Document Date:</b>	Date payment received
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
<b>Document Type:</b>	DZ = Customer payment
<b>Company Code:</b>	Enter appropriate company code
<b>Reference:</b>	Optional – should be, for example, the invoice number.

In the block marked **Bank** :

<b>Account:</b>	Bank account number
<b>Amount:</b>	Amount of partial payment
<b>Value date:</b>	Enter the date that the deposit will be made to the bank.

In the block marked **Open item section**:

<b>Account:</b>	Customer account number
<b>Account type:</b>	D for customers.
<b>Sp. G/L Ind.:</b>	Leave blank unless the payment is for a returned check (Use R), Customer Deposit (use D) or Unearned Income (use U).

Click on Process Open Items Button 

The next screen that appears is *Post incoming payments: Process open items*. This screen will appear where customer open items whose amount equals the total incoming payment is to be selected to clear the invoice.

Depending on the user defaults that have been set up, select or de-select the relevant open item(s) (invoice items) by double clicking on that line item, on the amount field.



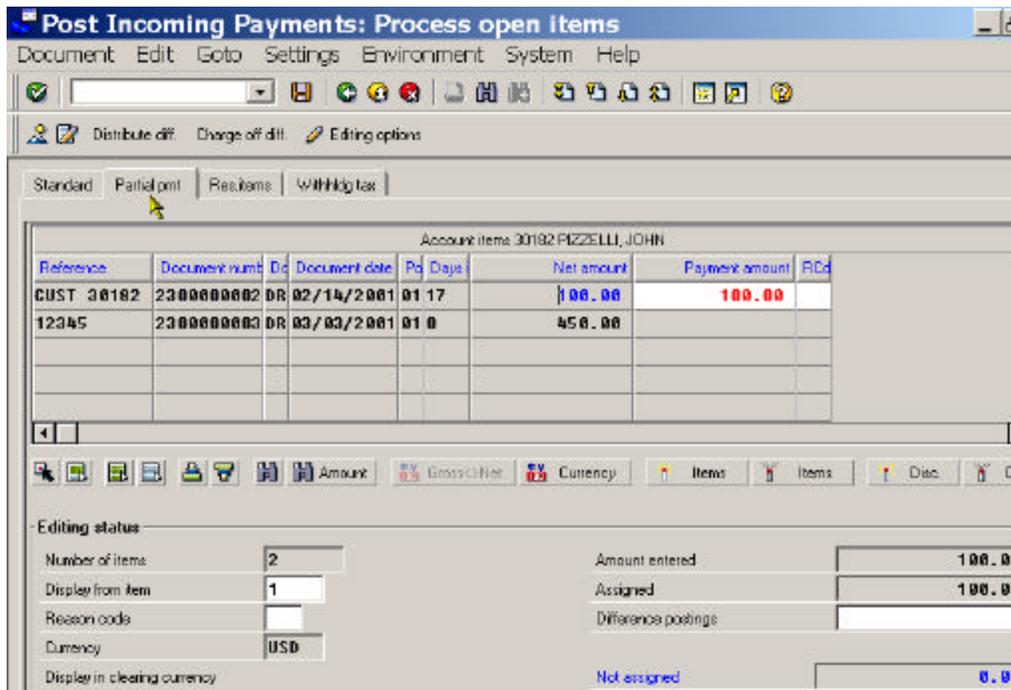
**NOTE:** Selected amounts are colored blue and de-selected amounts are colored black.

In this case the partial payment amount is not going to be equal to the amount of the open item.



**NOTE:** The Not Assigned amount is not zero. The amount entered, \$100.00, does not equal the open invoice amounts total of \$550.00

The next step is: **TAB to Partial Pmt**



On the line that relates to the payment received invoice item, the payment amount field equals the payment amount being received, \$100.00

Menu Path: **Document** → **Simulate** OR select  to check balances.

Then post the document:

Menu Path: **Document** → **Post** or Click on SAVE Button  or press F11 to post document.

Initial document entry screen appears and a message will appear: “*Document nnnnnnnnnnn was posted in company code XXXX.*”



**Overpayments**

**FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT ENTRY > INCOMING PAYMENT**

Transaction Code: **F-28**

The first screen that appears is Post Incoming Payments: Header Data.

<b>Document Date:</b>	Date payment received
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
<b>Document Type:</b>	DZ = Customer payment
<b>Company Code:</b>	Enter appropriate company code
<b>Reference:</b>	Optional – should be, for example, the invoice number.

In the block marked **Bank:**

<b>Account:</b>	Bank account number
<b>Amount:</b>	Amount of payment
<b>Value date:</b>	Enter the date that the deposit was made to the bank.

In the block marked **Open item section:**

<b>Account:</b>	Customer account number
<b>Account type:</b>	D for customers.
<b>Sp. G/L Ind.:</b>	Leave blank unless the payment if for a

## Retail (MM)

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	returned check (Use R), Customer Deposit (use D) or Unearned Income (use U).
--	--

Click on Process Open Items Button

 Process open items

The next screen that appears is *Post incoming payments: Process open items*.

This screen will appear where customer open item whose amount equals the total incoming payment is to be selected to clear the invoice.

Depending on the user defaults that have been set up, select or de-select the relevant open item(s) (invoice items) by double clicking on that line item, on the amount field.



**NOTE:** Selected amounts are colored blue and de-selected amounts are colored black).



**NOTE:** The Not Assigned amount is not zero. It shows that the amount entered does not equal the invoice amount.

### TAB to Partial Pmt

On the line that relates to the payment received invoice item, change the payment amount field to the amount being receipted.

Press enter or click on .

A warning appears: *W: Partial payment amount greater than net amount*

Press Enter or click on .

When enter is pressed, the Not Assigned amount changes to 0.00.

Menu Path: **DOCUMENT → SIMULATE**

Check document balances.

Then post the document:

Menu Path: **DOCUMENT → POST** OR click on the Save Icon  OR press F11 to post the document.

Initial document entry screen appears and a message will appear: “Document nnnnnnnnnn was posted in company code XXXX.”



