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Accounts Receivable

July 2003

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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.

Customer Master records represent the subsidiary ledger that supports the balance sheet accounts for Accounts Receivable, Deposits Payable, and Unearned Income. Individual customer master records are referred to as customer accounts and represent the amount owed by the customer (in the case of accounts receivable) or the amount of a deposit paid by a customer. These funds also include money that will be returned or amounts of money paid in advance by a customer in anticipation of receiving some goods or services from MWR or VQ Activities.

Entries are posted to customer accounts either by entering a transaction (sometimes referred to as an “invoice”) that establishes the receivable or liability against the customer. Payments against receivables are most frequently posted on a Daily Activity Record (DAR) as are payments received in advance or deposits. Invoices are entered, for example, when a returned check is received, when an individual hosts a private function at a MWR facility, or when a Command checks out of the Visiting Quarters and must be billed all room charges.

As noted above, some customer transactions represent liabilities instead of receivables. Such as the case of Unearned Income representing advance payment of a private function or trip/tour or payment of a deposit that will be returned to the customer (frequently used in gear rental). In these situations, posted amounts should NOT be recorded to the balance sheet accounts for receivables but to the correct liability account. **Instead of creating multiple customer accounts for the same customer for multiple transactions, only one customer account is created for each customer and transactions are directed to the appropriate balance sheet account through the use of the SPECIAL General Ledger (GL) Indicator.** By entering this “special GL indicator” at the time of transaction entry, the amount paid by a customer can be easily posted against the 251001 (Unearned Income) instead of the 131005 (Accounts Receivable.)

As noted in the above paragraph, some customer invoices are represented by General Receivables and others represent Returned Check amounts. These two situations require posting to two different balance sheet accounts (131005 and 132000 respectively for MWR/CIV/NFC). Again, at the time the transaction is entered, a “special GL indicator” is used to re-direct the posting for a returned check to the appropriate balance sheet account.

In both instances noted above, the customer account balance still holds each transaction (no matter which balance sheet account is affected), however the Balance Sheet reflects each transaction in the correct G/L account.

The following Special GL Indicators are available for use:

- “R” – Returned Check (will post amount to 132000)
- “U” – Earned Income (will post amount to 251001)
- “D” – Deposits Payable (will post amount to 203001)
- “V”- Fleet Voucher Program (will post amount to 131010)

Since the balance sheet accounts for receivables, deposits payable and unearned income (commonly called “reconciliation” accounts) are represented by open items posted to customers accounts, SAP is able to provide detailed reporting, aging, etc., on these accounts.

<u>Company Code</u>	<u>RECONCILIATION Accounts</u>
VQ (8042)	131002- Accounts Receivable City Ledger IND Billing VQ
VQ (8042)	132000- Accounts Receivable Returned Checks
VQ (8042)	133002- Accounts Receivable City Ledger Group Billing VQ
VQ (8042)	203001- Deposits Payable
VQ (8042)	251001- Unearned Income
MWR (1353/4047)	131005- Accounts Receivable General RECON
MWR (1353)	131010- Accounts Receivable Fleet Vouchers
MWR (1353/4047)	132000- Accounts Receivable Returned Checks
MWR (1353)	133004- Accounts Receivable Travel Advances
MWR (1353)	136000- Accounts Receivable APFSUP (USA Reimbursable)
MWR (1353/4047)	203001- Deposits Payable
MWR (1353/4047)	251001- Unearned Income

For more information on the use of these accounts, please refer to the General Ledger Manual for more detailed guidance.

Please use the following guidelines when entering data into the “reference or text field”:

MWR/CIV/NFC:

- Dues/Memberships – Use membership number
- Private Functions – Use private party contract number
- Marina Berthing Fees – Use Marina rental contract number
- Child Care Fees – Use child name
- Vehicle Storage – Use storage contract/agreement
- NFC Leaseback – Use aircraft tail number

VQ:

- Quarters Guest – Use folio number
- Command/Group – Use command/group name (folio number if possible)

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 contains 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.

The most common types of customers MWR has are:

Individuals and Groups

- Dues, e.g., club membership
- Fees, e.g., marina berthing fees
- Down payments (unearned income) i.e. party contracts
- Customer deposits i.e. vehicle storage deposits or funds on deposit by a command
- Returned checks

The most common type of customers Visiting Quarters (VQ) has are:

Individuals

- Military
- Civilians

Groups

- Ships
- Commands



Create A Customer Master Record Centrally

Menu Path: ACCOUNTING> FINANCIAL ACCOUNTING> ACCOUNTS RECEIVABLE> MASTER RECORDS> MAINTAIN CENTRALLY> CREATE

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	ACTIVE, RESER, RETRD MILITARY
Customer	
Company code	1146
Sales area	
Sales organization	1146
Distribution channel	01
Division	01
All sales areas... Customer's sales areas...	
Reference	
Customer	
Company code	
Sales organization	
Distribution channel	
Reference division	

Create Customer: Initial Screen

Enter the following data:

Field Name	Description	User Action and Values
Account group	Type of Customer	Enter appropriate Account Group: <ul style="list-style-type: none"> • Active Duty Military (use this account for active, retired and reserve members) • Ship Customers • Civilians • Military Commands • Other
Customer	The Customer's System Generated number	Do NOT enter customer number – the system will assign a customer number when you save the master data. CIVL = 6000000 – 6999999 COMM = 1000000 – 1999999 MILT = 3000000 - 3999999 SHIPS = 20000 – 29999 OTHER = 5000000 - 5999999
Company code	The company code ID	Enter the company code. Company code must be entered to create Accounting screens.
Sales organization		Enter Sales Organization Sales Organization mirrors Company Code (i.e.,1034=1034; 1019=1019; 8172=8172)
Distribution channel		Enter 01 ALWAYS
Division		Enter 01 ALWAYS.

Press the Enter key or the green checkmark  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:

The screenshot shows the SAP 'Create Customer: General Data' screen. The menu bar includes 'Customer', 'Edit', 'Goto', 'Extras', 'Environment', 'System', and 'Help'. The title bar reads 'Create Customer: General data'. Below the title bar are tabs for 'General data', 'Company code data', and 'Sales area data'. The 'Customer' field is set to 'INTERNAL'. The 'Address' tab is selected, and the 'Control data' sub-tab is active. The 'Name' section contains 'Title' (O6) and 'Name' (WILLIAM ARMSTEAD). The 'Search terms' section contains 'Search term 1/2' (ARMSTEAD). The 'Street address' section contains 'House no./street' (5428 PINE ST), 'City/State/ZIP Code' (MILLINGTON TN 38055), and 'Country' (US USA). The 'Communication' section contains 'Language' (English), 'Telephone' ((901) 874-2541), and 'Fax'.

Enter the following data:

Address Information

Field Name	Description	User Action and Values
Title	Form of address	Rank or title used when creating MILT Customers. E1 – E9 O1- O10 NOTE: O10 is out of order in the drop down menu. It appears directly under O1.
Name	Customer name	Enter customers ex.(Paul F Baker) first name initial last name
Search term	Short name which is used to set up a match code for search criteria	Enter customer’s last name as a search term
Street	Street address	Enter proper mailing address information.
City / Regional / Postal code	City / State / Postal Code	Enter complete address information
Country	Two digit country identifier	Enter US Enter appropriate country code
Language	English	Should default to “English”
Telephone		Enter customer’s home phone number
Fax		Enter customer’s fax number

According to the policy letter sent out by the Commander, Navy Personnel Command, effective October 1, 2002, MWR facilities are no longer required to write Social Security Numbers on customer checks as long as they are on file somewhere with MWR. Child Development Centers already require a social security number on registration forms when children are enrolled so this fills the requirement. Other options for maintaining social security numbers are a check log at the facilities, requiring patrons to sign up for a check cashing card with the business office, or an activity wide database.

Navigate to the *Control Data* tab.

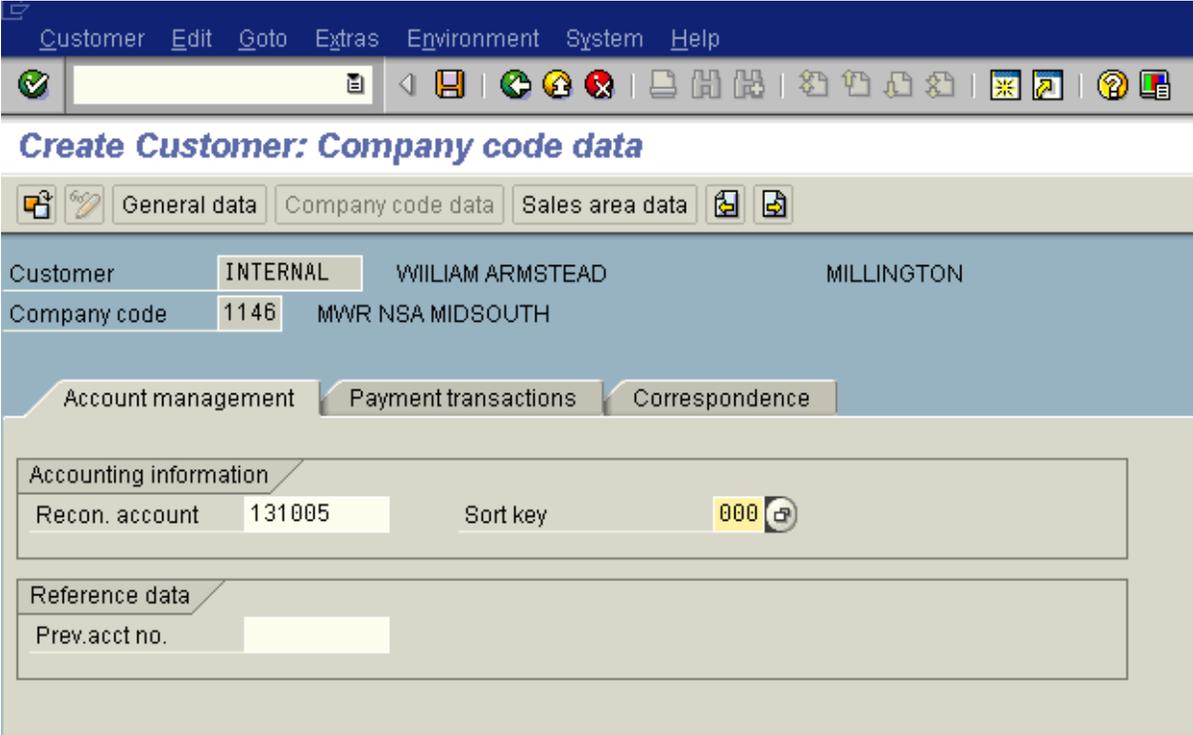
Control Data

Enter the following data.

Control Data:

Field Name	Description	User Action and Values
Unit Identification Code	Using this field for UIC number (Unit Identification Code) Only appears for Ship or Command Customer	Required for account groups SHIPS and COMMS: Enter UIC number
Tax Code 1	Social Security Number Only appears for Military or Civilian	Required for MILT and CIVL customers: Enter customer's social security number. Use format: xxx-xx-xxxx The account group will determine if this field is required. SHIPS and COMMS do NOT require this field.

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.



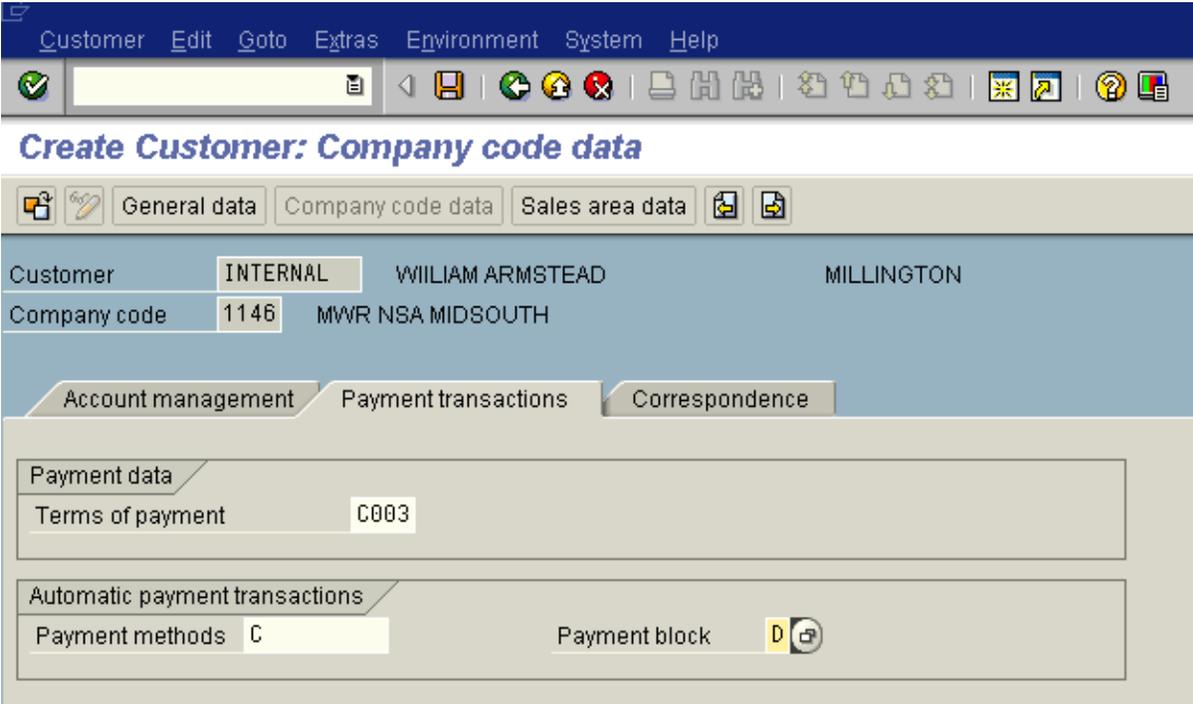
Enter the following data.

Company Code Data: *Account Management* tab

Field Name	Description	User Action and Values
Reconciliation Account	<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 fully supported.</p>	<p>Enter the appropriate account.</p> <p>For all MWR/NFC/CIVMWR Customers use:</p> <ul style="list-style-type: none"> • 131005 <p>For VQ customers use:</p> <ul style="list-style-type: none"> • 131002 for City Ledger Individual Billing • 133002 for City Ledger Group Billing
Sort Key	Key for sorting according to assignment numbers	Enter 000

Navigate to the *Payment Transactions* tab.

Company Code Data: *Payment Transactions Tab*



Enter the following data.
Payment Transactions tab:

Field Name	Description	User Action and Values
Terms of Payment	Terms in which the customer must pay the invoice	Enter C003 Net due Immediately is always used!
Payment Methods	EFT refunds will NOT be used!	Enter " C " for Check
Payment Block	Block key used to block an open item or an account for payment transactions. This blocks an open item or an account for payment transactions. For example, if the customer has a credit balance in his or her account, this will prevent a refund payment from being automatically prepared.	Enter " D " for Special AR block.

Navigate to the *Correspondence* tab.

The screenshot shows the SAP 'Create Customer: Company code data' window. The 'Correspondence' tab is selected. The 'Dunning data' section contains the following fields: Dunning procedure (2000), Dunning block (blank), Dunning recipient (blank), Leg. dunn. proc. (blank), Last dunned (blank), Dunning level (blank), Dunning clerk (blank), and Grouping key (01). The 'Correspondence' section contains: Act. clk tel. no. (blank), Clerk's fax (blank), Clrk's internet (blank), Account memo (blank), and Acct statement (2). A 'Dunning areas..' button is visible next to the Grouping key field.

Enter the following data.

Company Code Data: Correspondence tab:

Field Name	Description	User Action and Values
Dunning Procedure	This field contains the key for the dunning procedure to be used.	Enter "2000" for Military Customers (account group MILT) only! If 2000 is entered, grouping key must be 01. Enter "3000" for VQ Military Customers (MILT) and Civilian Customers (CIVL). There is NO grouping key with Dunning 3000.
Dunning block	Key which reflects the reason for a dunning block indicator.	Leave Blank

Dunn Recipient	Leave Blank	Leave Blank
Leg Dunn Proc	Leave Blank	Leave Blank
Last Dunned	System will populate this field as dunning procedures are run.	Leave Blank
Dunning Level	System will populate this field as dunning processes are run. System will enter "0" if never dunned, "1" if the 1 st level of dunning has been completed, etc.	Leave Blank
Dunning Clerk	Leave Blank	Leave Blank
Grouping Key	Leave Blank except for Military customers	Must be "01" when dunning procedure = 2000 for active military (MILT) customers ONLY. Leave BLANK when dunning procedure = 3000 for military (MILT) and civilian (CIVL) customers.
Account Statement	Indicator for periodic account statements	Enter "2" for monthly account statements
Acct Clerk Tel	Enter accounting Clerk telephone number	Enter data if appropriate
Clerks Fax	Enter Accounting Clerks Fax Number	Enter data if appropriate
Clerks Internet	Enter Accounting Clerks email address	Enter data if appropriate
Account Memo	Enter special note or details regarding account	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.

Sales Area Data: Sales Tab

The screenshot shows the 'Create Customer: Sales area data' dialog box in SAP. The 'Sales' tab is active. The data entered is as follows:

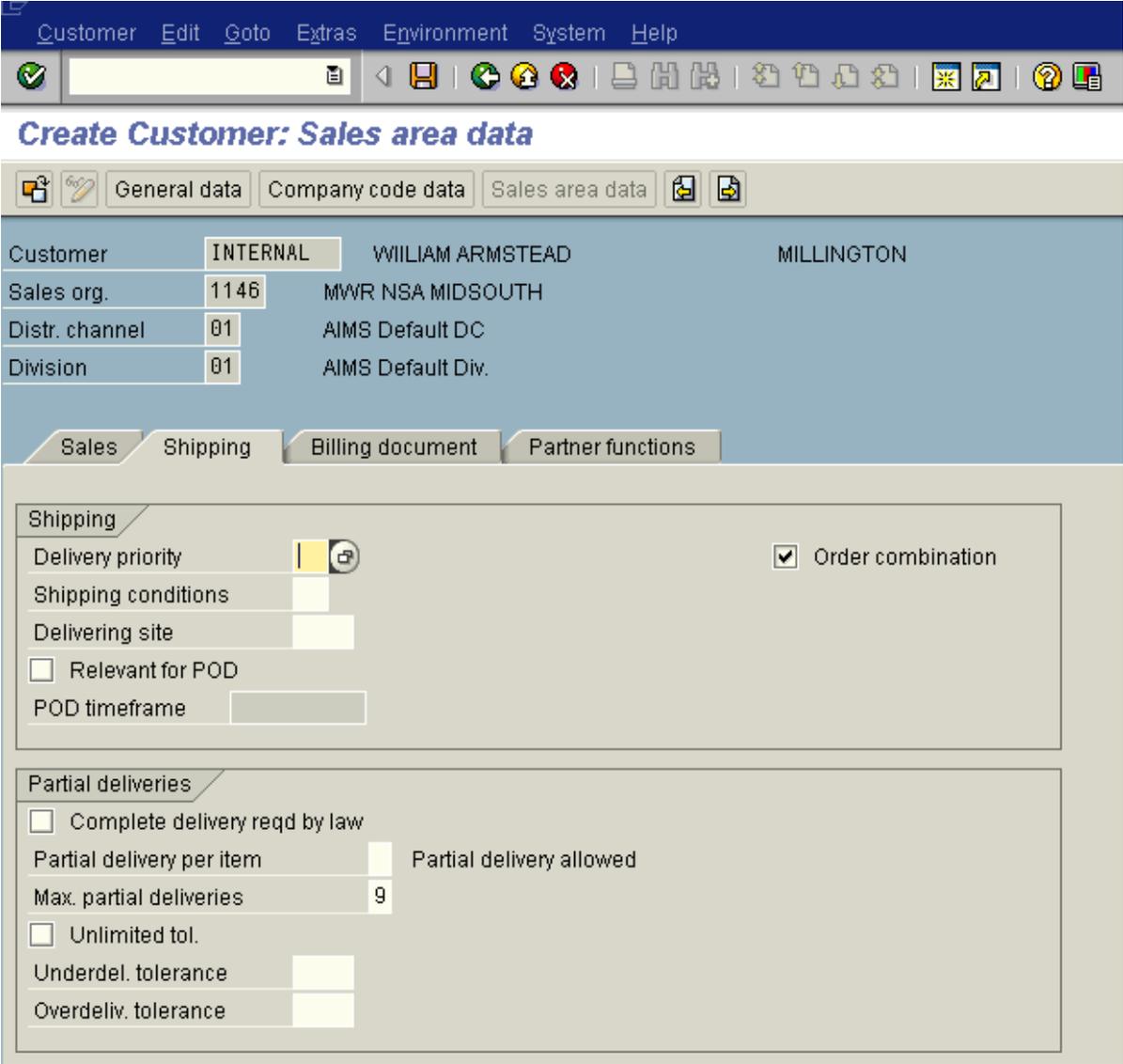
Customer	INTERNAL	WILLIAM ARMSTEAD	MILLINGTON
Sales org.	1146	MWR NSA MIDSOUTH	
Distr. channel	01	AIMS Default DC	
Division	01	AIMS Default Div.	
Sales order			
Currency	USD	American Dollar	
		PP cust. proc.	
Pricing/Statistics			
Cust.pric.proc.	1	Standard	

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.