**Note:** See **Refund Payments** sections to refund overpayments to customers.



**Refund Payments**

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS PAYABLE > DOCUMENT ENTRY > OUTGOING PAYMENT > POST + PRINT FORMS**

Transaction Code: **F-18**

The first screen that appears is *Post Outgoing Payment: Header Data*.



**NOTE:** The following screen only appears the first time that a user uses this transaction. When used subsequent times, the second screen, after clicking on the **Enter payments** button, appears. To get back to this screen, (which may be necessary if anything needs to be changed, for example which printer is to be used), click on the green arrow or press *F3* to get back into this screen.

In the block marked **Payment method and form specifications** :

<b>Company code:</b>	This is the paying company code & must <b>always be 7900, except for Navy Flying Clubs</b>
<b>Payment method:</b>	C for check
<b>House bank:</b>	Select the house bank from possible entries (currently NBDIS). This will be the appropriate disbursement house bank from which any disbursement (EFT, check, etc) may be made – for customers checks will be used and not EFT
<b>Check lot number:</b>	Enter appropriate check lot number for the new check. Currently MWR has only a single check lot for regular system checks: 0001.

In the block marked **Processing type** :

<b>Calculate payment amount:</b>	Flag this (This will then allow payment amount to be left blank on the following screen if it is not known in advance.)
----------------------------------	---

In the block marked **Printer**:

<b>Printer:</b>	Check printer ID – make sure that the correct printer is chosen (including the base location); otherwise, the check may not print.
-----------------	--

In the block marked **Output** :

<b>Print immediately:</b>	Flag this otherwise the check will be placed in the spool queue.
---------------------------	--

Click on **Enter payments** button.

The next screen that appears is *Payment with Printout: Header Data*. The following fields, which appear on the screen, require special mention:

<b>Document Date:</b>	Date of payment
<b>Posting Date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period
<b>Document Type:</b>	ZC = Check payment (default)
<b>Period:</b>	Current period
<b>Company Code:</b>	7900 (defaults from value entered in previous screen)
<b>Reference:</b>	Leave blank
<b>Header text:</b>	Leave blank

In the block marked **Bank posting details** :

<b>Amount:</b>	Amount of check payment – in this case the amount to be refunded. If open items are to be selected, but the total amount is not known, leave this field blank. If the total payment amount is known, such as for payment on account, enter the desired dollar amount.
<b>Value date:</b>	Current date
<b>Text:</b>	Enter a description if required.

In the block marked **Payee**:

<b>Customer:</b>	If open items are to be selected, enter the appropriate customer account number
<b>Company code:</b>	Will be the company in which the customer exists to whom the payment is owing e.g., 1019 – <b>it will never be 7900</b>
<b>Payment on account:</b>	Flag this checkbox if payment is not related to an existing open, item but instead is simply a payment on account. In text box enter a description that can be printed on the check. To have the text print simply prefix it with an *.

In the block marked **Paid items** :

<b>Standard OIs:</b>	Activated (default). This indicates that the standard open items are to be taken into consideration during clearing.
----------------------	--

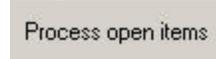
<b>Special GL indicator:</b>	Leave the field blank to clear items with no special G/L indicator for example invoices or credit memos. Otherwise, enter applicable Special G/L/ indicator.
------------------------------	--

In the block marked **Additional selections** :

Accept the default value of 'None'.

If a payment on account is being made, press the SAVE Button  to post the payment document. The check will automatically be printed to the printer specified on the first screen.

If open items are to be selected instead, for this payment, click on Process Open Items Button



Double click on the open item that relates to the refund. If there is no invoice matched to the invoice and payment, see Note for additional information.

Click on the Overview Button .

Menu Path: **DOCUMENT → SIMULATE**



**Warning:** If you have received a payment for \$125.00 and have an invoice for \$100.00 and the Customer indicates that the payment amount does indeed belong to the invoice, and that a refund of \$25.00 is due and payable to the Customer, you are required to double click on both the invoice amount and payment amount.

*Document → Simulate*  
Check document balances.

Then post the document:

**DOCUMENT → POST** or click on the Save icon  or press F11 to save the document.

Initial document entry screen appears and a message will appear: *“Document nnnnnnnnnn was posted in company code XXXX.”*



## TO MANUALLY CLEAR OPEN ITEMS WHERE PAYMENT DIFFERS FROM RECEIVABLE AMOUNT

This method is to be used when the payment received differs from the receivable that was previously set up. It is not to be used when a receivable is to be written off as uncollectible (see Write-offs) or if a credit memo should be issued to reduce a valid receivable (see Credit Memos).

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > ACCOUNT > CLEAR**

Transaction Code: **F-32**

1. Enter Customer Number, Clearing Date and Company Code
2. In Open Item Selection block, ensure the Special G/L indicator is entered if applicable.
3. In Additional Selections block, click on the field you will use for clearing.
4. Click on “Process Open Items”  .
5. Fill in field selected for clearing.
6. Click on “Process Open Items”  .
7. Select (double click) the items to be cleared.
8. Note the difference in the lower right corner. If a credit amount appears, the customer account should be credited by debiting the revenue account and cost center originally credited when receivable was set up. If a debit appears, the opposite entry will be required. Note that a separate entry will not need to be made to the customer account. The customer entry will automatically be made as a contra-entry to “Charge off Diff” entry.
9. Click on “Charge off Diff.”
10. Use posting key 40 if difference was a credit. Use posting key 50 if difference was a debit.
11. Enter revenue account.
12. Hit  and enter amount (difference amount) and cost center.
13. Click on “Process Open Items”  . Amount at lower right should equal –0-.
14. Save  .

## AR Document Maintenance

### Topics:

- Searching for Documents
- Deleting Documents
- Reversing Documents
- Resetting Cleared Items

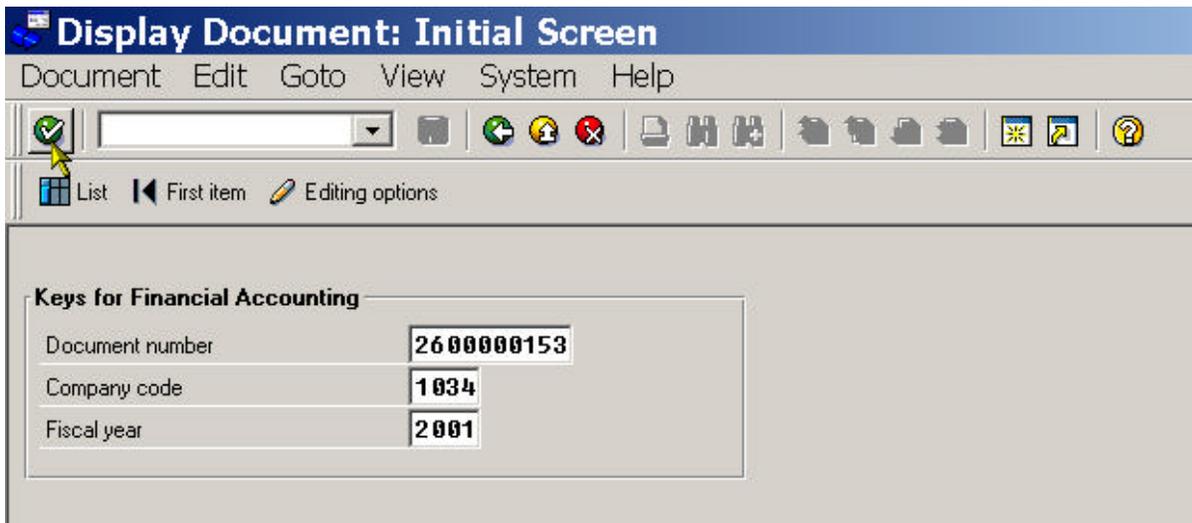


### Searching for Documents

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT > DISPLAY**

Transaction Code: **FB03**

Enter Document number, Company Code and Fiscal year.



If you do not know the document number, double click on the list icon.

Select criteria from the 'General selections' section of the opening screen.

The screenshot shows the 'Document List' application window. The title bar reads 'Document List'. The menu bar includes 'Program', 'Edit', 'Goto', 'System', and 'Help'. Below the menu bar is a toolbar with various icons. The main area contains several input fields for search criteria:

- Company code: 1034
- Document number: [empty]
- Fiscal year: [empty]
- Document type: [empty]
- Posting date: 03/03/2001
- Entry date: [empty]
- Reference number: [empty]
- Reference procedure: [empty]
- Reference key: [empty]
- Logical system: [empty]

There are 'to' fields and arrow buttons next to each of these fields. Below the search criteria, there are two sections with checkboxes:

- Also display noted items:**  Display noted items
- Search for own documents:**  Own documents only

Click on the Execute icon

A listing of the documents is produced based on the selection criteria established for this report.

The screenshot shows the 'Document List' application window after execution. The title bar reads 'Document List'. The menu bar includes 'List', 'Edit', 'Goto', 'System', and 'Help'. The main area displays a table with the following data:

CoCd	Doc. no.	Year	DT	Doc.date	Post.dte	Curr.	Reference no.
1034	2300000003	2001	DR	03/03/01	03/03/01	USD	12345
1034	2600000153	2001	DZ	03/03/01	03/03/01	USD	

You may double click on a line item to view the original document.



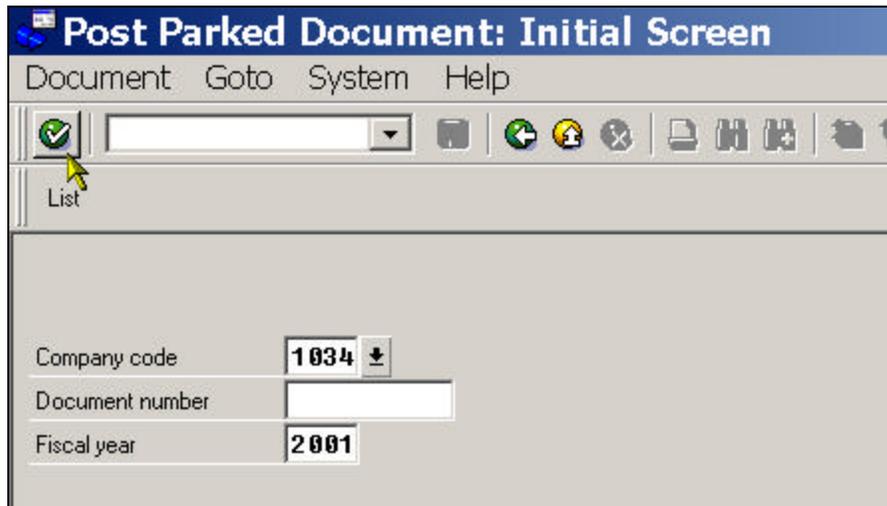
**Deleting documents**

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT → PARKED DOCUMENTS → POST / DELETE**

Transaction Code: **FBVO**



**NOTE:** Only parked documents can be deleted.



<b>Company Code:</b>	Appropriate company code
<b>Document Number:</b>	Parked Document Number
<b>Fiscal year:</b>	Appropriate Year

Press Enter or click on the  green check mark icon.

Menu path: **DOCUMENT → DELETE DOCUMENT**

A warning message will appear. Click on the Yes Button.

Message appears at the bottom of the screen.

*“Parked document nnnnnnnnnn XXXX YYYY deleted”* nnnnnnnnnn = document number  
 XXXX = company code YYYY = year

**Reversing Documents**

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT > REVERSE > INDIVIDUAL DOCUMENTS**

Transaction Code: **FB08**



**NOTE:** Only open posted documents can be reversed.

**Reverse Document: Header Data**

Document Edit Goto System Help

Display before reversal  Find documents

Document no.   
 Company code   
 Fiscal year

**Reverse posting details**

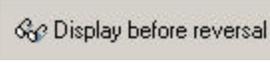
Reversal reason   
 Posting date   
 Posting period

**Check management specifications**

Void reason code

<b>Document Number:</b>	2300000020
<b>Company Code:</b>	XXXX
<b>Fiscal Year:</b>	XXXX
<b>Reversal Reason:</b>	XX, use drop down arrow to select
<b>Posting date:</b>	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period
<b>Posting Period:</b>	Posting period

Click on the SAVE Button

 **NOTE:** It might be best to verify the document and check the line items before reversing. Click on Button , click on Arrow Back Button  and then click on the SAVE Button .