Enter the following data.
Sales Tab:

Field Name	Description	User Action and Values
Currency	Currency	Defaults to USD
PP Cust Proc	Not Used	Leave Blank
Customer pricing Procedure		Enter "1" for Standard

Navigate to the *Shipping* tab.



Shipping: NO DATA NEEDS TO BE ENTERED IN THIS TAB!

Field Name	Description	User Action and Values
Order Combination		Defaults "Selected". DO NOT CHANGE!
Max. Partial Deliveries		Defaults to "9". DO NOT CHANGE!

Navigate to the *Billing document* tab.

The screenshot shows the SAP 'Create Customer: Sales area data' window. The 'Billing document' tab is active. The data is as follows:

Customer	INTERNAL	WILLIAM ARMSTEAD	MILLINGTON
Sales org.	1146	MWR NSA MIDSOUTH	
Distr. channel	01	AIMS Default DC	
Division	01	AIMS Default Div.	

Under the 'Billing document' section:

Invoicing dates	
InvoicingListDates	

Under the 'Delivery and payment terms' section:

Incoterms	
Terms of payment	C003

Sales and Data: Billing Document Tab

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

Field Name	Description	User Action and Values
Terms of Payment		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! Just click through it!

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.

This customer number is generally a 7-digit number and follows the series:

Civilian Customers 6000000-6999999

Command Customers 1000000-1999999

Military Customers 3000000-3999999

Ship Customers 20000-29999

Other Customers 5000000-5999999



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



Extend A Customer Master Record Centrally

Menu Path: ACCOUNTING> FINANCIAL ACCOUNTING> ACCOUNTS RECEIVABLE> MASTER RECORDS> MAINTAIN CENTRALLY> CREATE

Transaction Code: XD01

On the screen titled “Create Customer: Initial Screen”, enter information in the fields as specified in the following tables:

Create Customer: Initial Screen

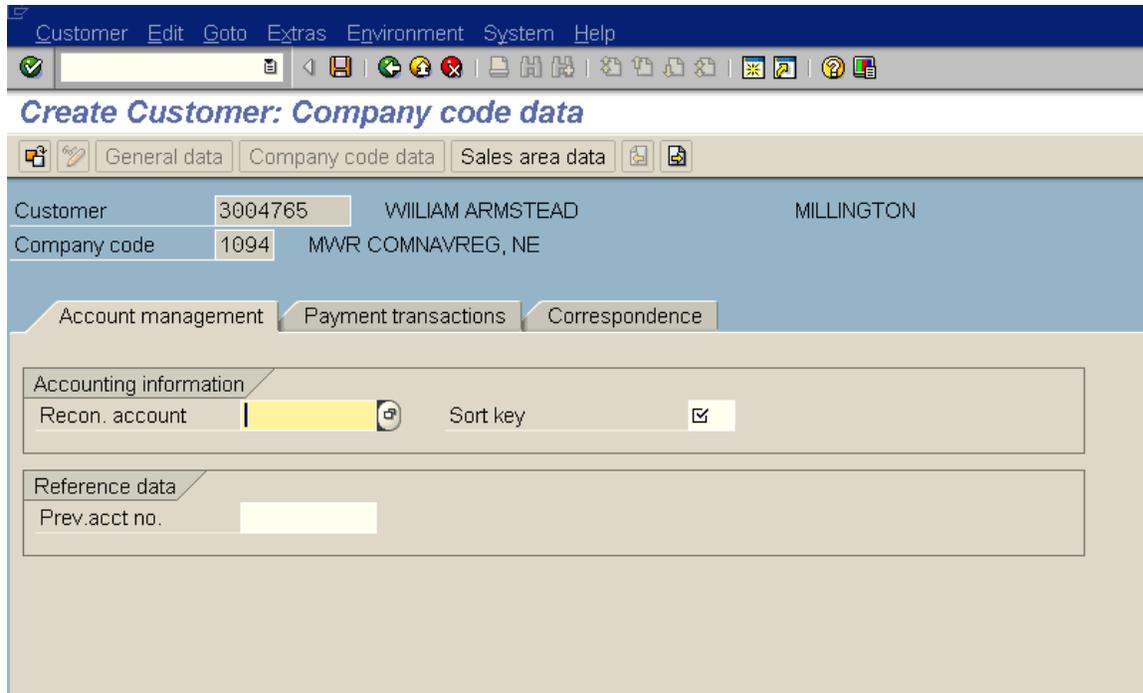
Account group	ACTIVE, RESER, RETRD MILITARY
Customer	3004765
Company code	1094
Sales area	
Sales organization	1094
Distribution channel	01
Division	01
All sales areas... Customer's sales areas...	
Reference	
Customer	
Company code	
Sales organization	
Distribution channel	
Reference division	

Enter the following data:

Field Name	Description	User Action and Values
Customer	Customer's system generated number	Enter the customer number that is being extended from another company code.
Company code	Company code number	Enter the company code that the customer is being created in. Company code <i>must</i> be entered to create Accounting screens.
Sales Organization		Sales Organization mirrors Company Code (i.e. 1034=1034; 1019=1019; 8172=8172)
Distribution Channel		Enter 01 ALWAYS
Division		Enter 01 ALWAYS

Press the Enter key or the green checkmark  to continue.

The "Company Code Data" screen will appear since the General Data tab is automatically populated with the customer's name, address, phone number and social security number.



Account Management tab:

Field Name	Description	User Action and Values
Reconciliation Account	<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 fully supported.</p>	<p>Enter the appropriate account.</p> <p>For all MWR/NFC/CIVMWR Customers use:</p> <ul style="list-style-type: none"> • 131005 <p>For VQ customers use:</p> <ul style="list-style-type: none"> • 131002 for City Ledger Individual Billing • 133002 for City Ledger Group Billing
Sort Key	Key for sorting according to assignment numbers	Enter 000

Navigate to the *Payment Transactions* tab.

The screenshot shows the SAP 'Create Customer: Company code data' screen. The 'Payment Transactions' tab is selected. The following data is visible:

- Customer: 3004765, WILLIAM ARMSTEAD, MILLINGTON
- Company code: 1094, MWR COMNAVREG, NE
- Payment data: Terms of payment: C003
- Automatic payment transactions: Payment methods: C, Payment block: D

Payment Transactions tab:

Field Name	Description	User Action and Values
Terms of Payment	Terms in which the customer must pay the invoice	Enter C003 Net due immediately is always used!
Payment Methods		Enter " C " for Check EFT refunds will NOT be used!
Payment Block	Block key used to block an open item or an account for payment transactions. This blocks an open item or an account for payment transactions. For example, if the customer has a credit balance in his or her account, this will prevent a refund payment from being automatically prepared.	Enter " D " for Special AR block.

Navigate to the *Correspondence* tab.

Correspondence tab:

Field Name	Description	User Action and Values
Dunning Procedure	This field contains the key for the dunning procedure to be used.	For MWR, enter “ 2000 ” for Military Customers (MILT) only! If 2000 is entered, grouping key must be 01. For VQ, enter “ 3000 ” for Military (MILT) and Civilian (CIVL) Customers. There is NO grouping key with Dunning 3000.
Dunning block	Key which reflects the reason for a dunning block indicator.	Leave blank
Dunn Recipient	Leave Blank	Leave blank
Leg Dunn Proc	Leave Blank	Leave blank
Last Dunned	System will populate this field as Dunning Procedures are run.	Leave blank
Dunning	System will populate this field as dunning processes are run.	Leave blank

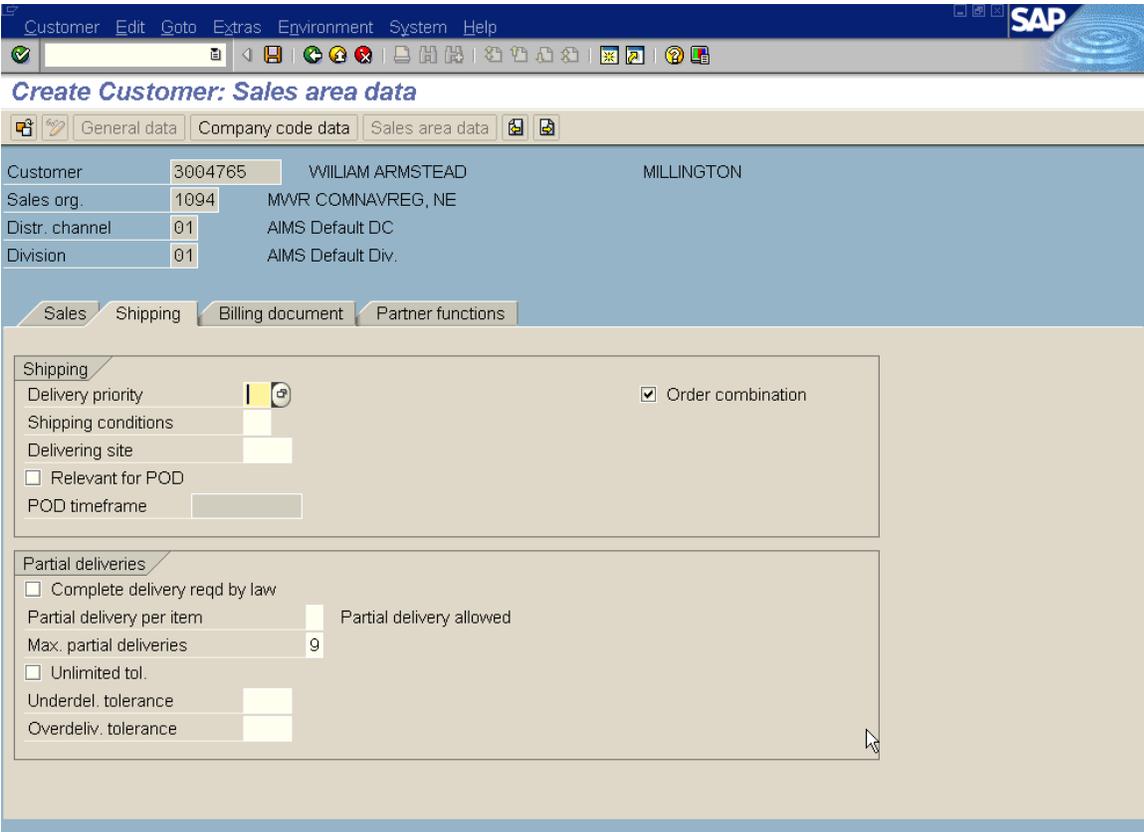
Level	System will enter "0" if never dunned, "1" if the 1 st level of dunning has been completed, etc.	
Dunning Clerk	Leave blank	Leave blank
Grouping Key	Leave blank except for Military customers	Must be "01" when dunning procedure = 2000 for active military (MILT) customers ONLY. Leave BLANK when dunning procedure = 3000 for active military (MILT) customers ONLY.
Account Statement	Indicator for periodic account statements	Enter "2" for monthly account statements
Acct Clerk Tel	Enter Accounting Clerk telephone number	Enter data if appropriate
Clerks Fax	Enter Accounting Clerks Fax Number	Enter data if appropriate
Clerks Internet	Enter Accounting Clerks email address	Enter data if appropriate
Account Memo	Enter special note or details regarding account	Enter data if appropriate (e.g. extended payment plan or similar)

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.

Sales tab:

Field Name	Description	User Action and Values
Currency	Currency	Defaults to USD
PP Cust Proc	Not Used	Leave Blank
Customer pricing Procedure		Enter “1” for Standard

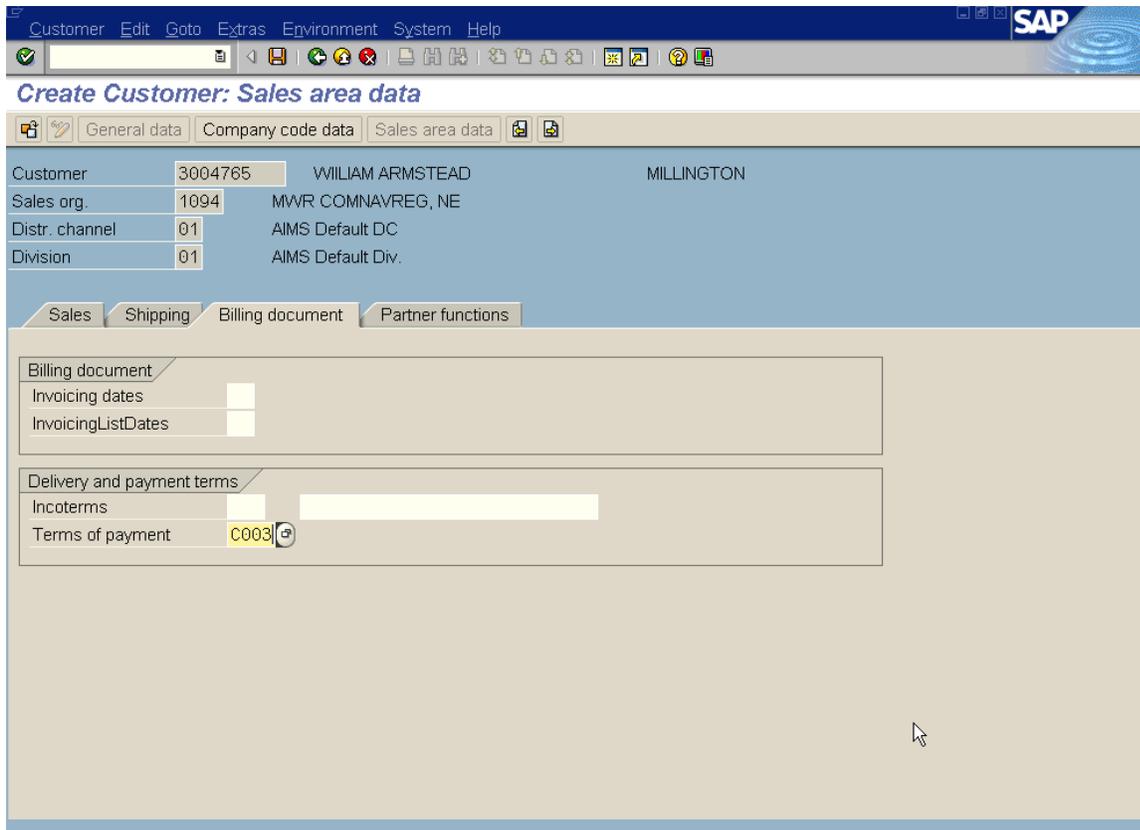
Navigate to the *Shipping* tab.



Shipping: NO DATA NEEDS TO BE ENTERED IN THIS TAB!

Field Name	Description	User Action and Values
Order Combination		Defaults "Selected". DO NOT CHANGE!
Max. Partial Deliveries		Defaults to "9". DO NOT CHANGE!

Navigate to the **Billing Document** tab.



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

Field Name	Description	User Action and Values
Terms of Payment		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!

Just click through it!

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

This customer number is generally a 7-digit number and follows the series:

Civilian Customers	6000000-6999999
Command Customers	1000000-1999999
Military Customers	3000000-3999999
Other Customers	5000000-5999999
Ship Customers	20000-29999

To change any information on the *General Data* tab, go to **Change A Customer Master Record Centrally**.

Menu path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > MASTER RECORDS > MAINTAIN CENTRALLY > CHANGE**

Transaction Code: **XD02**

WARNING: Do this procedure **ONLY** 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, they must be journaled 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 to use in requesting changes to customer master records or the Customer Master Request Form provided in the User Handbook can be adopted.



Change A Customer Master Record Centrally

Menu path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > MASTER RECORDS > MAINTAIN CENTRALLY > CHANGE**

Transaction Code: **XD02**

WARNING: Do this procedure **ONLY** 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.

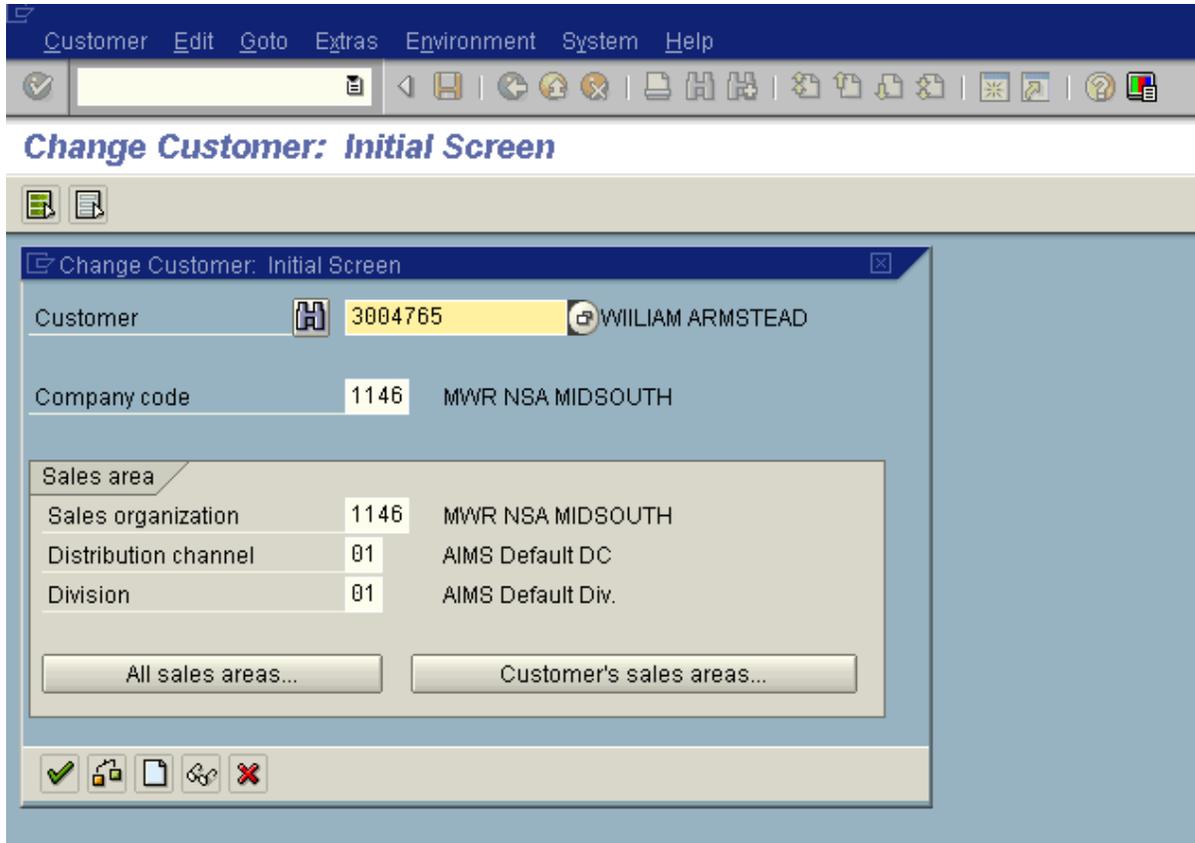
If open items exist, they must be journaled to the new (correct) customer prior to marking for deletion/blocking.

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 to 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



Enter the following data.