Message appears at the bottom of the screen. *“Document nnnnnnnnnnnnn was posted in Company Code XXXX.”*

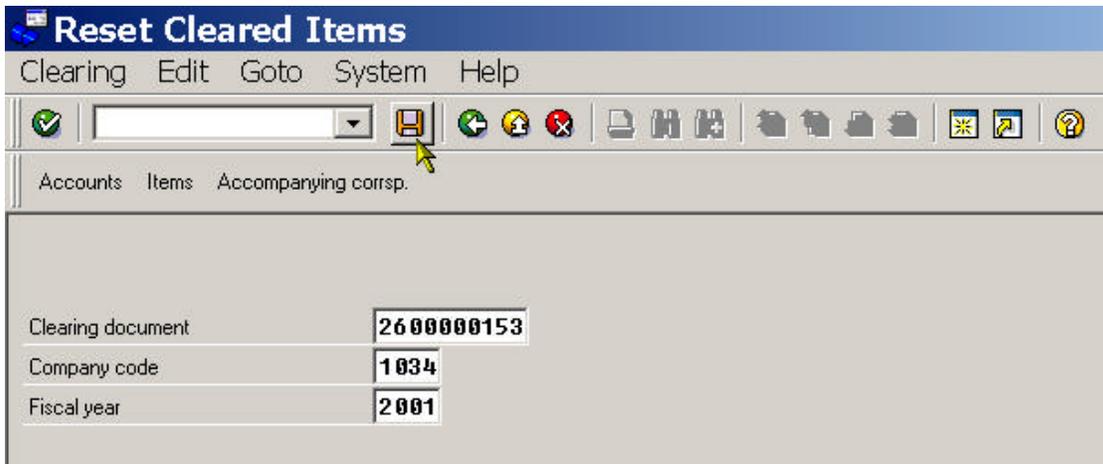


**Resetting Cleared Items**

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT > RESET CLEARED ITEMS**

Transaction Code: **FBRA**

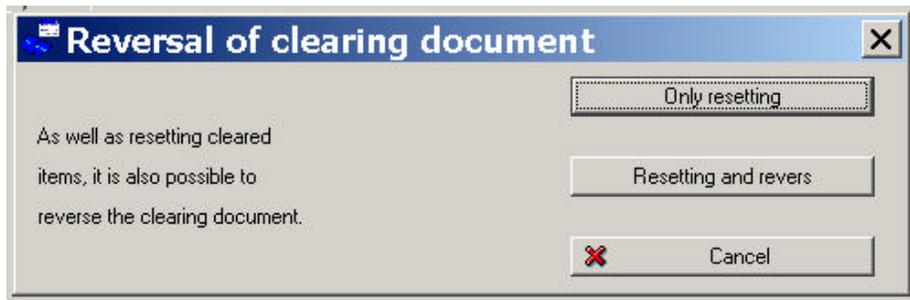
Only cleared posted documents can be reset and cleared.



<b>Clearing Document:</b>	(this must be the clearing document number)
<b>Company Code:</b>	XXXX
<b>Fiscal Year:</b>	XXXX

 **NOTE:** You can click on the Items Button to view the invoice document and payment document. Then, double click on either to view the line items of these documents – click on the Overview Button . Click on the Green Back Arrow Button  until you get back to the first screen.

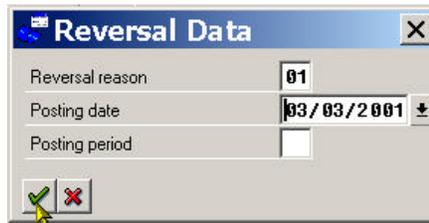
Click on the SAVE Button .



Here you have a choice. If you click on the Only Resetting Button, you will reverse the clearing of the two documents (invoice and payment), and they will fall back to being open items again.

However, if you click on the Resetting and Revers Button, you will reverse the clearing of the two documents (invoice and payment), but you will also reverse the payment document completely.

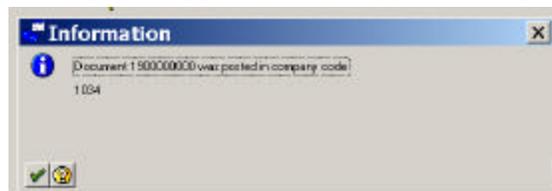
For this situation we want to Reset and Revers.  
Click on Resetting and Revers button



Enter the posting date and period, then select the green check or hit enter.



Press Enter or click on .



Press Enter or click on .

## Customer Maintenance

### Topics:

Viewing Customer Line Items  
 Manual Clearing of Open Items  
 Manual Clearing of Open Items when Payment Differs from Open Item Amount  
 Dunning  
 Account Statements  
 Bulk Printing of Account Statements  
 Reports  
 Frequently Used AR Reports



### Viewing Customer Line Items

**ACCOUNTING>FINANCIAL ACCOUNTING>ACCOUNTS  
 RECEIVABLE>ACCOUNT>DISPLAY LINE ITEMS**

Transaction Code: **FBL5**

Enter customer number and company code. Ensure line item selections open, cleared and special G/L transactions are selected.