Change Customer: Initial Screen

Field Name	Description	User Action and Values
Customer	This is the customer record that is going to be changed.	Enter customer number or use down arrow to search.
Company code	The company code ID	Enter company code Company code must be entered to change Accounting screens.
Sales organization		Enter Company code Sales Organization mirrors company code. EX: 1034=1034

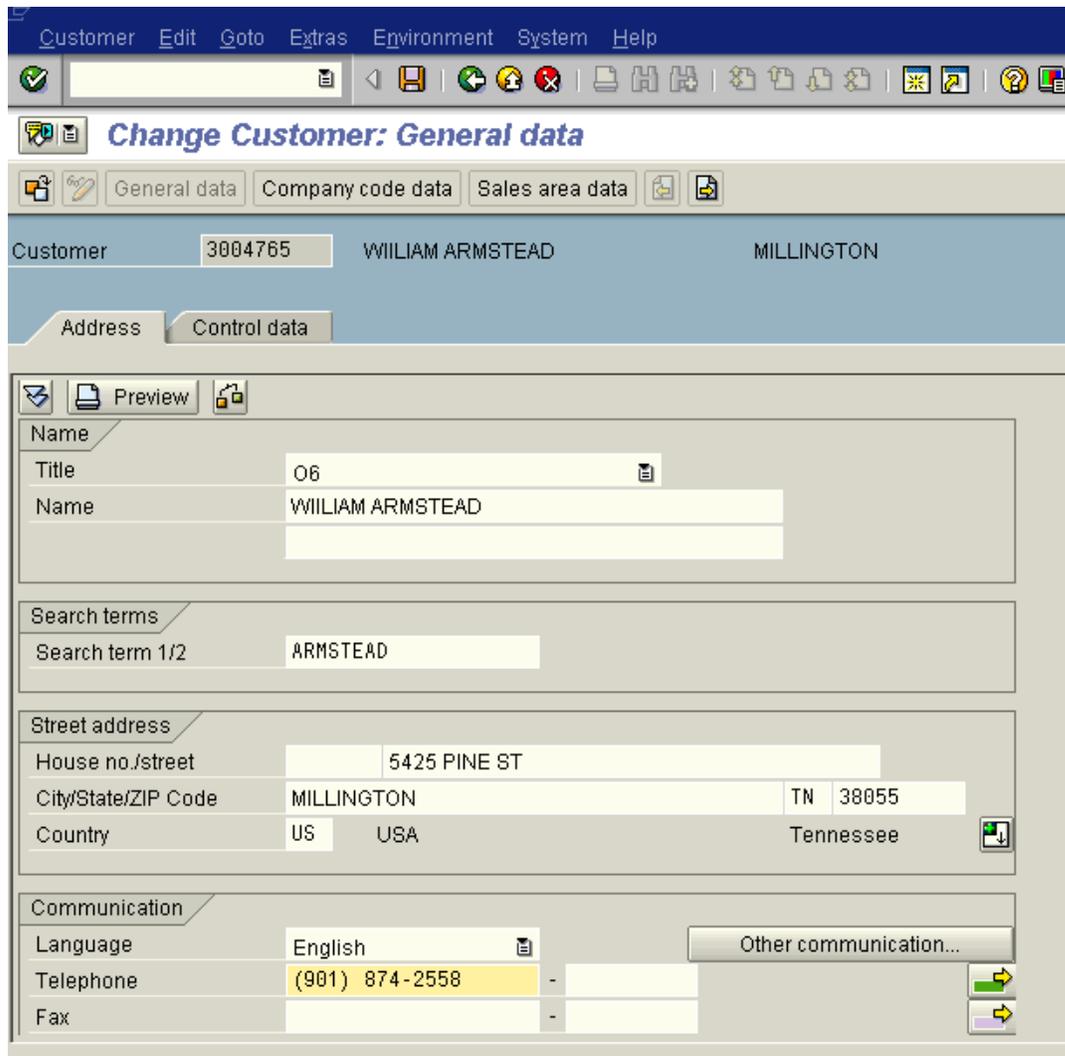
Distribution channel		Enter 01
Division		Enter 01

Press the Enter key or click the green checkmark icon  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 .

General Data: Address Information



The screenshot shows the SAP 'Change Customer: General Data' interface. The window title is 'Customer Edit Goto Extras Environment System Help'. The main title is 'Change Customer: General data'. The customer number is 3004765, and the name is WILLIAM ARMSTEAD, MILLINGTON. The 'Address' tab is selected. The 'Name' section shows Title 'O6' and Name 'WILLIAM ARMSTEAD'. The 'Search terms' section shows Search term 1/2 'ARMSTEAD'. The 'Street address' section shows House no./street '5425 PINE ST', City/State/ZIP Code 'MILLINGTON TN 38055', and Country 'US USA Tennessee'. The 'Communication' section shows Language 'English', Telephone '(901) 874-2558', and Fax fields.

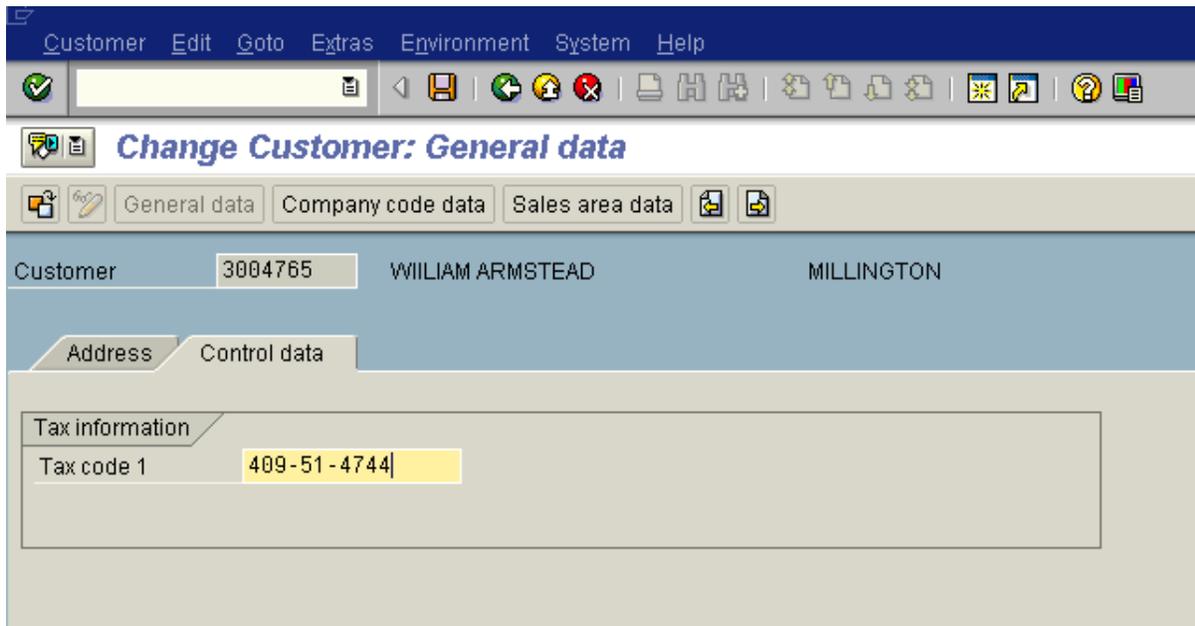
Use the tab control to toggle between the "General Data" information groups: Address and Control data. Alternatively, the menu paths **Goto → Next tab (F8)** and **Goto → Previous tab (F7)** can be used.

Address Information

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

Navigate to the *Control Data* tab.

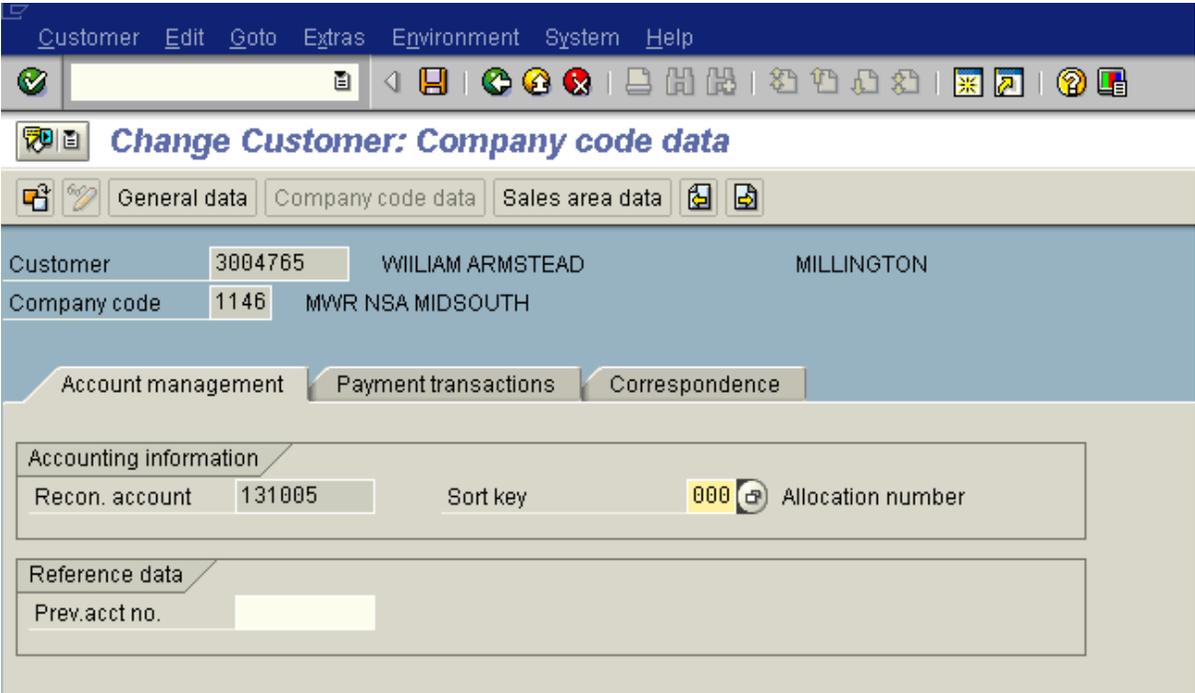
General Data: Control Data



Control Data

Field Name	Description	User Action and Values
Unit Identification Code	Using this field for UIC number (Unit Identification Code)	Required for account groups SHIPS and COMMS.
Tax Code 1	Social Security Number	Do not change unless incorrect!

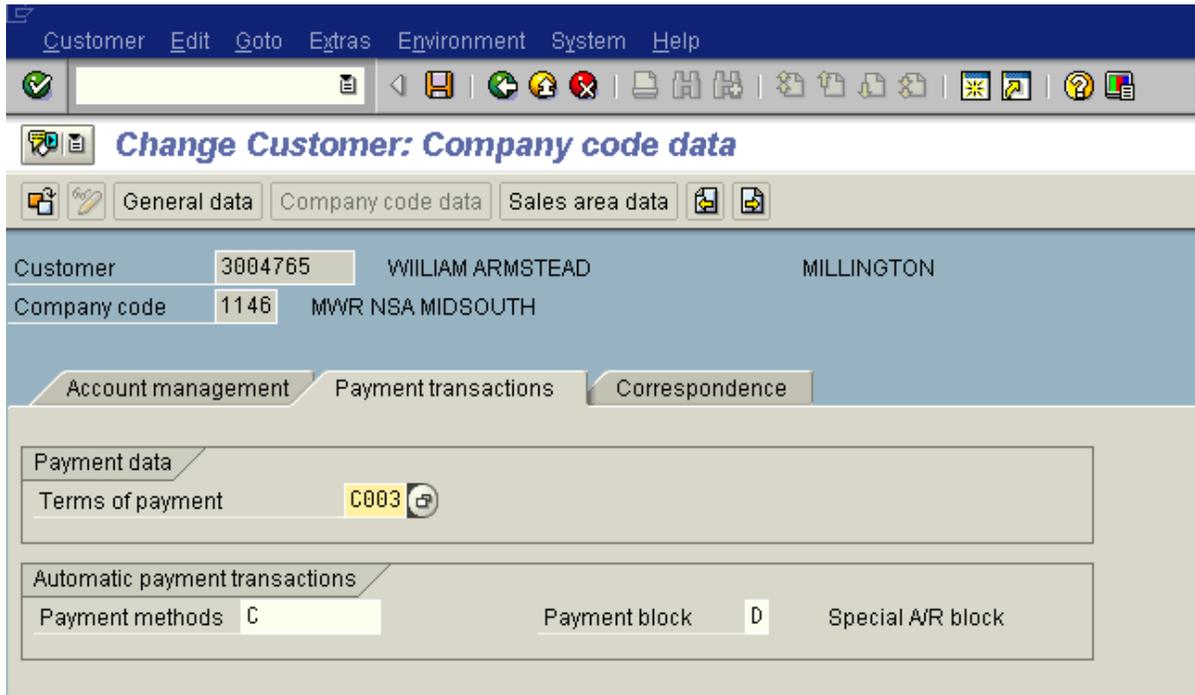
Click the “Company Code Data” pushbutton  to view the company code information groups: Account management, Payment transactions, and Correspondence. Alternatively, the menu path **Goto → Company code data (Ctrl + F2)** can be used.



Account Management:

Field Name	Description	R/O/C	User Action and Values
Reconciliation account		O	CANNOT BE CHANGED Changing of this field will impact customer's A/R items
Sort Key	Key for sorting according to assignment numbers	O	Changing this field to another sort sequence will impact A/R line item sequence. DO NOT CHANGE.

Company Code Data: Payment Transactions



Payment Transactions:

Field Name	Description	User Action and Values
Terms of Payment		DO NOT CHANGE Always use C003
Payment Methods		DO NOT CHANGE Always use "C" for check
Payment Block	Block key used to block an open item or an account for payment transactions.	Blocks an open item or an account for payment transactions DO NOT REMOVE

Navigate to the *Correspondence* tab.

Company Code Data: Correspondence

The screenshot shows the SAP 'Change Customer: Company code data' window. The 'Company code data' tab is selected. The customer information is: Customer 3004765, WILLIAM ARMSTEAD, MILLINGTON. The company code is 1146, MWR NSA MIDSOUTH. The 'Correspondence' tab is active, showing the following fields:

Dunning data	
Dunn.procedure	2000
Dunn.recipient	
Last dunned	
Dunning clerk	
Dunning block	<input type="checkbox"/>
Leg.dunn.proc.	
Dunning level	
Grouping key	01

Below the Dunning data is a 'Dunning areas..' button. Under the 'Correspondence' section, there is an 'Acct statement' field with the value '2'. Other fields include 'Act.clk tel.no.', 'Clerk's fax', 'Clrk's internet', and 'Account memo', all of which are currently empty.

Correspondence tab:

Field Name	Description	User Action and Values
Dunning Procedure	This field contains the key for the dunning procedure to be used.	DO NOT CHANGE unless military customer dunning procedure does NOT equal 2000 for MWR or 3000 for VQ!
Dunning block	Key which reflects the reason for a dunning block indicator	Leave blank

Account Statement	Indicator for periodic account statements	Change this field if you want customer to receive statement in different period (ie., weekly instead of monthly) “2” = monthly account statements This field designates how often customers will be receiving statements
--------------------------	---	---

The next several fields are ONLY to be completed if the customer is subject to “dunning” or automated collection processes (Military personnel are subject to dunning for returned items). We suggest that you only complete the fields as needed. For example, if the customer immediately pays his/her bad debt after being verbally notified there is no need to maintain this data. This data is used in the various levels of Dunning and is actually printed on Dunning Letters.

To access these fields (hidden from view on the main screen) Hit Extras>Texts
 Double Click on the line to be populated as follows:

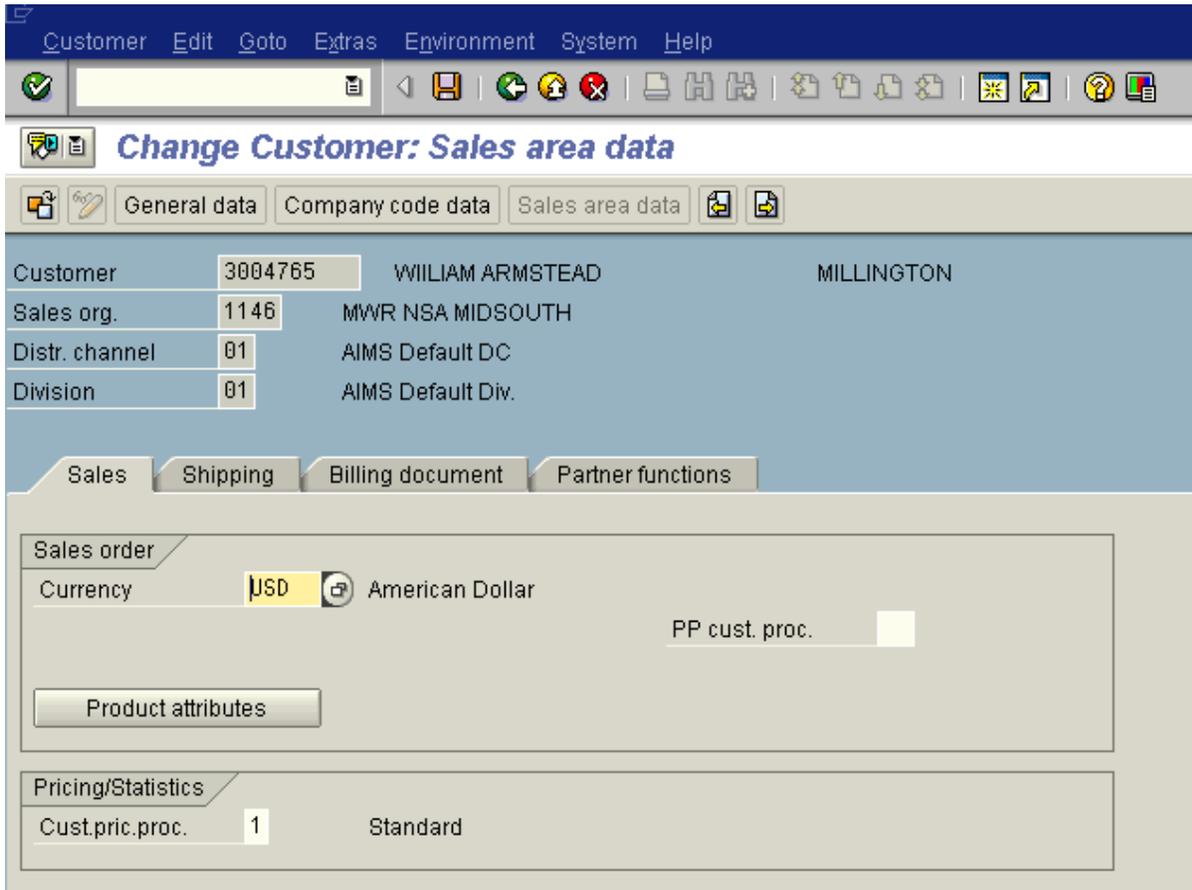
Field Name	Description	User Action and Values
Accounting Text	Internal Use only . Will not print out on statements or letters	Optional Use
Account Statement Text	Enter special text that you would like to print out on the Account Statement	Special Text to print out on Statements such as: “HAPPY HOLIDAYS” “Did you forget to make a payment” “PAY UP PLEASE”
Commanding Officer Address (Dun Level 2)	Used to document customer’s Commanding Officer’s name and address	Enter CO Name and address
Paymaster Address “To” (DD139)	Used to document Paymaster Address	Enter the Address of Disbursing Office or PSD where garnishment (DD139) is to be submitted.
Accountable Disbursing Officer name (DD139)	Enter Accountable Disbursing Officer’s Name	Enter Disbursing Officer’s name if applicable
Certifying Officer (DD139)	Enter Certifying Officer’s Name	Enter the Name of the MWR/VQ/CIVMWR Certifying Officer. For example this may be the MWR Director, BQ Officer, etc. <i>(The individual who must SIGN the DD139 Form)</i>

After entering data into each field (double click on the field and then type in the data) you will simply hit the “back green arrow”  to go back to the Correspondence Screen.

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.

Sales Area Data: *Sales Tab*



Sales:

Field Name	Description	User Action and Values
Currency	Currency	DO NOT CHANGE
Customer pricing Procedure		DO NOT CHANGE

Navigate to the *Shipping* tab.

Shipping Tab

Customer: 3004765, WILLIAM ARMSTEAD, MILLINGTON
 Sales org.: 1146, MWR NSA MIDSOUTH
 Distr. channel: 01, AIMS Default DC
 Division: 01, AIMS Default Div.

Shipping tab selected.

Shipping fields:
 Delivery priority: [dropdown] [icon]
 Shipping conditions: [dropdown]
 Delivering site: [dropdown]
 Relevant for POD
 POD timeframe: [input]
 Order combination

Partial deliveries section:
 Complete delivery reqd by law
 Partial delivery per item: [dropdown] Partial delivery allowed
 Max. partial deliveries: 9
 Unlimited tol.
 Underdel. tolerance: [dropdown]
 Overdeliv. tolerance: [dropdown]

Shipping Tab

Field Name	Description	User Action and Values
Order Combination		DO NOT CHANGE
Max. Partial Deliveries		DO NOT CHANGE

Navigate to the **Billing Document** tab.

Billing Documents Tab

The screenshot shows the SAP Billing Documents Tab interface. At the top, there is a menu bar with options: Customer, Edit, Goto, Extras, Environment, System, Help. Below the menu bar is a toolbar with various icons. The main title is "Change Customer: Sales area data". Below the title, there are tabs for "General data", "Company code data", and "Sales area data". The "Sales area data" tab is active, showing the following data:

Customer	3004765	WILLIAM ARMSTEAD	MILLINGTON
Sales org.	1146	MWR NSA MIDSOUTH	
Distr. channel	01	AIMS Default DC	
Division	01	AIMS Default Div.	

Below the data, there are tabs for "Sales", "Shipping", "Billing document", and "Partner functions". The "Billing document" tab is active, showing the following data:

Billing document		
Invoicing dates		
InvoicingListDates		
Delivery and payment terms		
Incoterms		
Terms of payment	C003	Due immediately or DD139

Billing Document:

Field Name	Description	User Action and Values
Terms of Payment		DO NOT CHANGE



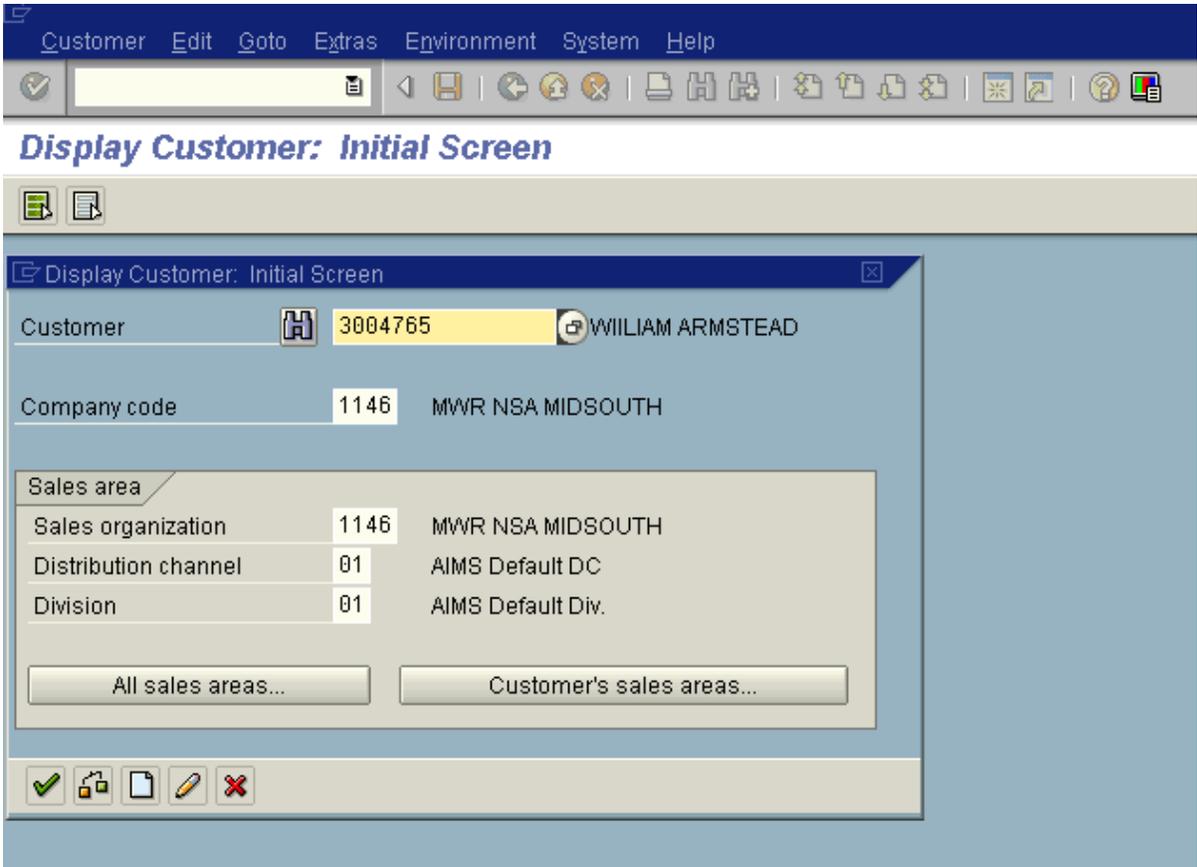
Display a Customer Master Record Centrally

Menu Path: ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > MASTER RECORDS > MAINTAIN CENTRALLY > DISPLAY

Transaction Code: XD03

These screens are used to display the information contained in the customer master record.

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



Display Customer: Initial Screen

Field Name	Description	User Action and Values
Customer	The customer number the system assigned when you saved the master data.	Enter customer number or use drop down to search.
Company code	The company code ID	Enter Company Code
Sales organization		Enter Sales Organization (company code) Sales Organization mirrors Company Code
Distribution channel		Enter 01
Division		Enter 01

Press the Enter key or click the green checkmark icon  to continue

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

Display Customer: General data

Customer: 3004765 WILLIAM ARMSTEAD MILLINGTON

Address Control data

Name

Title: O6

Name: WILLIAM ARMSTEAD

Search terms

Search term 1/2: ARMSTEAD

Street address

House no./street: 5425 PINE ST

City/State/ZIP Code: MILLINGTON TN 38055

Country: US USA Tennessee

Communication

Language: English

Telephone: (901) 874-2558

Fax:

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

Address Information:

Field Name	Description	User Action and Values
Title	Form of address	Rank or title used when creating MILT Customers. E1 – E9 O1 – O10
Name	Customer name	View customers last name, first name and initial
Search term	Short name which is used to set up a match code for search criteria	View customer’s last name as a search term

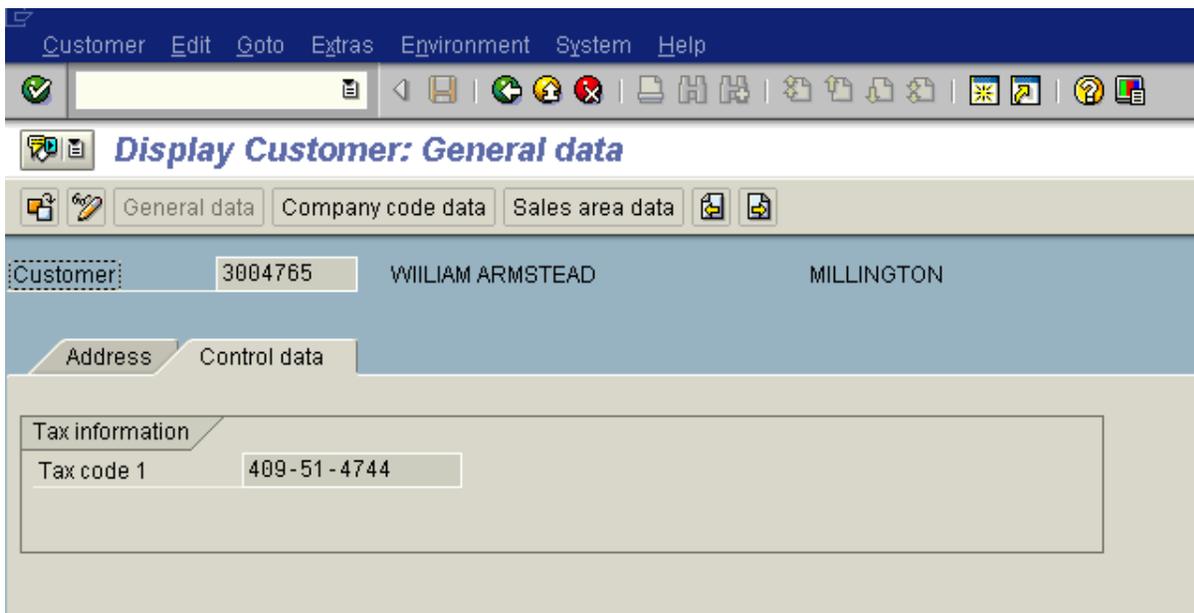
Street	Street address	View proper mailing address information.
City / Regional / Postal code	City / State / Postal Code	View complete address information
Country	Two digit country identifier	Display US Display appropriate country code
Language	English	Should default to "English"
Telephone		Display customer's home phone number
Fax		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 tab:



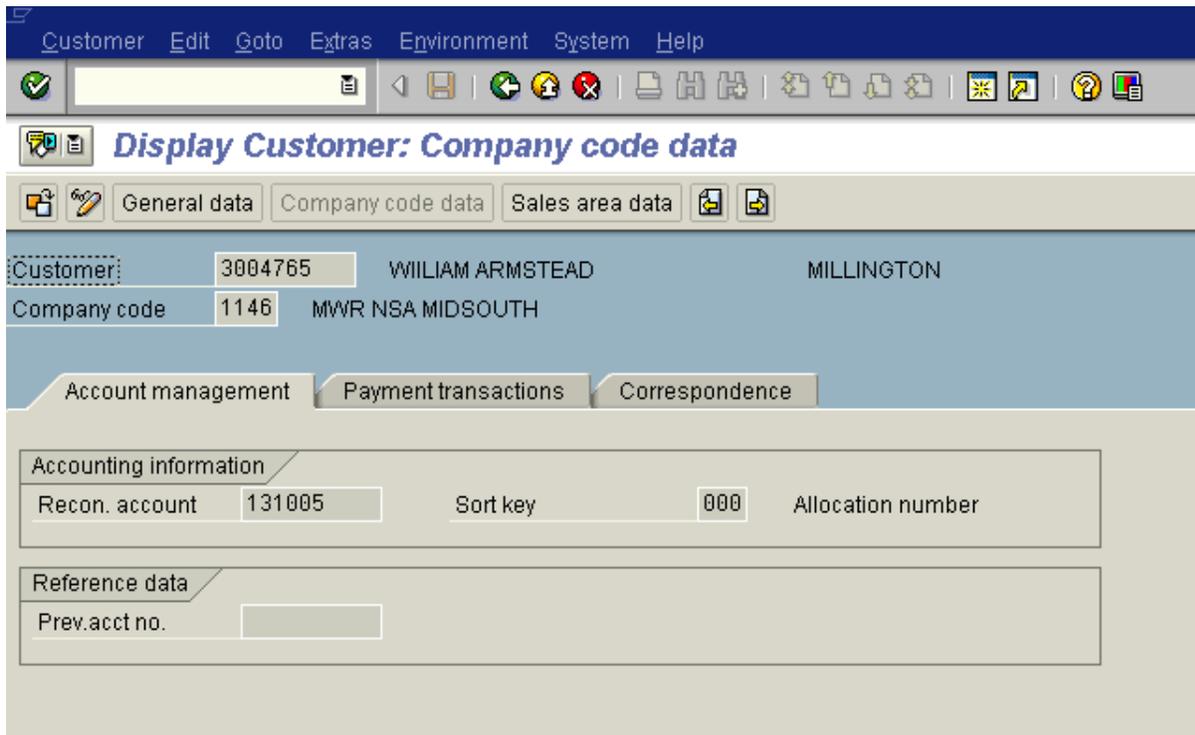
Remember that the fields that are displayed will vary depending on the account group chosen.

Control Data

Field Name	Description	User Action and Values
Unit Identification Code	Use this field for UIC number (Unit Identification Code)	Required for account groups SHIPS and COMMS, enter unit identification code
Tax Code 1	Social Security Number	Display customer's social security number. Format: XXX-XX-XXXX The account group will determine if this field is required. SHIPS and COMMS Do NOT require this field. This field must be populated for MILT or CIVL customers

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.

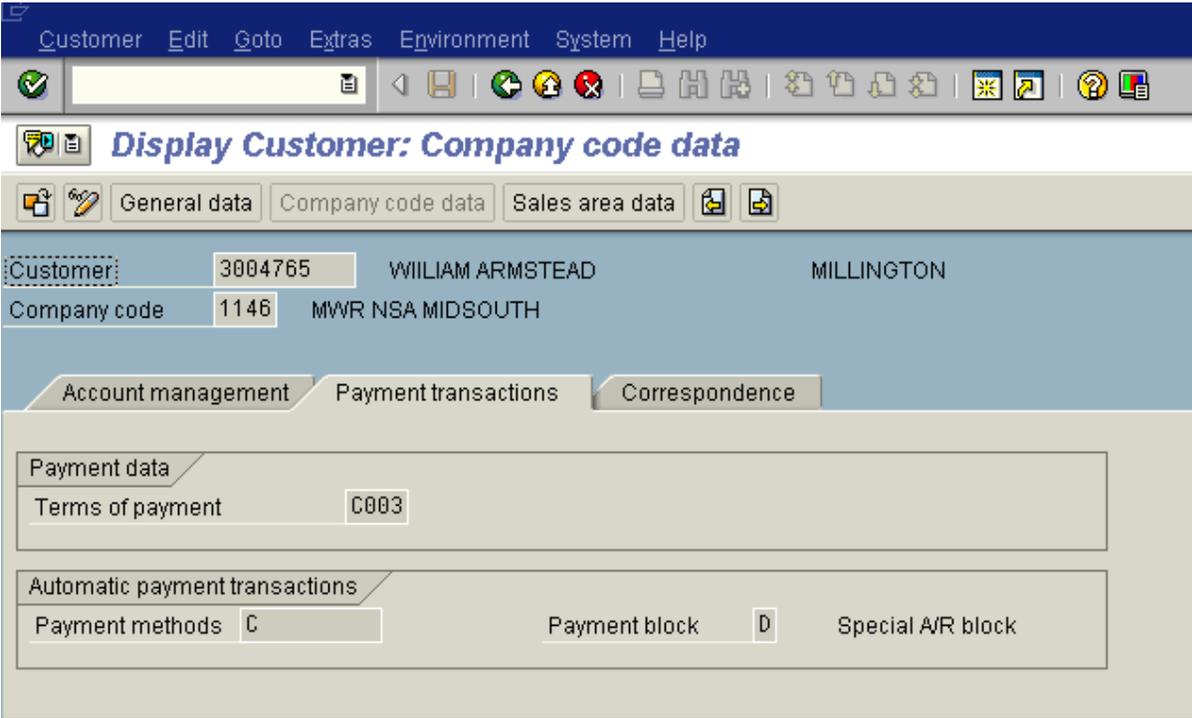
Display Customer: Company code data



Account Management:

Field Name	Description	User Action and Values
Reconciliation account	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 fully supported.	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
Sort Key	Key for sorting according to assignment numbers	Display 000

Payment Transactions tab:



Payment Transaction tab:

Field Name	Description	User Action and Values
Terms of Payment		Display C003 Net due Immediately is always used!
Payment Methods		Display “C” for Check
Payment Block	Block key used to block an open item or an account for payment transactions.	Display “D” for Special AR block.

Display Customer: Company code data

Correspondence Tab:

Customer: 3004765 WILLIAM ARMSTEAD MILLINGTON
 Company code: 1146 MWR NSA MIDSOUTH

Account management | Payment transactions | **Correspondence**

Dunning data

Dunn.procedure: 2000 Dunning block:
 Dunn.recipient: Leg.dunn.proc.:
 Last dunned: Dunning level: 0
 Dunning clerk: Grouping key: 01

Correspondence

Acct statement: 2

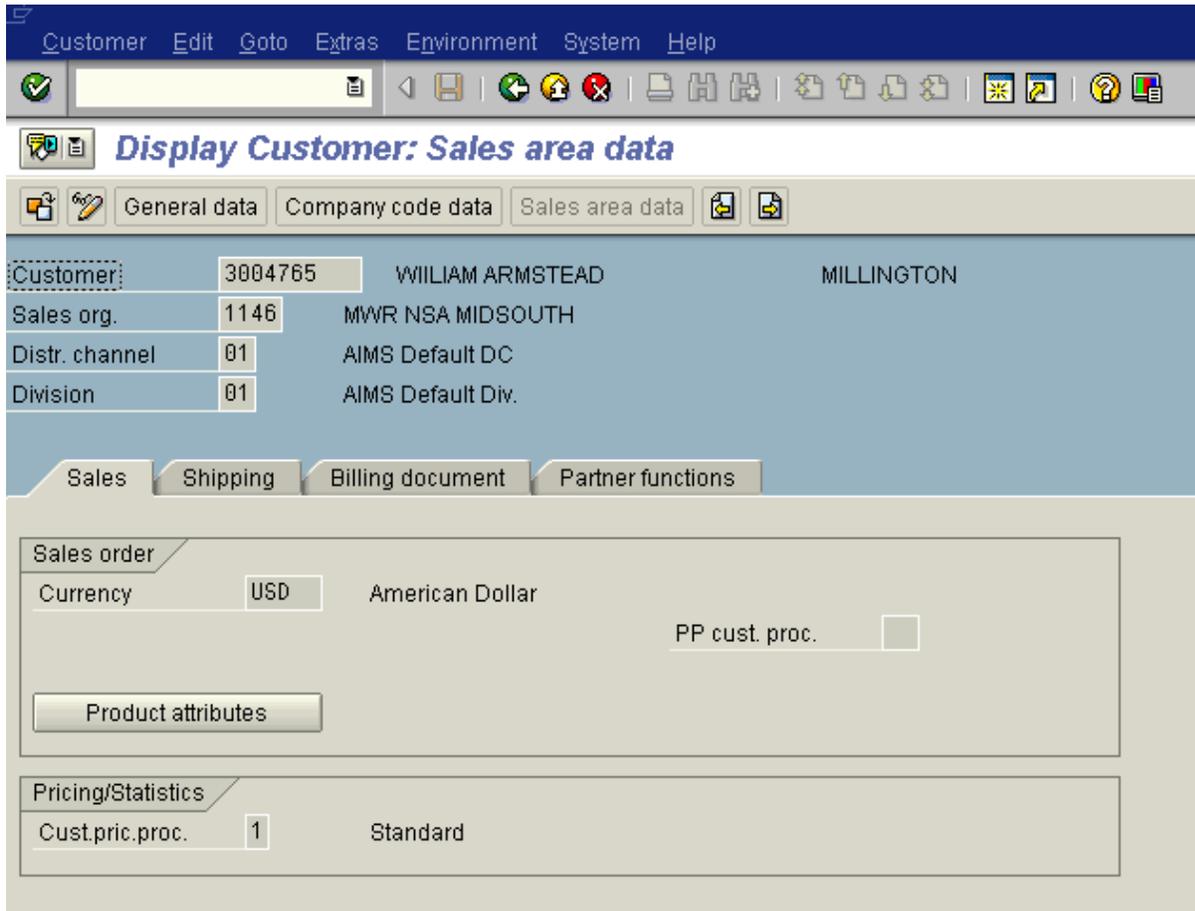
Act.clk tel.no.:
 Clerk's fax:
 Clrk's internet:
 Account memo:

Correspondence Tab:

Field Name	Description	User Action and Values
Dunning Procedure	This field contains the key for the dunning procedure to be used.	Display “2000” for Military Customers (account group MILT) only!
Dunning block	Key which reflects the reason for a dunning block indicator	Leave blank
Dunn Recipient	Leave Blank	Leave Blank
Leg Dunn Proc	Leave Blank	Leave Blank

Last Dunned	System will populate this field as Dunning Procedures are run.	Leave Blank
Dunning Level	System will populate this field as dunning processes are run. System will display "0" if never dunned, "1" if 1 st level of dunning has been completed, etc.	Leave Blank
Dunning Clerk	Leave Blank	Leave Blank
Grouping Key	Leave Blank	Leave Blank If dunning procedure is "2000" grouping key must be "01."
Account Statement	Indicator for periodic account statements	Display "2" for monthly account statements. This field designates how often customers will receive statements.
Acct Clerk Tel	Display accounting Clerk telephone number	
Clerks Fax	Display Accounting Clerks Fax Number	
Clerks Internet	Display Accounting Clerks email address	
Account Memo	Display special note or details regarding account	

Click the “Sales Area Data” button Sales area data 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 *Sales* tab.

Sales:

Field Name	Description	User Action and Values
Currency	Currency	Defaults to USD
PP Cust Proc	Not Used	Leave Blank
Customer pricing Procedure		Display “ 1 ” 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 tab:

The screenshot shows the SAP 'Display Customer: Sales area data' window. The title bar includes 'Customer Edit Goto Extras Environment System Help'. The main window has a toolbar and a tabbed interface with four tabs: 'Sales', 'Shipping', 'Billing document', and 'Partner functions'. The 'Shipping' tab is active, showing the following data:

Customer	3004765	WILLIAM ARMSTEAD	MILLINGTON
Sales org.	1146	MWR NSA MIDSOUTH	
Distr. channel	01	AIMS Default DC	
Division	01	AIMS Default Div.	

Below the data table, the 'Shipping' section contains the following fields:

- Delivery priority: 0
- Shipping conditions: [empty]
- Delivering site: [empty]
- Relevant for POD:
- POD timeframe: [empty]
- Order combination:

The 'Partial deliveries' section contains the following fields:

- Complete delivery reqd by law:
- Partial delivery per item: [empty] Partial delivery allowed
- Max. partial deliveries: 9
- Unlimited tol.:
- Underdel. tolerance: 0.0
- Overdeliv. tolerance: 0.0

The 'General transportation data' section contains the following fields:

- Unit identificn: [empty]
- Train station: [empty]

Shipping tab:

Field Name	Description	User Action and Values
Order Combination		Defaults "Selected". DO NOT CHANGE.
Max. Partial Deliveries		Defaults to "9". DO NOT CHANGE.

Navigate to the **Billing Document** tab.

Billing Document tab

The screenshot shows the SAP Billing Document tab for customer 3004765. The main data area includes:

Customer	3004765	WILLIAM ARMSTEAD	MILLINGTON
Sales org.	1146	MWR NSA MIDSOUTH	
Distr. channel	01	AIMS Default DC	
Division	01	AIMS Default Div.	

Below this, there are tabs for Sales, Shipping, Billing document, and Partner functions. The Billing document tab is active, showing:

- Billing document** section: Invoicing dates and InvoicingListDates .
- Delivery and payment terms** section: Incoterms (empty), Terms of payment C003, Due immediately or DD139, and Paym.guar.proc. .

Billing Document:

Field Name	Description	User Action and Values
Terms of Payment		Display C003 always!



Display Changes to a Customer

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > MASTER RECORDS > MAINTAIN CENTRALLY > DISPLAY CHANGES**

Transaction Code: **XD04**

These screens show changes made to the customer master record. You are able to see any changes made to the individual fields.