**Customer Line Item Display**  
 Program Edit Goto System Help

Customer selection  
 Customer account: [ ] to [ ]  
 Company code: 1034 to [ ]

Selection using search help  
 Search help ID: [ ]  
 Search string: [ ]  
 Complex search help: [ ]

Line item selection  
 Status:  
 Open items  
 Open at key date: 03/03/2001  
 Cleared items  
 Clearing date: [ ] to [ ]  
 Open at key date: [ ]  
 All items  
 Pooling date: [ ] to [ ]

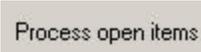


## Manual Clearing of Open Items

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > ACCOUNT > CLEAR**

Transaction Code: **F-32**

Enter customer number and company code. Enter R in the Special G/L indicator if you are clearing a returned check. Enter D in the Special G/L indicator if you are clearing a Customer Deposit. Enter U in the Special G/L indicator if you are clearing Unearned Income

Click on 

*Clear Customer: Process Open Items*

**Clear Customer: Process open items**

Document Edit Goto Settings Environment System Help

Distribute diff. Charge off diff. Editing options

Standard Partial pmt Res.items Withhldg tax

Account items 30182 PIZZELLI, JOHN

Reference	Document numbr	Dc	Document date	Pc	Days	USD Gross	Cash discnt	CashD%
CUST 30182	2300000002	DR	02/14/2001	01	17	100.00		
12345	2300000003	DR	03/03/2001	01	0	450.00		

Select all

**Editing status**

Number of items	2	Amount entered	0.00
Display from item	1	Assigned	550.00
Reason code		Difference postings	
Display in clearing currency		Not assigned	550.00

Select (by double-clicking) the items you want to clear, or “select all” as indicated to clear all open items. Selected items will appear in blue.

Selected items must equal 0.00 (at bottom right corner of screen). In this case, no payment was entered, so items cannot be cleared.

If clearing is possible, save .



## **Manual Clearing of Open Items when Payment Differs from Open Item Amount**

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > ACCOUNT > CLEAR**

Transaction Code: **F-32**

1. Enter Customer Number, Clearing Date and Company Code
2. In Open Item Selection block, ensure the Special G/L indicator is entered if applicable.
3. In Additional Selections block, click on the field to be used for clearing.
4. Click on **“Process Open Items”**.
5. Fill field to be used for clearing.
6. Click on **“Process Open Items”**.
7. Select (double click) the items to be cleared.
8. Note the difference in the lower right corner. If a credit amount appears, the customer account should be credited by debiting the revenue account and cost center originally credited when receivable was set up. If a debit appears, the opposite entry will be required. Note that a separate entry will not need to be made to the customer account. The customer entry will automatically be made as a contra-entry to **“Charge off Diff”** entry.
9. Click on **“Charge off Diff.”**
10. Use posting key 40 if difference was a credit. Use posting key 50 if difference was a debit.
11. Enter revenue account.
12. Hit enter and enter amount (difference amount) and cost center.
13. Click on **“Process Open Items”**. Amount at lower right should equal **-0-**.
14. Save (Post).



**Dunning**

At MWR and the VQs, dunning will mainly be used to attempt debt retrieval on bad checks (or bad debts - overdue receivables) for the active duty military, retirees and reservists. For all other groups of customers, an ad hoc statement of the account (account statement) will be produced as required.

The procedure followed by MWR for retrieval of bad checks is as follows:

- Step 1: Phone call to customer on receipt of bad check – at this stage, perform posting outlined in paragraph on Returned Checks above
- Step 2: Letter to customer (+10 days)
- Step 3: Letter to CO (+7 days)
- Step 4: Legal letter to customer (→ DD139) (+13 days)
- Step 5: Issue DD139 (+10 days)
- Step 6: Follow-up on DD139 (dispensing officer) (+45 days)
- Step 7: Write-off (after 6 months)

Steps 2-6 above will be handled by dunning levels in SAP.

The levels of dunning for active duty military, retirees and reservists are as follows:

- Level 1: Letter to customer (+10 days after receipt of bad check)
- Level 2: Letter to CO (+7 days)
- Level 3: Legal letter to customer (→ DD139) (+13 days)
- Level 4: Issue DD139 (+10 days)
- Level 5: Follow-up on DD139 (dispensing officer) (+45 days)

***Reminder - In dunning letters, include reference to service charge in text of letter. Amount posted to Accounting system is only the face value of the returned check.***



**NOTE:** Before starting, the customer must have Dunning procedure 2000 filled in on the customer master record, as indicated below. Also, note that if the Grouping key is entered as 01, then when dunning occurs, each open item that qualifies for dunning will be processed on a separate dunning notice. If the Grouping key is left blank, all open items that qualify for dunning will appear as separate line items on one dunning notice.

**Change Customer: Company code data**

Customer Edit Goto Extras Environment System Help

General data Company code data Sales area data

Customer: 30182 PIZZELLI, JOHN FREEHOLD  
 Company code: 1034 MWR NAS JACKSONVILLE

Account management Payment transactions Correspondence

**Dunning data**

Dunn.procedure: 2000 Dunning block:   
 Dunn.recipient:  Leg.dunn.proc.:   
 Last dunned:  Dunning level:   
 Dunning clerk:  Grouping key: 01

**Correspondence**

Acct statement: 2  
 Act.clk.tel.no.:   
 Clerk's fax:   
 Clerk's internet:

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > PERIODIC PROCESSING > DUNNING**

Transaction Code: **F150**

*Dunning: Scheduling*

**Dunning**

Dunning notices Edit Goto Extras Environment System Help

Indiv.dunn.notice Dunn.history

Run on: ?  
 Identification: ?

Status Parameter Free selection Additional Log

**Status**  
 No parameters maintained

**Run Date** is today's date (must be manually entered in this field). **Identification** is User initials and number, (e.g. RUN001).



**NOTE:** Whenever you schedule a dunning run, the "Run Date" and "Identification" number must not be the same. You may run several dunning runs on the same date but the "Identification" name must be different. Alternatively, the "Identification" name may be the same as long as the "Run Date" is different.

Click on the "*Parameters*" tab.



**NOTE:** Maintaining Parameters. Parameters are limiting criteria that include the date of issue, dunning period, company codes and customer account numbers. Click on the '**Parameter**' tab.

The following screen appears:

<b>Date of Issue:</b>	Today's date
<b>Documents posted up to:</b>	This date defines the period covered in the dunning run.
<b>Company Codes:</b>	XXXX
<b>Customers from:</b>	1
<b>Customers to:</b>	999999999999



**NOTE:** The above example will run the dunning program for all customers in that company code. To run a dunning on a single customer, just enter the customer's account number in the "Customers from" field. To run a dunning on a select series of customers, enter the appropriate range of customer numbers.