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' interface. At the top, there is a menu bar with 'Changes', 'Edit', 'Goto', 'Environment', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main area has a title bar 'Customer Account Changes: Initial Screen' and a light blue background. A table lists customer data:

Customer	3004765
Company code	1146
Dunning area	
Sales organization	1146
Distribution channel	01
Division	01

Below the table is a 'Period of change' section with the following fields:

From change date	
Time	00:00:00
Changed by	

At the bottom is a 'Field selection' section with two checkboxes:

- Sensitive flds only
- Comp.code-specific fields only

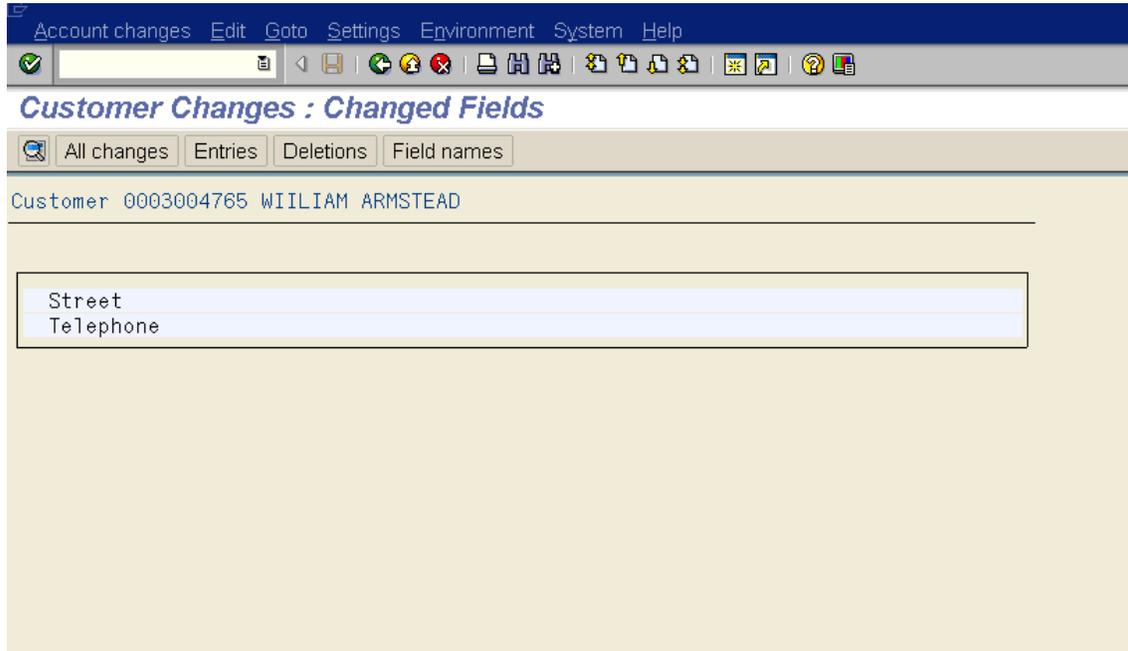
Enter the following data:

Customer Account Changes: Initial Screen

Field Name	Description	User Action and Values
Customer	Unique number that identifies the customer.	Enter Customer Number
Company code		Enter Company Code
Dunning area		Not used
Sales Organization		Sales Organization mirrors company code. Enter company code
Distribution channel		Enter 01 ALWAYS
Division		Enter 01 ALWAYS
From change date	Display changes that were only from this date.	Leave blank to display all changes
Time	Display changes that were only from this time.	
Changed by	Name of the user who made the change.	Leave blank to display changes made by any person
Sensitive Flds Only	Display changes that are field sensitive only.	
Comp. Code-Specific Fields Only	Display changes that are company code specific.	

Press the Enter key or click the green checkmark icon  to continue.

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:
<p>Individual field changes</p>	<ol style="list-style-type: none"> 1. Select the desired field from the list. 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. 3. Select the field and click on the Choose Icon (F2) again or double click on the line for further details. 4. The “Details” dialog box appears with detailed change history related to the selected field. Hit Enter to return to the previous screen. 5. Click the Green Arrow Back (F3) or select the Changed Fields Icon (F9) to return to the “Customer Changes: Changed Fields” screen.

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



STOP! *This completes the procedure for Displaying Customer Changes Centrally.*



Block/Unblock Customer

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > MASTER RECORDS > MAINTAIN CENTRALLY > BLOCK/UNBLOCK**

Transaction Code: **XD05**

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

Block/Unblock Customer: Initial Screen

The screenshot shows the SAP 'Block/unblock Customer: Initial Screen' interface. The title bar includes 'Customer Edit Goto Extras Environment System Help' and the SAP logo. Below the title bar, there are two tabs: 'Sales areas' and 'Sales areas by customer'. The main area contains a data entry form with the following fields:

Customer	3004756
Company code	1034
Sales organization	1034
Distribution channel	01
Division	01

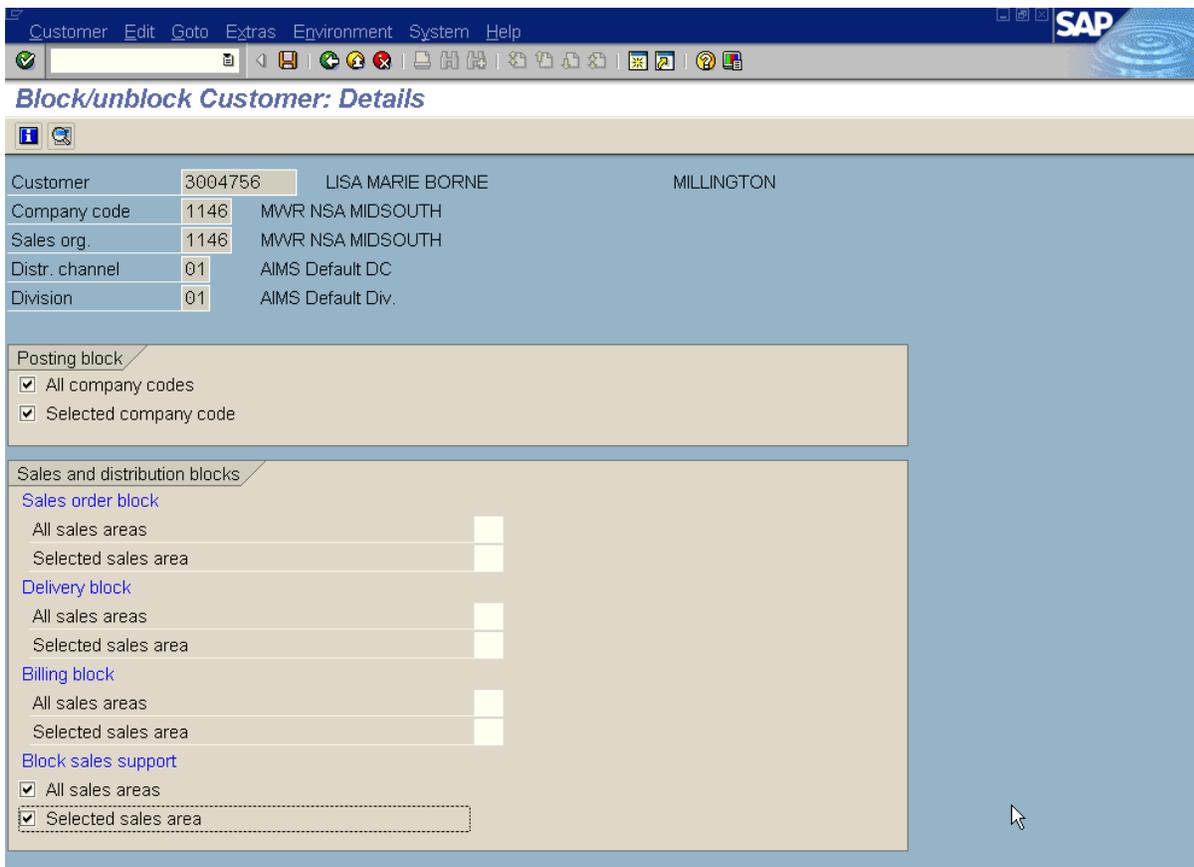
Enter the following data:

Block/Unblock Customer: Initial Screen

Customer:	Enter Customer Number
Company Code:	Enter appropriate company code
Sales Organization:	Same as the company code
Distribution Channel:	ALWAYS 01
Division:	ALWAYS 01

Press the Enter key or click the green checkmark icon  to continue

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 



Mark Customer for Deletion

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > MASTER RECORDS > MAINTAIN CENTRALLY > MARK FOR DELETION**

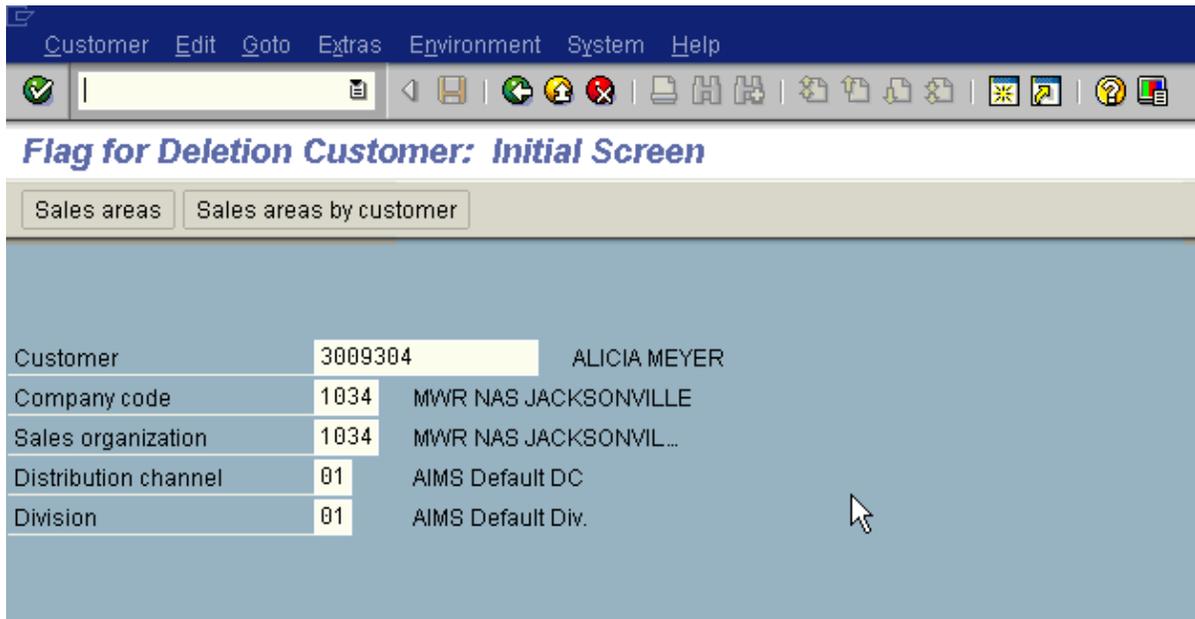
Transaction Code: **XD06**

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.

Flag for Deletion Customer: Initial Screen



Enter the following data:

Customer:	Enter Customer Number
Company Code:	Enter appropriate company code
Sales Organization:	Same as the company code
Distribution Channel:	ALWAYS 01
Division:	ALWAYS 01

Press the Enter key or click the green checkmark icon  to continue

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

Only use the boxes 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 three boxes in the Deletion flags section; “All areas”, “Selected company code”, “Selected sales area”.

Flag for Deletion Customer: Details

Customer	3009304	ALICIA MEYER	MIDDLEBURG
Company code	1034	MWR NAS JACKSONVILLE	
Sales org.	1034	MWR NAS JACKSONVIL...	
Distr. channel	01	AIMS Default DC	
Division	01	AIMS Default Div.	

Deletion flags

All areas

Selected company code

Selected sales area

Deletion blocks

General data

Selected company code incl. general data

Click on the SAVE Button .



Accounts Receivable Document Entry OVERVIEW

Posting Keys for AR

Posting key	Description	Debit/Credit	Account type
01	Invoice	Debit	Customer
04	Other receivables	Debit	Customer
09	Special Customer debit	Debit	Customer
11	Credit memo	Credit	Customer
14	Other payables	Credit	Customer
15	Payment receipt	Credit	Customer
19	Special Customer 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
DA	Customer Return Check	20
DG	Customer Credit memo	21
DP	Customer Account Maint	24
DR	Customer Invoice	23
SD	DAR Journal	13

Invoices

MWR and VQ have the following invoice requirements (this list is not all-inclusive). Enter the following in the reference or text field when entering Account Receivable documents.

MWR

- Dues (club, etc) – use membership number in document header *Reference or Text* field
- Private Parties – use contract number in document header *Reference or Text* field
- Marina berthing fees – use slip number in document header *Reference or Text* field
- Document:
 - ◆ Text field – Voucher #, Party Contract #, Slip#, or Rental Agreement # 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
 - ◆ Assignment field – use a term(s) that may be used for clearing the open item when payment is received. eg: sailor’s name (use as needed)

When an invoice is created through DAR (fast entry), the reference field will be used for G/L tracking ONLY, therefore any necessary tracking information should be put into the Text/Assignment field.



Note: All transactions require a "Document Date" and a "Posting Date". The document date is the actual date of the document (e.g., the date the transaction occurred). The posting date will determine which accounting period the transaction will be posted to. It is critical that the document date be accurate in order for the receivable to be properly aged. SAP derives the "due date" using the "Document Date" field.



Invoices- General Receivables

Invoices are used to post a receivable balance to a customer account such as amount owed for BQ stay, etc. **Posting an invoice does not automatically produce an invoice (or account statement) to send to the customer.** Please refer to the Printing of Account Statements section for further information on the printing process.



Note: A special section specifically for Returned Check Processing follows.

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT ENTRY > INVOICE**

Transaction Code: **F-22**

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

The screenshot shows the SAP 'Enter Customer Invoice: Header Data' screen. The title bar includes 'Document', 'Edit', 'Goto', 'Extras', 'Settings', 'Environment', 'System', and 'Help'. The SAP logo is visible in the top right corner. The main window has a title bar with 'Enter Customer Invoice: Header Data' and a toolbar with various icons. Below the title bar, there are several input fields and buttons. The 'Held document' button is selected. The 'Act assignmt model...' button is also visible. The 'G/L item fast entry' and 'Post with reference' buttons are also present. The main area contains the following data:

Document date	01/30/2003	Type	DR	Company code	1146
Posting date	01/30/2003	Period	4		
Reference	12547				
Doc. header text					

At the bottom, there is a 'First line item' section with the following data:

PstKy	01	Account	3004376	Sp.G/L		Trans.type	
-------	----	---------	---------	--------	--	------------	--

Enter the following data:

Create Customer invoice: Header Data screen.

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

Please use the following guidelines when entering data into the “reference field” for single entry invoices (see page 51) **For G/L fast entry, use the text field to enter this information**

MWR/CIV/NFC

- | | |
|----------------------|------------------------------------|
| Dues/Memberships | -Use membership number |
| Private Functions | -Use private party contract number |
| Marina Berthing Fees | -Use marina rental contract number |
| Child Care Fees | -Use child name |
| Vehicle Storage | -Use storage contract/agreement |
| NFC Leaseback | -Use aircraft tail number |

VQ

- | | |
|-----------------------------|---|
| Quarters Guest-
Command/ | Use folio number
Use command/group name (folio number if possible) |
|-----------------------------|---|

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

Press the Enter key or click the green checkmark icon  to continue

The next screen that appears is

Enter Customer invoice: Add Customer item.

Enter the following data:

Add Customer item screen:

Amount:	Total amount of invoice
Payment Terms:	Defaults from Customer Master Record.
Blinedate:	Baseline date defaults automatically and is based on the document date and payment terms. Because “net due immediately” is always used, the baseline date will equal document date.
Text:	Enter text that is to appear on the invoice. Enter * before text so it will print on statement.
Post Key:	50 = Credit Entry
Account:	General ledger revenue account that relates to the receivable. Use match code search  to find General Ledger Account.

Press the Enter key or click the green checkmark icon  to continue

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

Enter Customer invoice: Add G/L account item.

Enter the following data:

Add G/L account item screen.

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

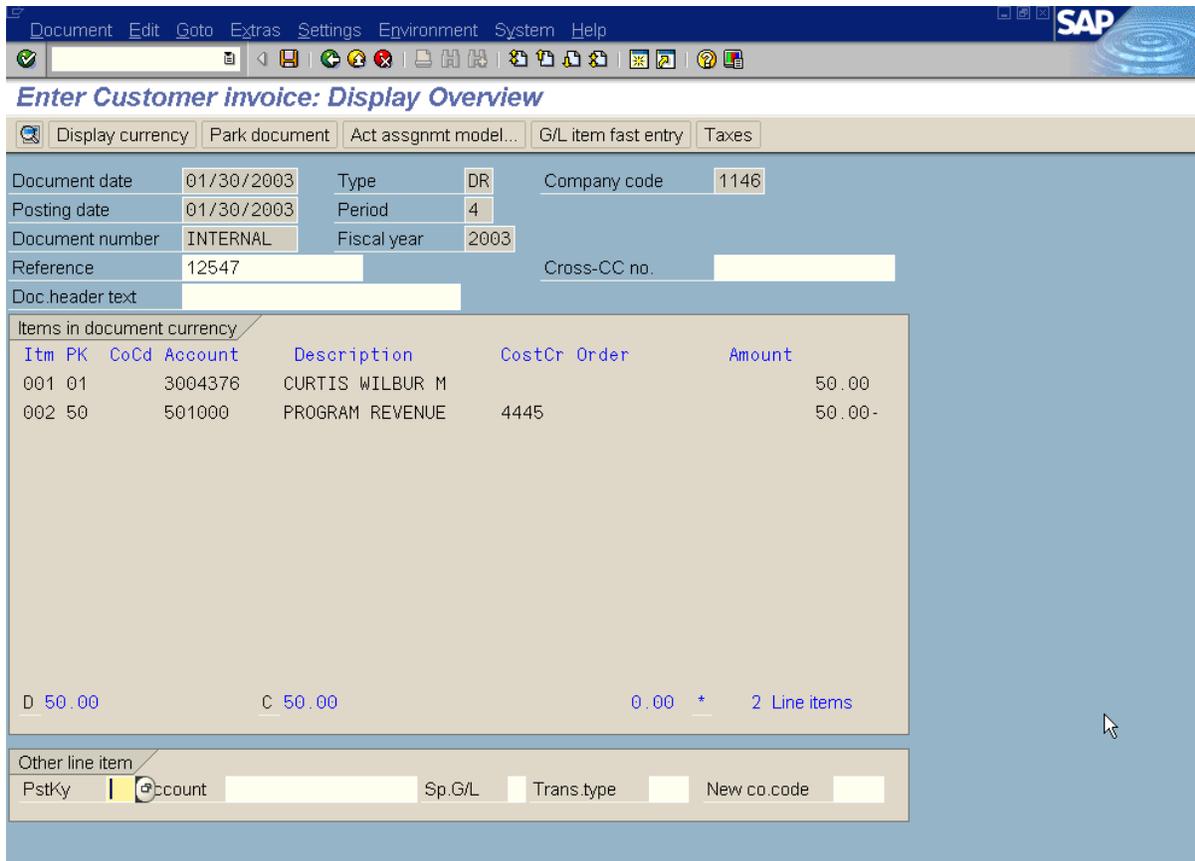
Financial and Controlling

Press the Enter key or click the green checkmark icon  to continue

Click on the Overview Button .

Ensure entries are balanced (debits equal credits).

For example:



Document date 01/30/2003 Type DR Company code 1146
Posting date 01/30/2003 Period 4
Document number INTERNAL Fiscal year 2003
Reference 12547 Cross-CC no.
Doc. header text

Itm	PK	CoCd	Account	Description	CostCr	Order	Amount
001	01		3004376	CURTIS WILBUR M			50.00
002	50		501000	PROGRAM REVENUE	4445		50.00-

D 50.00 C 50.00 0.00 * 2 Line items

Other line item
PstKy | Account 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.

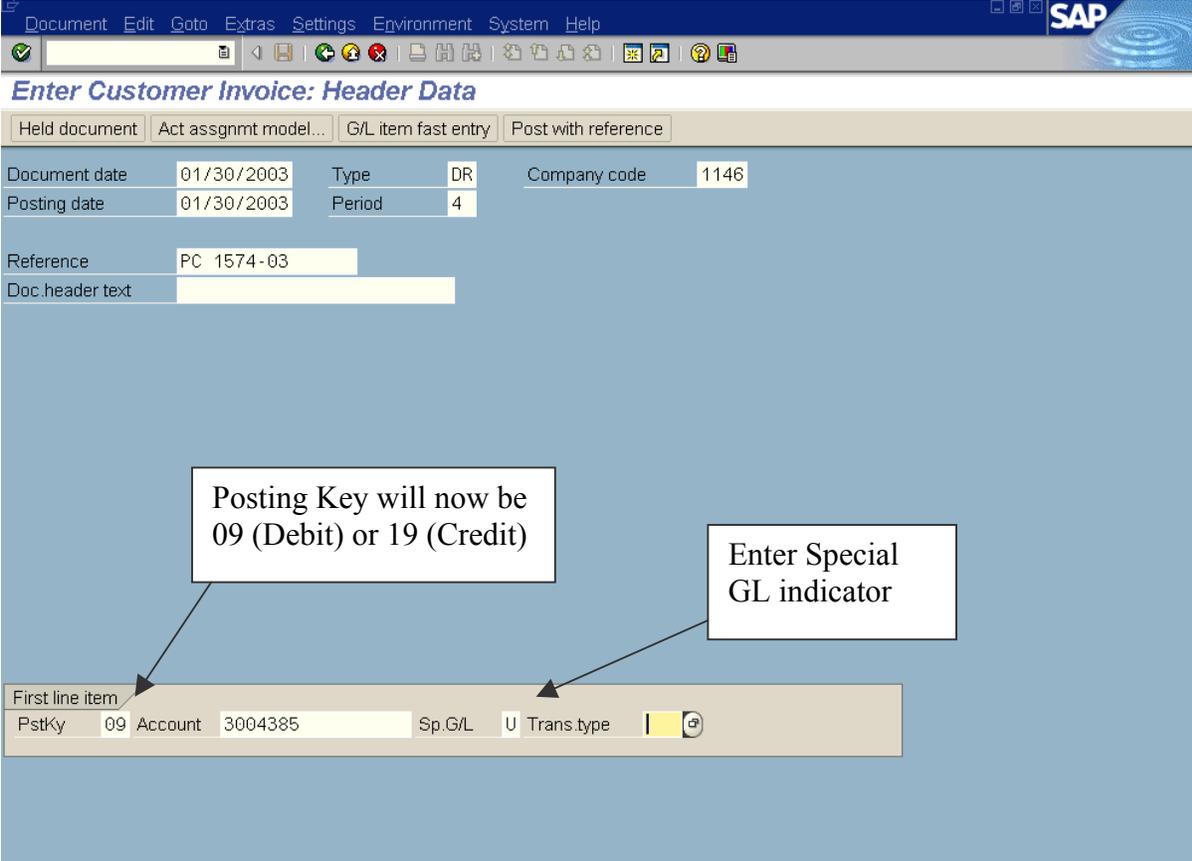
Initial document entry screen appears and a message will appear: “*Document nnnnnnnnnn was posted in company code XXXX*”

Posting Invoices with Special GL Indicators:

Some processes require that you post invoices with special GL indicators (Returned Checks, Vouchers, Deposits Payable, Unearned Income). Special GL indicators are used to re-direct the posting to the appropriate balance sheet account.

The following Special GL Indicators are available for use:

- “R” – Returned Check (will post amount to 132000)**
- “U” – Earned Income (will post amount to 251001)**
- “D” – Deposits Payable (will post amount to 203001)**
- “V”- Fleet Voucher Program (will post amount to 131010)**



When posting an invoice with a special GL indicator, it is necessary to use posting key 09 (Debit) and a Special GL indicator.

Field	Description
Pst Key:	09 = (Debit Customer – SPECIAL GL INDICATOR) 19 = (Credit Customer- SPECIAL GL INDICATOR)
Account:	Enter Customer Number.
Special GL Indicator:	Enter the appropriate special GL indicator: R – Returned Check U – Unearned Income D – Deposits Payable V - Fleet Voucher Program

NOTE: The remainder of the transaction remains the same as regular invoices. Please refer to the instructions for regular invoices for the remainder of the procedure.

STOP: *This concludes the procedure for entering customer invoices.*





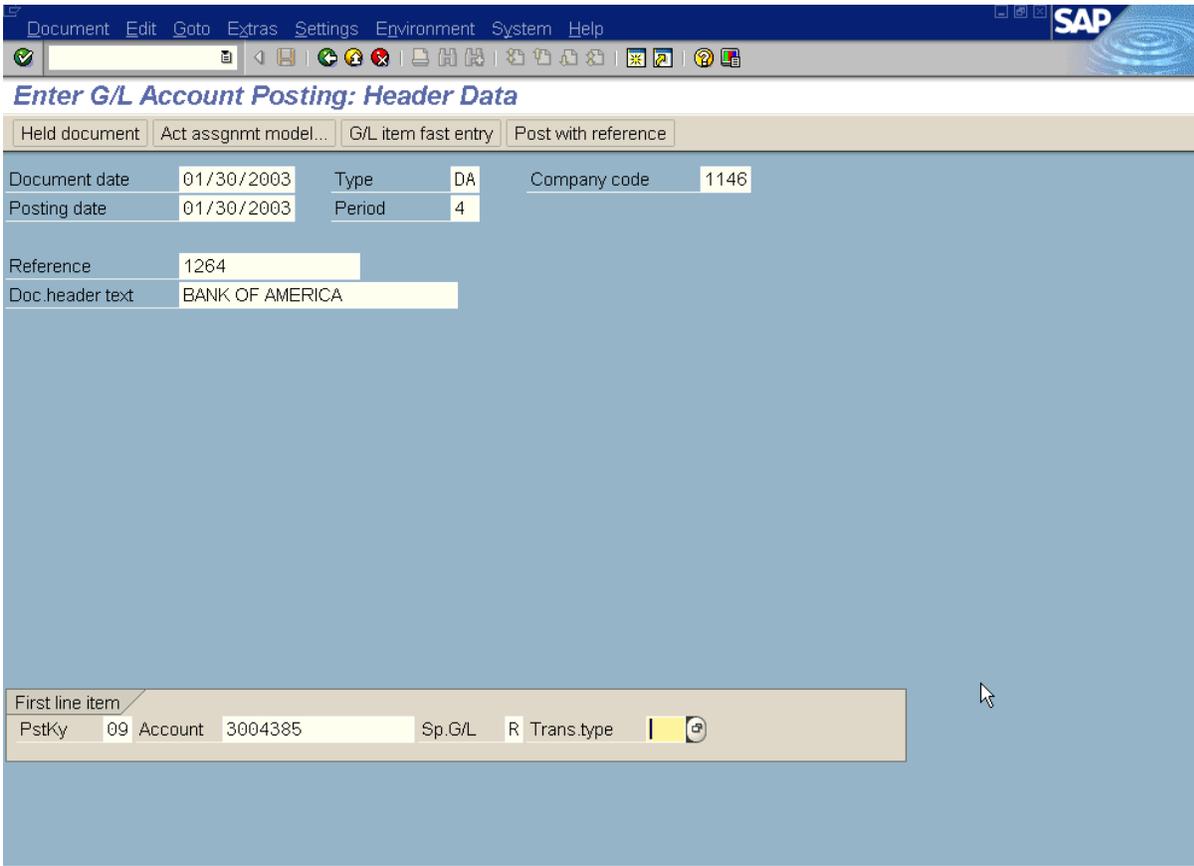
Returned checks

When a check is returned from the bank, the transaction is posted to the Customer with the use of **Special GL indicator R**. This results in the amount being recorded to the balance sheet account 132000. (Please note that a valid customer account must be created prior to posting any invoice or returned check item.)

Menu Path: **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:



Enter G/L Account Posting: Header Data screen

Document Date:	Date transaction occurred. Recommend this be the date the bank returned the check.
Document Type:	DA = Customer Returned Check
Company Code:	Enter appropriate company code
Period:	Enter appropriate fiscal period

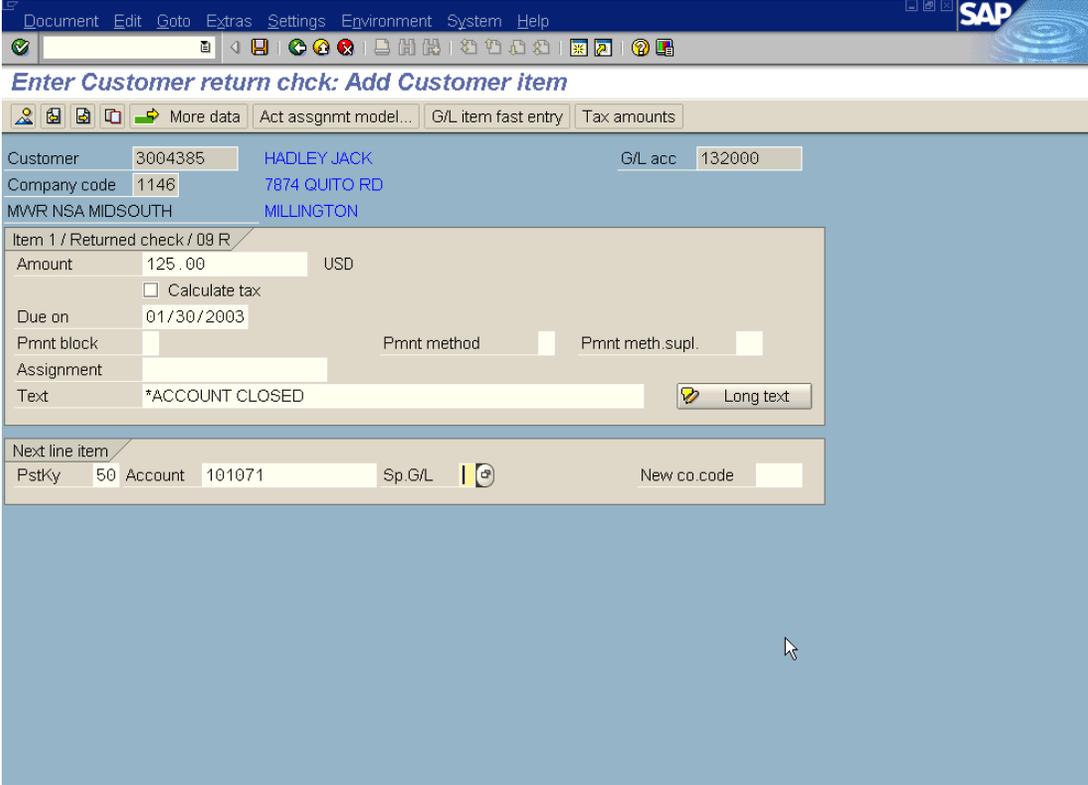
Reference:	Check number (see Note below)
Doc Header Text:	Bank name returned check was drawn on. Customer's Bank as noted on check
TEXT:	Enter the Reason Bank Returned Check (Put * in front so text will appear on Dunning letters)
Pst Key:	09 = (Special G/L Debit)
Account:	Customer Number.
Sp. G/L	R (for returned Check)

 **NOTE:** In order for the returned check information to be printed on dunning notices, the check number should be entered in the Reference field, name of bank entered in Doc Header Text and reason bank returned check with * entered in Text field

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

Press the Enter key or click the green checkmark icon  to continue

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



Document Edit Goto Extras Settings Environment System Help

Enter Customer return check: Add Customer item

More data Act assignmnt model... G/L item fast entry Tax amounts

Customer 3004385 HADLEY JACK G/L acc 132000
 Company code 1146 7874 QUITO RD
 MWR NSA MIDSOUTH MILLINGTON

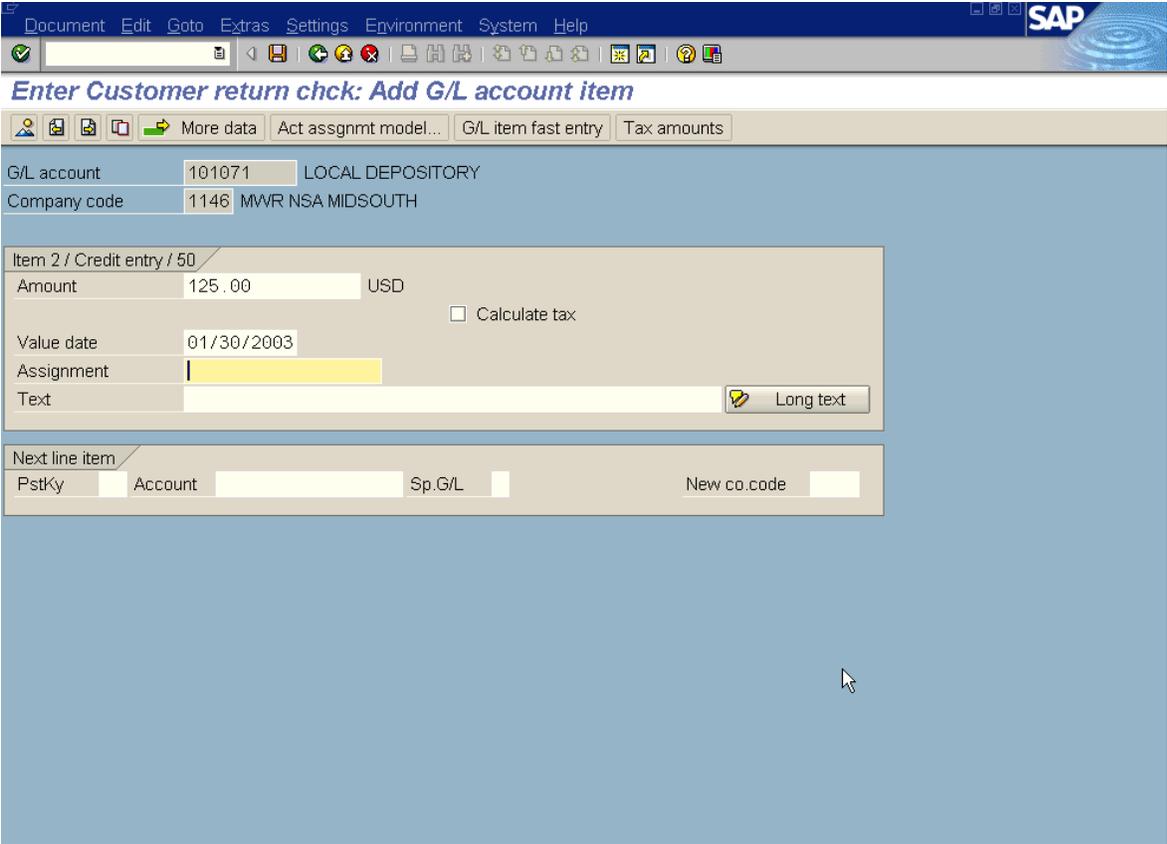
Item 1 / Returned check / 09 R
 Amount 125.00 USD
 Calculate tax
 Due on 01/30/2003
 Pmnt block Pmnt method Pmnt meth.supl.
 Assignment
 Text *ACCOUNT CLOSED Long text

Next line item
 PstKy 50 Account 101071 Sp.G/L R New co.code

Enter the following data:

Amount:	Total amount of returned check
Due on:	Same as document date
Post Key:	50 = Credit Entry
Account:	Cash account-Local Depository Account

Press the Enter key or click the green checkmark icon  to continue



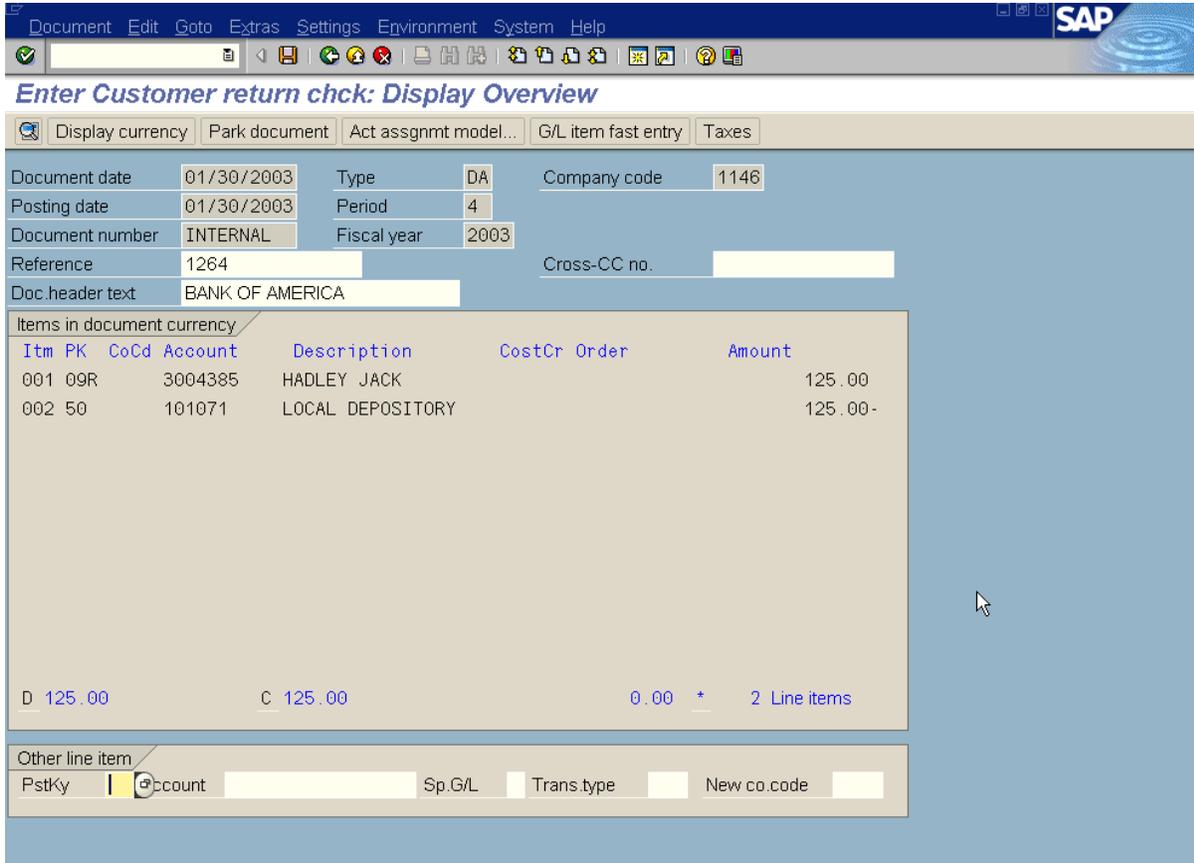
The next screen that appears is *Enter Customer returned check: Add G/L account item*. The following fields, which appear on the screen, require special mention:

Enter the following data:

Amount:	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.
Value date:	Please note- it is VERY IMPORTANT that this date exactly matches the 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.”**

STOP: This concludes the procedure for Returned Checks





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.)

Menu Path: **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:

Enter the following data:

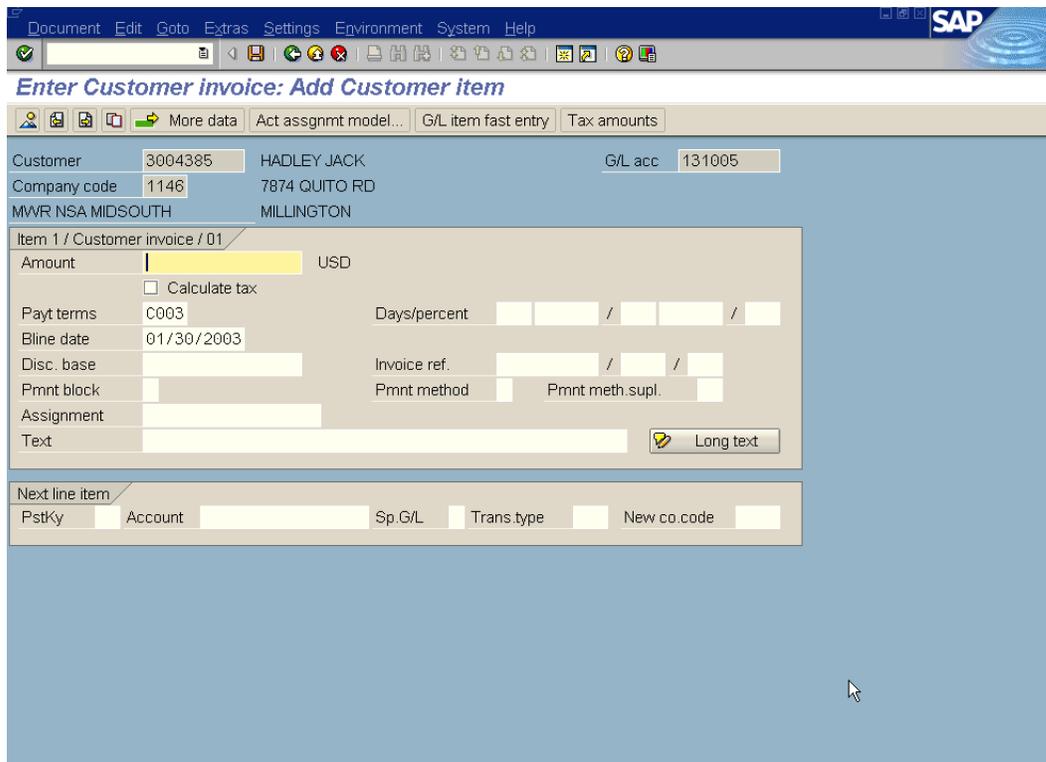
Field	Description
Document Date:	Date transaction occurred.
Posting Date:	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period.
Document Type:	DR = Customer Invoice
Company Code:	Enter appropriate company code
Period:	Enter current fiscal period

Reference:	This is mandatory with document type DR. Use as specified in the “Invoices” section.
Sp. G/L	Enter the appropriate special G/L indicator if needed. (U -unearned income, D -Deposits Payable, V - Voucher)
Pst Key:	01 = (Debit Customer – Invoice)
Account:	Enter Customer Number.