Click on 'Additional Log' tab. Enter the range as follows:

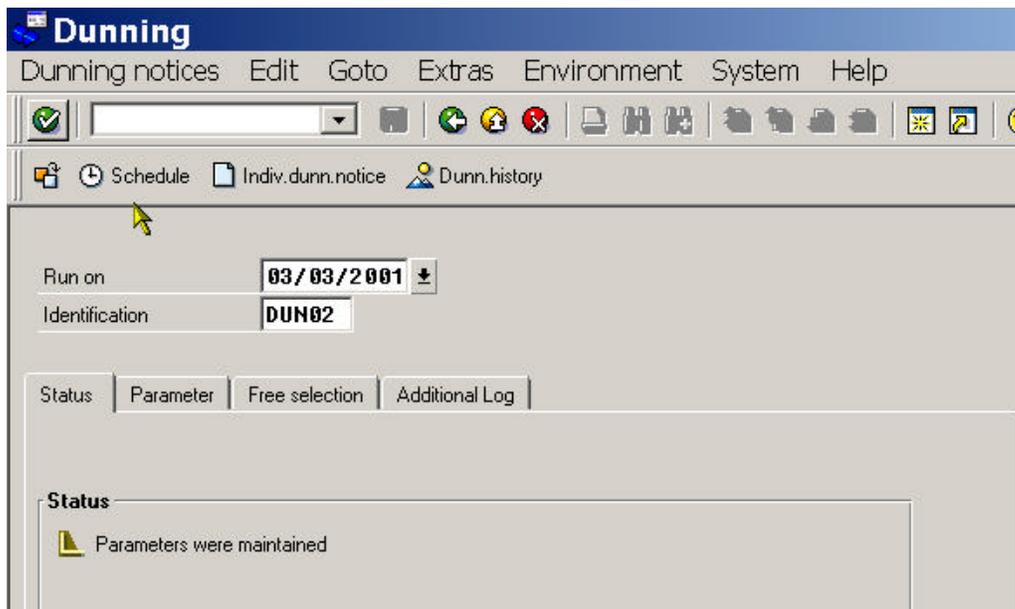
Click on the SAVE Button .

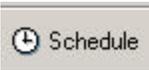
Click on 'Status' tab.



**NOTE:** The parameters mentioned in the example will allow for the dunning of all open items (normal invoices and returned checks) that meet the time frames established for the various dunning steps. If you wish to dun only returned check items, before you click on the Additional Log tab, click on the Free Selection tab. Enter BSEG-UMSKZ in the Field Name. Enter R in the first Values field. Then click the Additional Log tab and enter customer number(s) to be included in this dunning and save.

The screen will now appear as follows:

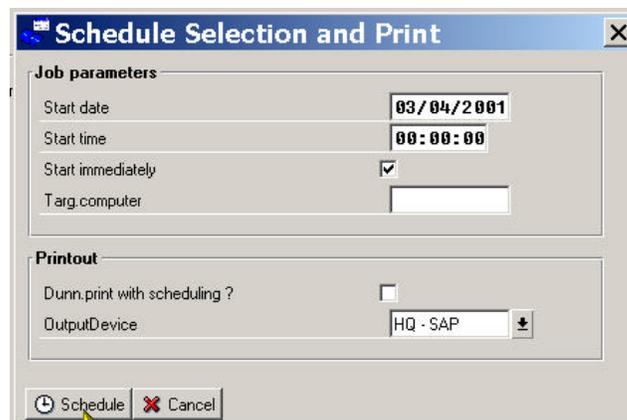


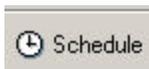
Click on  button.

Verify correct date and time

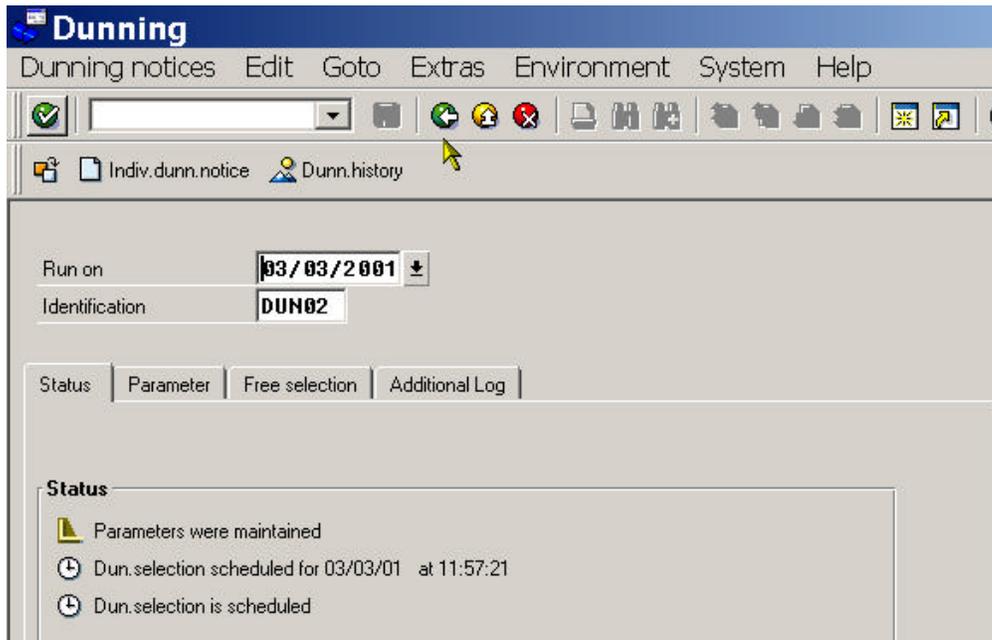
Click in Start immediately field

Enter printer name. Click on the '**Start Immediately**' field when you select the printer.