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

Press the Enter key or click the green checkmark icon  to continue

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



Enter the following data:

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). Put an * in front of text so text will appear on Invoice
Assignment:	Enter text that is to appear on the invoice

Enter the following information in the Text field

MWR/CIV/NFC

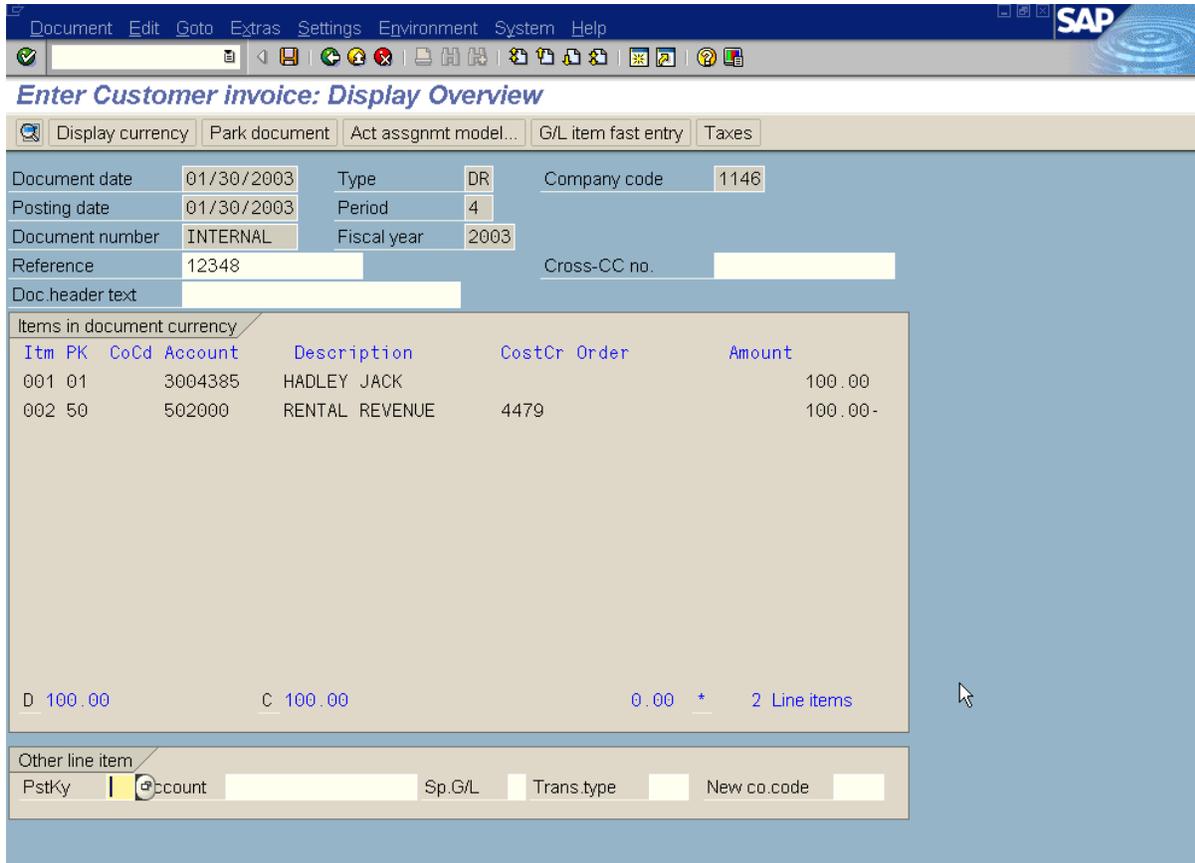
Dues/Memberships	-Use membership number
Private Functions	-Use private party contract number
Marina Berthing Fees	-Use marina rental contract number
Child Care Fees	-Use child name
Vehicle Storage	-Use storage contract/agreement
NFC Leaseback	-Use aircraft tail Number

VQ

Quarters Guest-	Use folio number
Command/Group-	Use Command/Group Name (folio number if possible)

Click on G/L Item Fast Entry Button **G/L item fast entry**

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:



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.”***

STOP: This concludes the procedure for Fast Entry Invoices





Credit Memos

Credit memos are used to reduce the amount of a customer's debt (a credit is applied to the customer's account reducing the total amount due) caused by events occurring after the receivable was set up.

Menu Path: **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*.

The screenshot shows the SAP 'Enter Customer Credit Memo: Header Data' screen. The window title is 'Enter Customer Credit Memo: Header Data'. The menu bar includes 'Document', 'Edit', 'Goto', 'Extras', 'Settings', 'Environment', 'System', and 'Help'. The toolbar contains various icons for document management. The main area is divided into several sections:

- Buttons:** 'Held document', 'Act assignmt model...', 'G/L item fast entry', and 'Post with reference'.
- Document Information:**

Document date	01/30/2003	Type	DG	Company code	1146
Posting date	01/30/2003	Period	4		
- Reference:** 13548
- Doc. header text:** (empty field)
- First line item:**

PstKy	11	Account	6002110	Sp.G/L		Trans.type	
-------	----	---------	---------	--------	--	------------	--

Enter the following data:

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

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

Press the Enter key or click the green checkmark icon  to continue

Document Edit Goto Extras Settings Environment System Help **SAP**

Enter Customer credit memo: Add Customer item

More data Act assignmt model... G/L item fast entry Tax amounts

Customer 6002110 GREEN CHRIS G/L acc 131005
 Company code 1146 9734 CATALINA DR APT A
 MWR NSA MIDSOUTH MILLINGTON

Item 1 / Customer credit memo / 11

Amount 325.00 USD
 Calculate tax
 Payt terms Days/percent / /
 Bline date 01/30/2003
 Disc. base Invoice ref. / /
 Pmnt block Pmnt method Pmnt meth.sopl.
 Assignment
 Text  Long text

Next line item

PstKy 40 Account 501000 Sp.G/L rans.type New co.code

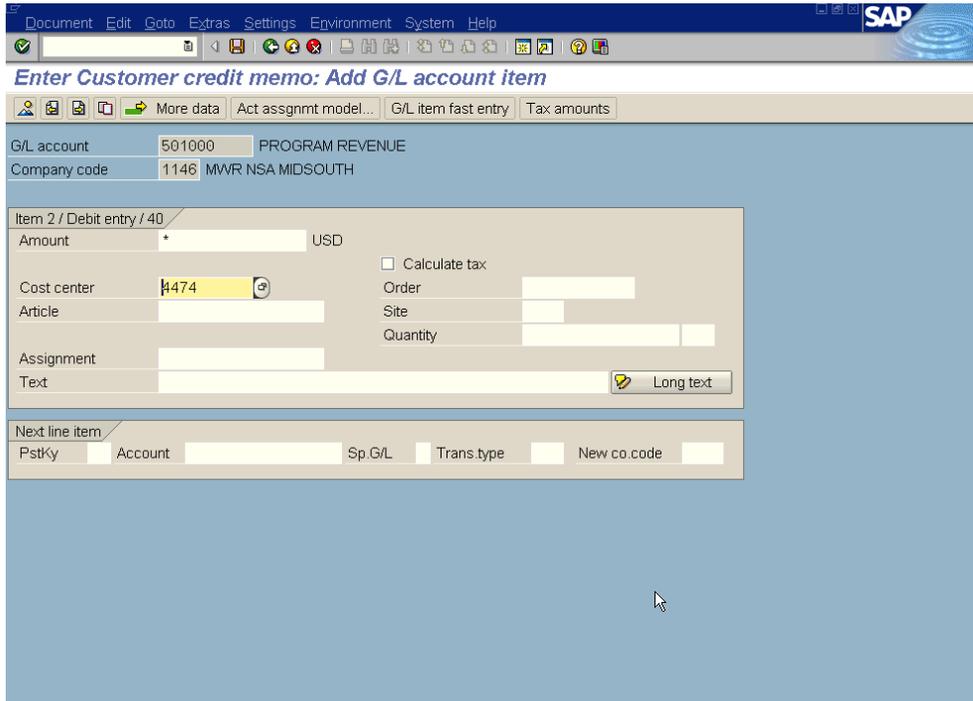
The next screen that appears is Enter Customer credit memo: Add Customer item.

Enter the following data:

Amount:	Total amount of credit memo
Invoice Ref:	The invoice that this credit memo relates to.
Text:	Enter text that is to appear on the credit memo. Enter a * before text so it will appear on account statements during printing.
Post Key:	40 = Debit Entry
Account:	General ledger revenue account that relates the original invoice. Use match code  to find General Ledger Account

Press the Enter key or click the green checkmark icon  to continue

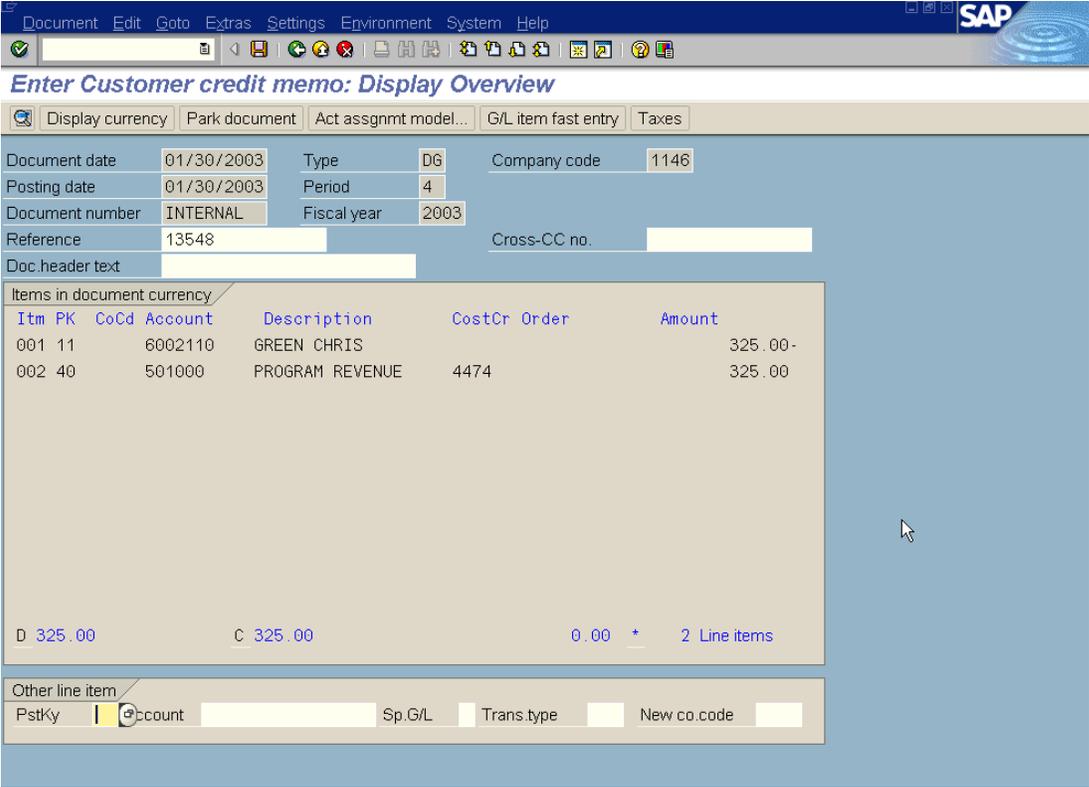
The next screen that appears is Enter Customer credit memo: Add G/L account item.



Amount:	Total amount of invoice
Cost Center:	This is the cost center to debit against the revenue.
Text:	Enter text such as Voucher #, Party Contract #, etc.

Click on the Overview Button .

Ensure the 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.”**

Stop: This concludes the procedure for entering Credit Memos





Post an Incoming Payment from a Customer on a DAR

Menu Path: ACCOUNTING > FINANCIAL ACCOUNTING > GENERAL LEDGER > DOCUMENT ENTRY > GL ACCOUNT POSTING

Transaction Code: F-02

Payments for receivable amounts will be posted on a DAR. The following procedure represents the General Ledger module processing for a DAR. Partial Payments, Overpayments, Customer Deposits, Repayments for Returned Checks, and Unearned income will be posted using a DAR.

Deposits Payable, Fleet Vouchers, Returned Check payments and Unearned income will use a Special G/L Indicator in their G/L Postings.

The first screen appear is: *Enter G/L Account Posting: Header Data*

The screenshot shows the SAP 'Enter G/L Account Posting: Header Data' screen. The title bar includes 'Document', 'Edit', 'Goto', 'Extras', 'Settings', 'Environment', 'System', and 'Help'. The SAP logo is visible in the top right corner. The main area contains the following data:

Held document	Act assignmt model...	G/L item fast entry	Post with reference		
Document date	01/30/2003	Type	SD	Company code	1146
Posting date	01/30/2003	Period	4		
Reference	DAR 01				
Doc. header text					

At the bottom, the 'First line item' section is visible:

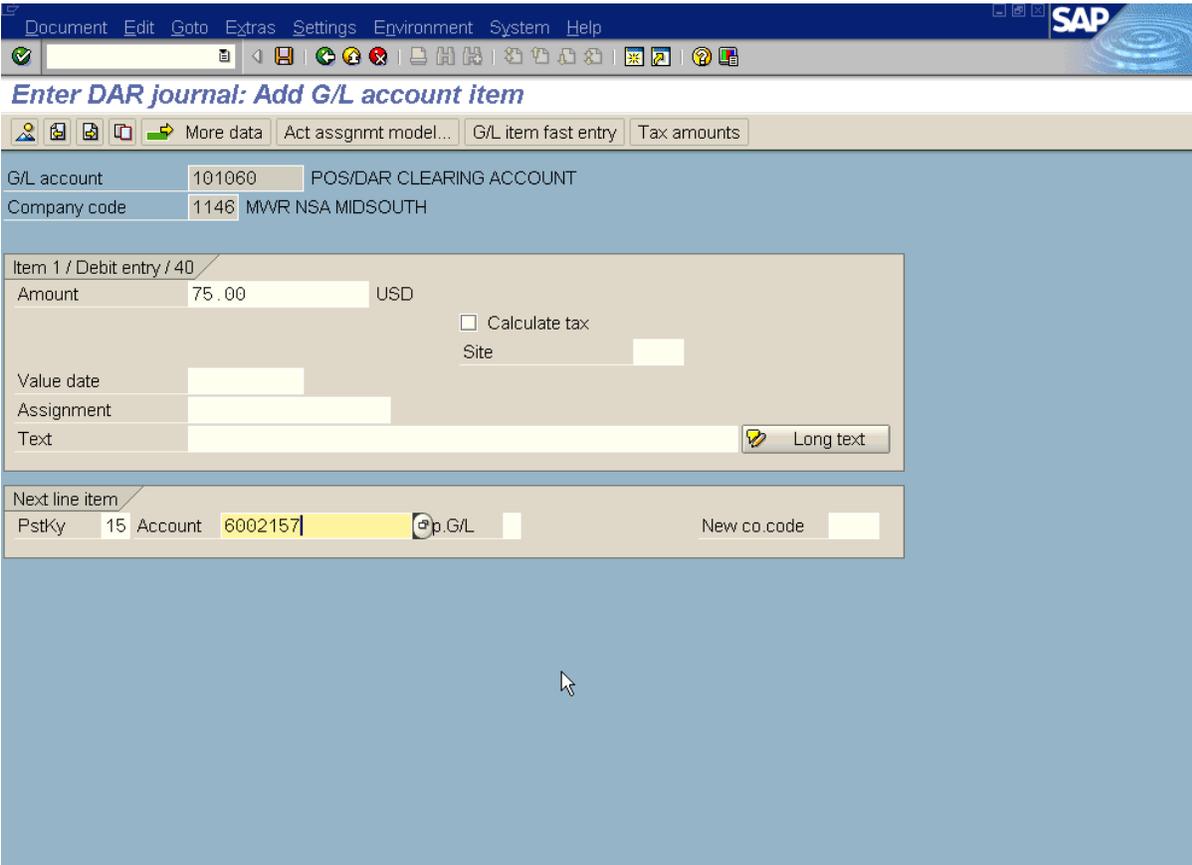
PstKy	40	Account	101060	Sp.G/L		Trans.type	
-------	----	---------	--------	--------	--	------------	--

Enter the following data:

Field	Description/Usage
Document date:	Use appropriate date for the day's business
Posting date:	Use appropriate date for the days business
Document type:	SD
Company code:	Enter appropriate company code
Reference:	Your fund's unique MWR/VQ DAR reference identifier.
Text:	(Optional) can use for internal DAR numbering
Posting key (PK):	40 (debit)
Account:	Appropriate account for entry Use Account 101060 DAR CLEARING or Account 110000 CREDIT CARD CLEARING (cash will be recorded to 101060)

Press the Enter key or click the green checkmark icon  to continue

The next screen to appear is *Enter DAR Journal: Add G/L account item*



Enter the following data:

Amount:	Enter Amount
Posting key (PK):	Enter 15 (credit) for Payment Receipt OR Enter 19 for Special G/L Indicator, for Unearned Income, Fleet Vouchers, Returned Checks and Deposits.
Assignment:	Enter Payee's name if it is Unearned income Leave blank if regular payment
Account:	Enter Customer Number
Special G/L Indicator:	Enter U for Unearned Income Enter D for For Deposits Payable Enter V for Fleet Rec Voucher Enter R for Returned Check payment Leave blank if regular payment

Press the Enter key or click the green checkmark icon  to continue

The next screen appears: *Add customer item*

Enter the following data:

Amount:	Enter amount or *
Due on Date:	Enter date that deposit was made
Text:	Enter the required information according to guidelines on pg 79 and use * in front so info will print out on statement

Click on  to check to see if entry is in balance.
Then post the document:

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

UNEARNED INCOME (Advance Payment) Using a DAR

A deposit may be required from a customer in certain situations, (i.e., a payment in advance for membership dues or an advance payment on an upcoming private function at the officers' club). This advance payment is normally applied against the final billing.

As with Customer Deposits, Unearned Income will normally be handled through a direct General Ledger **posting to Account 251000 if the individual line item is under \$150** per customer. When processed this way, it is **strongly recommended** that when the document is posted, the **assignment 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".

If the amount is over \$150, then a customer must be created and the transaction posted through the Accounts Receivable module using the special GL indicator "U".

The unearned income/advance payment will be handled in SAP by means of a Special G/L indicator "U" which redirects the amount of the deposit from the customer's G/L reconciliation account (131005 or 133005), to the Unearned Income reconciliation account, 251001.

Please refer to the procedures discussed in the Incoming payment section. The procedures are identical with the following exceptions:

1. The Special G/L indicator is "U" for Unearned Income
2. The affected GL account is 251001

ATTENTION: VQ ACCOUNTING POLICY- Funds received in advance: if the total amount of the advance payment exceeds \$1000.00, a credit must be made to the 251001 using special GL indicator U and a customer number. If the prepayment is less than \$1000, the expenditure should be immediately expensed in the month incurred.

Deposits Payable (Customer Deposits) Using a DAR

A customer deposit may be required from a customer in certain situations, e.g., for rental of equipment at an activity. This deposit will be refunded to the customer after equipment has been returned. Another type of “Deposits Payable” or customer deposit may be unit funds held by us for a ship or Command. In this case, the monies are held until the Unit requires them for payments of goods or services.

Either type of deposit can be recorded against a customer account allowing SAP to provide subsidiary ledger support. Unit funds or other monies held for organizations MUST be maintained against a customer account.

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 redirects the amount of the deposit from the customer’s G/L reconciliation account to the Deposits Payable reconciliation account, 203001.

Example: A Customer Deposit can also be handled through a direct General Ledger posting to Account 203000 (not for Unit or other organization funds.) if the item is under \$150 per customer. When processed this way, it is **strongly recommended** that when the document is posted, the **assignment** 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”.

If it is over \$150, then a customer must be created and the transaction posted through the Accounts Receivable module. 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 deposit directly to the 203000 account. In the case of deposits taken for gear rental that will be returned the following day, this may be the most efficient method of recordings. However, please note NO aging or other subsidiary ledger reporting is available using this “direct posting” method.

Refer to the procedures mentioned in Incoming Payment section. Pay particular attention to the **G/L Indicator Section**.

Unit Allocations - Deposits Payable

Another type of “Deposits Payable” or customer deposit may be unit funds held by us for a ship or Command. In this case, the monies are held until the Unit requires them for payment of goods or services.

Unit funds or other monies held for organizations **MUST** be maintained against a customer account.

The customer deposit will be handled in SAP by means of a Special G/L indicator “D” which redirects the amount of the deposit from the customer’s G/L reconciliation account to the Deposits Payable reconciliation account, 203001.

PLEASE REFER TO THE UNIT ALLOCATIONS SECTION OF THIS CHAPTER FOR FURTHER DETAILS ABOUT UNIT ALLOCATIONS PROCEDURES.

Stop: *This concludes the procedure for entering Customer Payments*





Refund of Deposit Amount to a Customer and Refund Payments

Refunds will be processed by Accounts Payable. Refunds will use the procedure explained in the Accounts Payable chapter. Please refer all refunds to those responsible for accounts payable.