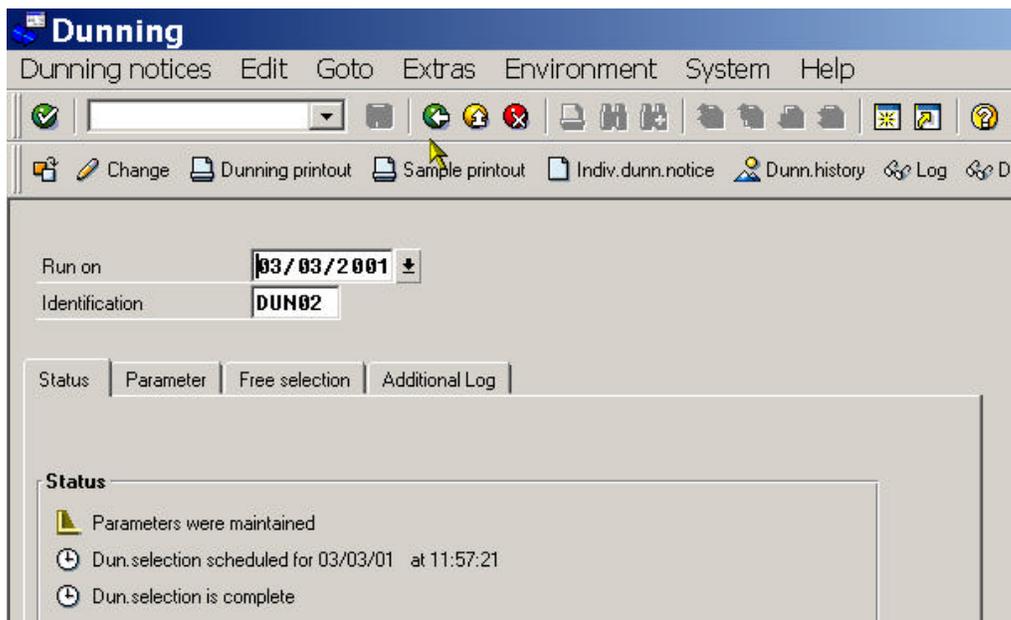
Press the  icon.

The following screen appears:

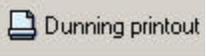


Select **Edit > Refresh** or press Enter until Dunning Selection is scheduled.

The following screen then appears showing that the Dunning selection process is complete:

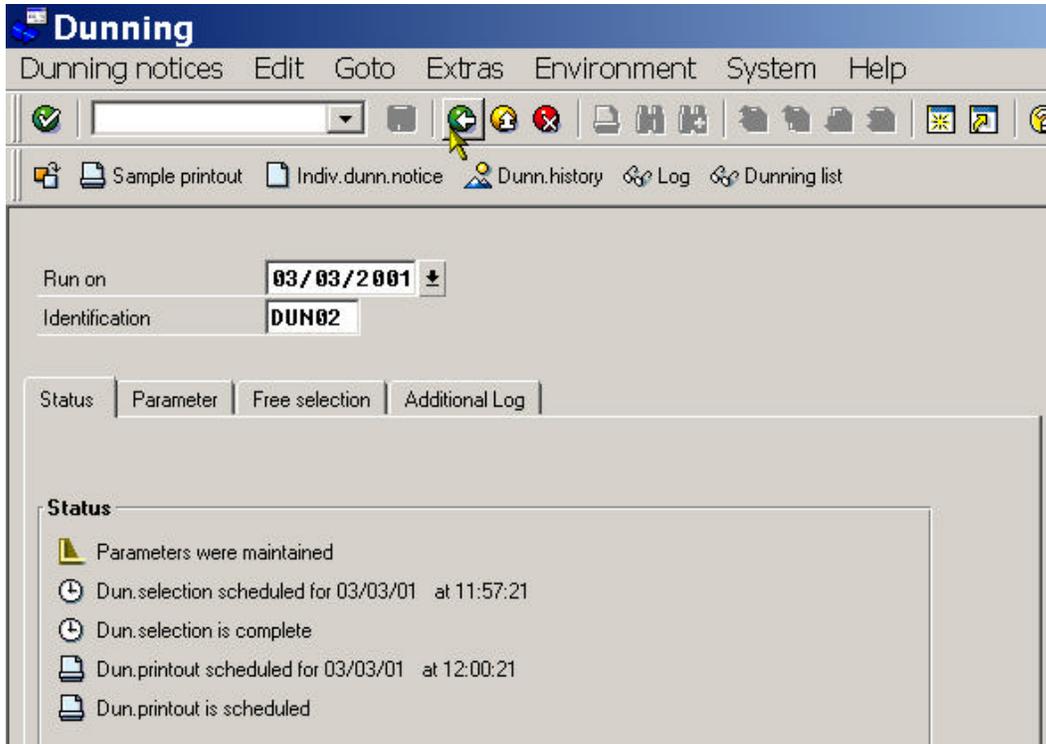


The next step is to schedule the dunning notice printout run.

Click on the button that reads  .

Enter start date, flag **Start immediately** and enter printer name.

A screen appears stating that the Dunning printout has been scheduled.



Select **Edit > Refresh** or press Enter until Dunning has finished.

The bottom line above on the screen will then state that Dun. Printout is complete

Select **Extras>dunning run log** or hit button .

The following is a small extract from the log, showing that customer number XXXXX has been dunned:

```
Account D XXXXX dunning notice/dun.area. Dunning area Default is being processed.
Account D XXXXX dunning notice/dun.level. Dunning level 1 is being processed.
Account D XXXXX uses dunning procedure XXXX
Account D XXXXX / dunning procedure XXXX has no interest calculation indicator
Dunning level D XXXXX is used for account 1
Document XXXX000001/XXXX/001: Dunning level 1, days in arrears 164, status <.Dpi>
Account D XXXXX dunning data has been generated.
```

The customers who have been dunned may be viewed as follows:

Menu path: **GOTO > DUNNING LIST** or hit button . The following screen appears:



Press Enter or click on the green check  to get a display of customers who have been dunned in that run.

If you were to display the customer master record at this point (Menu Path: **ACCOUNTS RECEIVABLE > MASTER RECORD > DISPLAY**), it will show the date of dunning and the highest level to which the customer has been dunned.



## Account Statements

Account Statements are weekly or monthly statements that may be printed for mailing to customers with outstanding receivable balances. This method should be used for printing account statements for individual customers. See next section for bulk printing of account statements.

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > ACCOUNT > CORRESPONDENCE > REQUEST**

Transaction Code: **FB12**

The first screen that appears is *Request Correspondence*. Enter:

**Company Code:** Enter the one that relates to the Customer.

Press Enter or click on .

Corr.	Type of correspondence
ZAP06	Customer Account Statement
ZAP07	Customer Invoice
ZAP08	Customer Account Open Item List
ZAP6R	Customer Account Stmt (excl Ret. Checks)
ZAP7R	Customer Invoice (excl Ret. Checks)







Select **ZAP06 Customer Account Statement**

Click on Enter Button. 

<b>Company Code:</b>	defaults
<b>Customer:</b>	customer number
<b>Postings from:</b>	first day of current statement period
<b>Postings to:</b>	last day of current statement period

Click on the Continue Button

Click on Green Back Arrow Button

**ACCOUNT > CORRESPONDENCE > MAINTAIN**

Transaction code **F.64**

User: User who created the initial request will default.

Click the Execute icon

A report will appear listing all statements that have been requested.

Maintain Correspondence Requests						
List Edit Goto System Help						
Unit Test Client Millington		Correspondence Maintain		Date 03/03/2001 Page 1		
Corr.	CoCd	Acct/doc.	User	Date	Time	Print date
Sort Corr. CoCd AcTyp Acct Doc.no. Fis.Yr Date Time Print						
Correspondence ZAP06 Company code 1034 Customer Account Statement						
ZAP06	1034	30182	Cust HQ_P657E7	03/03/01	12:08:39	
		Postings from		02/01/2001	Postings to 02/28/2001	
Correspondence ZAP7R Company code 1034 Customer Invoice (excl Ret. Checks)						
ZAP7R	1034	2600000153	2001 HQ_P657E7	03/03/01	11:42:07	

Double click on the report you wish to print.

This will generate the account statement.  
Click the Print Button.



**Bulk Printing of Account Statements**

Bulk printing will run a series of account statements in one batch vs for an individual customer.

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > PERIODIC PROCESSING > PRINT CORRESPONDENCE > PERIODIC ACCOUNT STATEMENTS**

Transaction Code: **F.27**

<b>Company Code:</b>	Enter appropriate company code
<b>Account type:</b>	D
<b>Account:</b>	Customer account number(s) (or 1- 99999 for all accounts)
<b>Indicator in master record:</b>	1-for weekly statements, 2-for monthly account statements or Q-for quarterly statements
<b>Key dates for acct statement:</b>	Dates to include transactions on the account statement
<b>Correspondence -</b>	ZAP06
<b>Log to Printer -</b>	Your default SAP printer id.

Click the Execute Button .

Click the  or press the enter key

Click Yes.

Statements will now be sent to SAP spool.

Menu path: **SYSTEM > OWN SPOOL REQUEST**

Select the spool request number.

Click on the Print Button

Printing should take place in a few minutes.



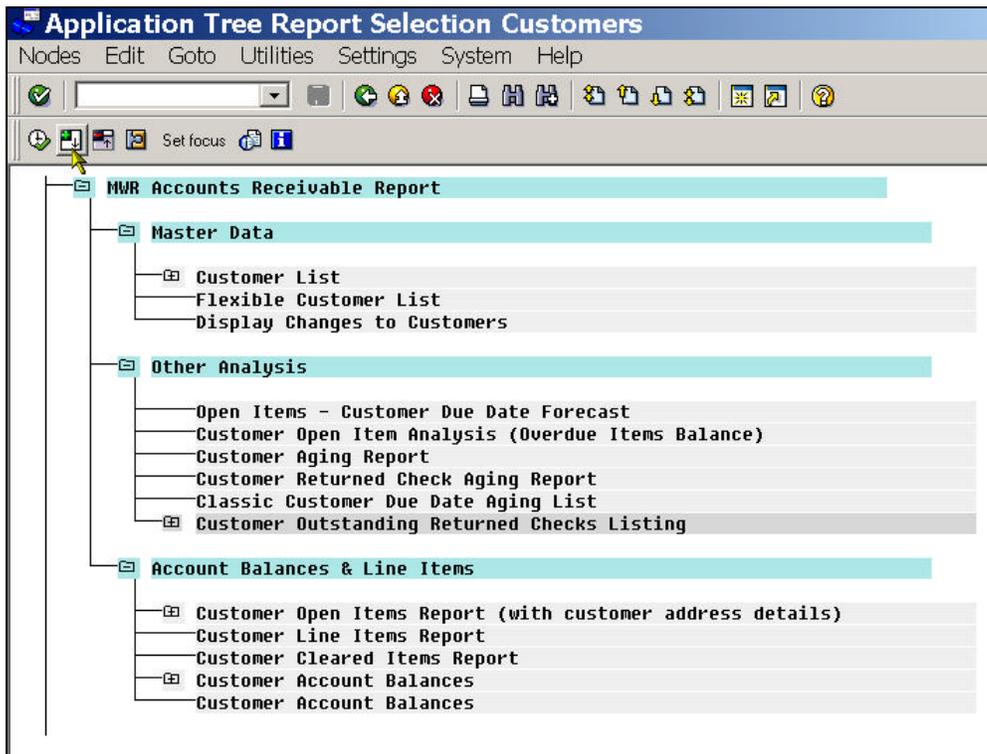
## Reports

General instructions:

The following menu path will bring you to the report tree where you may select the reports you need.

**ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > PERIODIC PROCESSING → INFORMATION SYSTEM → F.99 REPORT SELECTION> → MWR ACCOUNTS RECEIVABLE**

Select the report you wish to run.



There will be several fields in which to ask for information (e.g., for which customer(s) to run the report, for which company codes, etc). Select the fields on which you would like to base your report.

Click on the Execute Button