However, before Accounts Payable can issue refunds to customers, *Accounts Receivable must ask for a REQUEST FOR PAYMENT FORM and give it to Accounts Payable to process a refund.* Refer to the following process to unblock an invoice for payment. Accounts Payable will unblock the Customer during the Payment Run.

UNBLOCK INVOICE FOR PAYMENT

To unblock an invoice for payment, go to view customer’s “Display/change line items”

Menu Path: ACCOUNTING> FINANCIAL ACCOUNTING> ACCOUNTS RECEIVABLE> ACCOUNT> DISPLAY/CHANGE LINE ITEMS

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

Press the Enter key or click the green checkmark icon  to continue

Customer Line Item Display

Status: open Parked Cleared
 Due date: Overdue Due Not due

Run Date: 01/27/2003 15:25:37
 User: HQ_RANDERSON

Open Items Key Date: 01/27/2003

TATES MARK 3003927
 6205 OAKLEY DRIVE
 SUFFOLK VA 23435

St	CoCd	Assignment	Doc.no.	Type	Doc. date	Pstg date	PK	S	DD	Net due dt	Amt
<input type="checkbox"/>		1353 NS 2256	1300005090	SD	11/03/2002	11/03/2002	01			11/03/2002	
*		1353									
** Account 3003927											

Run Date: 01/27/2003 15:25:37
 User: HQ_RANDERSON

Document Edit Goto Extras Environment System Help

Display Document: Line Item 002

More data

Customer	3003927	TATES MARK	G/L acc	131005
CoCode	1353	6205 OAKLEY DRIVE		
MWR MID-ATLANTIC REGION	SUFFOLK		Doc. no.	1300005090

Line Item 2 / Customer invoice / 01

Amount	60.00	USD
--------	-------	-----

Additional details

Disc. base	60.00				
Payt terms	C003	Days/percent	0	0.000	% 0 0.000 % 0
Bline date	11/03/2002	Invoice ref.		/	/ 0
Pmnt block	<input type="checkbox"/>				
Dunn. block	<input type="checkbox"/>	Dunning key	<input type="checkbox"/>		
Last dunned			0		
Assignment	NS 2256				
Text	11/02/02				Long text

Find the invoice that you wish to unblock on the list. Double-click on the item. The next screen will appear.

On this screen, click on the Display/change button 

Financial and Controlling

Document Edit Goto Extras Environment System Help

Change Document: Line Item 002

More data + Next item + Previous item

Customer	3003927	TATES MARK	G/L acc	131005
CoCode	1353	6205 OAKLEY DRIVE		
MWR MID-ATLANTIC REGION	SUFFOLK	Doc. no.	1300005090	

Line Item 2 / Customer invoice / 01

Amount	60.00	USD
--------	-------	-----

Additional details

Disc. base	60.00				
Payt terms	D003	Days/percent		%	%
Bline date	11/03/2002	Invoice ref.	/	/	
Pmnt block		Dunning key			
Dunn. block					
Last dunned					
Assignment	NS 2256				
Text	11/02/02				Long text

On this screen in the Payment block field, remove the “D” and leave blank.

Then click on the SAVE 

Stop: *This concludes the procedure for processing Refunds for Customers.*





USA Reports and Postings

It may be necessary to review the status of USA Items that have been procured through the Procurement module and have been received (using Goods Receipt). The following report may be used for information only, as per USA Procedures (as directed by MWR HQ), the USA offset entry and establishment of the receivable ***cannot be made until the time of invoice verification*** (or time of inputting of the invoice!) You may find this report useful in an effort to monitor and manage USA purchases or to correct errors prior to invoice/vendor payment.

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > GENERAL LEDGER > PERIODIC PROCESSING > INFORMATION SYSTEM > REPORT SELECTION**

Transaction Code: **F.97**

SELECT: MONTH END REPORT > GOODS RECEIPT USA OFFSET REPORT

Program selections	
G/L account number	to
Company code	to
Posting date (article doc)	to
Cost center	to
Movement type	to
Account assign. category	to
USA offset G/L account	to

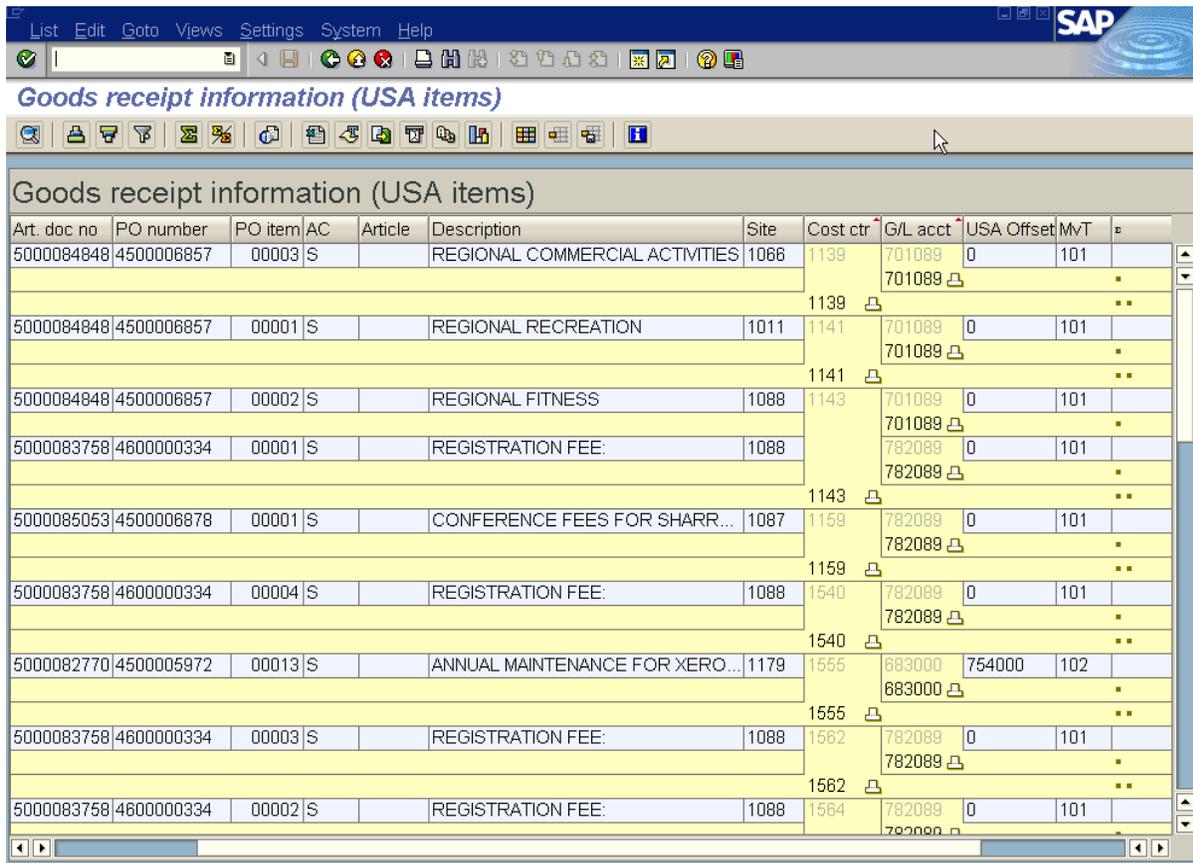
Output format	
<input checked="" type="radio"/> SAP List Viewer	

On the selection screen, simply enter the Company Code (MWR ONLY), and enter “S” in the Account Assignment Category field. ALWAYS remember to enter the date range of the month you are working in. For example, if you are reviewing December 2002 USA purchases, enter the Posting Date (article doc) range of 12/01/2002 to 12/31/2002.

Financial and Controlling

If you want to search more specifically, you can enter a USA Offset Account (the offset account that would be used for setting up the receivable entry) specific posting date, cost center, general ledger account originally entered at time of Purchase Order creation.

After selecting the appropriate criteria, click the “execute”  icon.



Art. doc no	PO number	PO item	AC	Article	Description	Site	Cost ctr	G/L acct	USA Offset	MVT	
5000084848	4500006857	00003	S		REGIONAL COMMERCIAL ACTIVITIES	1066	1139	701089	0	101	.
								701089			.
							1139				..
5000084848	4500006857	00001	S		REGIONAL RECREATION	1011	1141	701089	0	101	.
								701089			.
							1141				..
5000084848	4500006857	00002	S		REGIONAL FITNESS	1088	1143	701089	0	101	.
								701089			.
5000083758	4600000334	00001	S		REGISTRATION FEE:	1088		782089	0	101	.
								782089			.
							1143				..
5000085053	4500006878	00001	S		CONFERENCE FEES FOR SHARR...	1087	1159	782089	0	101	.
								782089			.
							1159				..
5000083758	4600000334	00004	S		REGISTRATION FEE:	1088	1540	782089	0	101	.
								782089			.
							1540				..
5000082770	4500005972	00013	S		ANNUAL MAINTENANCE FOR XERO...	1179	1555	883000	754000	102	.
								883000			.
							1555				..
5000083758	4600000334	00003	S		REGISTRATION FEE:	1088	1562	782089	0	101	.
								782089			.
							1562				..
5000083758	4600000334	00002	S		REGISTRATION FEE:	1088	1564	782089	0	101	.
								782089			.
								782089			.

It is important to note that on the Purchase Order, the Facility Manager or Procurement staff should enter the appropriate general ledger expense account for the initial expenditure. Do NOT enter the USA Offsets account on the Purchase Order (if you do you will receive an error!). The report shown above will “PROPOSE” the offset account that should be used if the receivable was set up.



USA Report– PO’s that have had Invoice Verification

At the end of each month, it is necessary to run a report to determine what items need to be included in the USA Offset Entry (establishing the receivable and crediting the offset account). The following report may be used to create the end of month USA entry for those items included on Purchase Orders. You may also find this report useful in an effort to monitor and manage USA purchases or to correct errors prior to posting the USA entry.

NOTE: Remember this is only 1 part of the USA entry – you may also have additional entries for “USA” that have been entered through Direct Invoice. Take care to include BOTH types of invoiced items on the DD2277.

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > GENERAL LEDGER > PERIODIC PROCESSING > INFORMATION SYSTEM > REPORT SELECTION**

Transaction Code: **F.97**

General Ledger Reports > Month end Reports > Invoice Verification USA Offset Report

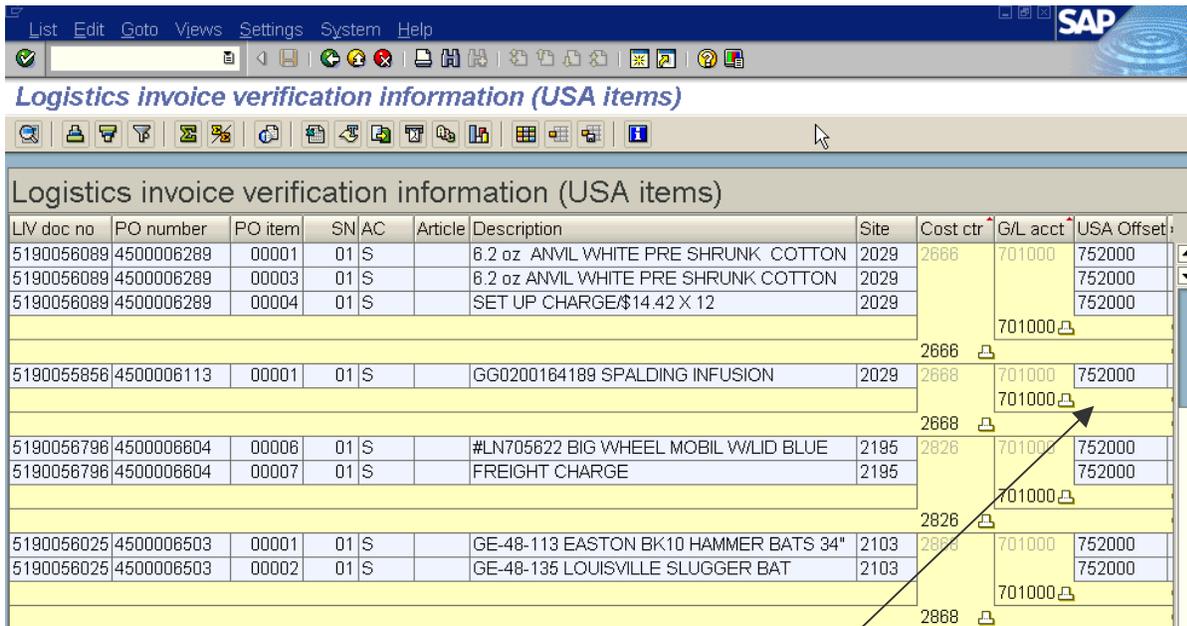
The screenshot shows the SAP report selection interface for 'Logistics invoice verification information (USA items)'. The window title is 'Program Edit Goto System Help'. The main area is titled 'Program selections' and contains the following fields:

G/L account number		to		[arrow]
Company code	1197	to		[arrow]
Document number (LIV)		to		[arrow]
Posting date (invoice)	12/01/2002	to	12/31/2002	[arrow]
Cost center		to		[arrow]
Account assign. category	S	to		[arrow]
USA offset G/L account		to		[arrow]

Below the 'Program selections' section is the 'Output format' section, which has a radio button selected for 'SAP List Viewer'.

On the selection screen, simply enter the Company Code (MWR ONLY), and enter “S” in the Account Assignment Category field. ALWAYS remember to enter the date range of the month you are working in. For example, if you are reviewing December 2002 USA purchases, enter the Posting Date (article doc) range of 12/01/2002 to 12/31/2002. If you want to search more specifically, you can enter a USA Offset Account (the offset account that would be used for setting up the receivable entry) specific posting date, cost center, general ledger account originally entered at time of Purchase Order creation.

After selecting the appropriate criteria, click the “execute”  icon.



LIV doc no	PO number	PO item	SN AC	Article	Description	Site	Cost ctr	G/L acct	USA Offset
5190058089	4500006289	00001	01 S		6.2 oz ANVIL WHITE PRE SHRUNK COTTON	2029	2666	701000	752000
5190058089	4500006289	00003	01 S		6.2 oz ANVIL WHITE PRE SHRUNK COTTON	2029			752000
5190058089	4500006289	00004	01 S		SET UP CHARGE/\$14.42 X 12	2029			752000
							2666	701000	
5190055858	4500006113	00001	01 S		GG0200184189 SPALDING INFUSION	2029	2668	701000	752000
							2668	701000	
5190058796	4500006804	00006	01 S		#LN705622 BIG WHEEL MOBIL W/LID BLUE	2195	2826	701000	752000
5190058796	4500006804	00007	01 S		FREIGHT CHARGE	2195			752000
							2826	701000	
5190058025	4500006503	00001	01 S		GE-48-113 EASTON BK10 HAMMER BATS 34"	2103	2868	701000	752000
5190058025	4500006503	00002	01 S		GE-48-135 LOUISVILLE SLUGGER BAT	2103			752000
							2868	701000	

It is important to note that on the Purchase Order, the Facility Manager or Procurement staff should enter the appropriate general ledger expense account for the initial expenditure. Do NOT enter the USA Offsets account on the Purchase Order (if you do you will receive an error!). The report shown above will “PROPOSE” the offset account that should be used if the receivable was set up.

LIV doc no	PO number	PO item	SN AC	Article	Description	Site	Cost ctr	G/L acct	USA Offset
5190055865	4500006596	00001	01 S		HYDRO SEED SPORTFIELD ELITE 32,000 SF	2049	2599	701000 701000	752000
5190056178	4500006774	00001	01 S		EVENT DEPOSIT/BOOKING#C18592-0001	2010	2642	188000 188000	0
5190056089	4500006289	00002	01 S		6.2 oz ANVIL WHITE PRE SHRUNK COTTON	2029	2663	701000 701000	752000
5190056089	4500006289	00001	01 S		6.2 oz ANVIL WHITE PRE SHRUNK COTTON	2029	2666	701000	752000
5190056089	4500006289	00003	01 S		6.2 oz ANVIL WHITE PRE SHRUNK COTTON	2029			752000
5190056089	4500006289	00004	01 S		SET UP CHARGE/\$14.42 X 12	2029			752000
5190055856	4500006113	00001	01 S		GG0200164189 SPALDING INFUSION	2029	2668	701000 701000	752000

As you can see from the above example, an error was made by the individual creating the Purchase Order (they used the USA Offset General Account number). As a result, the system CANNOT propose the USA Offset account because the error was made. This error should be resolved as soon as possible. To resolve the error, the goods receipt should be reversed (see Section 2 Goods Receipt – Transaction Code MBST). The Purchase Order should be corrected (entering a GOOD general ledger account number), then the goods receipt should be redone as well!



NOTE: AGAIN, remember, this report will ONLY propose you the entries for USA Offset for those items that were entered on a Purchase Order. If an item was procured on the NAF Credit Card, or through Petty Cash or other Direct Invoice payment method, this report will NOT include that information. You must either enter the offset entries at time of Direct Invoice, or you can prepare a GJV after reviewing all the items that you want to “USA” that were paid through the Direct Invoice process. ***PLEASE REFER TO THE ACCOUNTS PAYABLE MANUAL FOR FURTHER GUIDANCE ON DIRECT INVOICE PROCESSES***



Entering the Receivable.

Invoice Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT ENTRY > INVOICE**

Transaction Code: **F-22**

Instead of debiting and crediting the 136000 account directly, we will now be debiting and crediting the USA customer account (note that the actual customer used for USA reimbursement differs by Region). This customer has been specially created and is the only customer whose reconciliation account is set to 136000. The customer for each region is easily identified because it has word “(USA)” at the end of its name. This was done in case the same organization that reimburses your USA is also a regular customer. The customer that is marked “(USA)” should only be used for USA reimbursement.

The new entry would look similar to the following example:

The screenshot shows the SAP Document Overview window for document type SA (General JV). The document details are as follows:

Doc. type	SA (General JV) Normal document		
Doc. number	1000001334	Company code	1015
Doc. date	11/30/2002	Posting date	11/30/02
Doc. currency	USD		
Doc. head. text	USA TNSF		

A callout box with the text "We are debiting the customer account for USA by using posting key 01" points to the first row of the journal entry table. The table is as follows:

Itm	PK	S	Account	Account short text	Cost ctr	Order	Assignment	Amount	Text
1	01		1000033	DFAS (USA) - GREAT LA%				150.00	
2	50		755000	USA APF OTHER OPS	3772			150.00-	
3	01		1000033	DFAS (USA) - GREAT LA%				207.80	
4	50		756000	USA APF OUTSOURCING	3779			207.80-	
5	01		1000033	DFAS (USA) - GREAT LA%				1,392.00	
6	50		753000	USA APF CONTRACTUAL	3778			1,392.00-	
7	01		1000033	DFAS (USA) - GREAT LA%				1,550.51	
8	50		756000	USA APF OUTSOURCING	3779			1,550.51-	

PAYMENTS: When receiving the reimbursement of the USA claim (which is a payment receipt), we have to credit the customer account using the posting key 15 instead of posting directly to 136000. This process is the same as receiving any kind of customer payment.



Stop: *This concludes the procedures for USA postings*



Searching for Documents

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT > DISPLAY**

Transaction Code: **FB03**

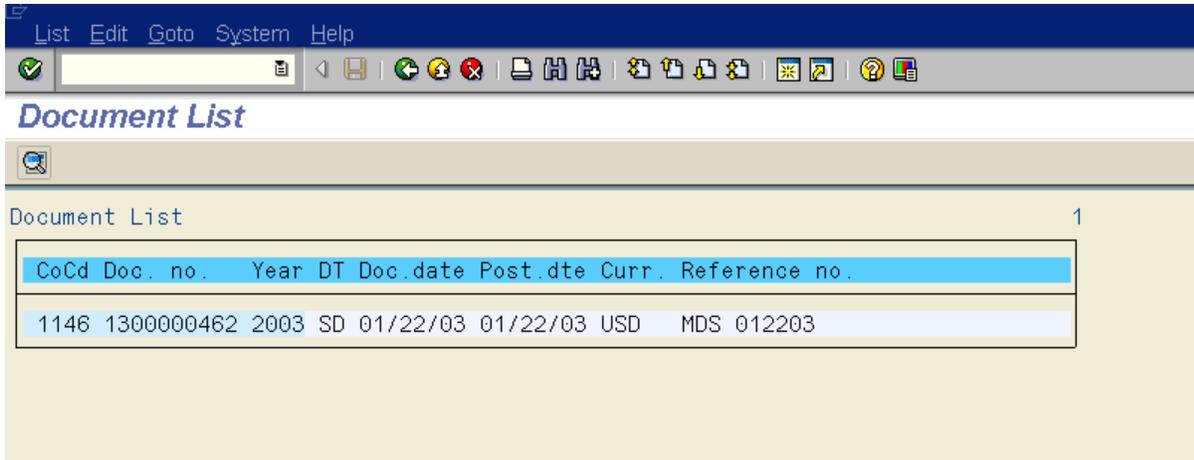
Enter Document number, Company Code and Fiscal year in the following screen.

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.

Click on the Execute icon 

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



The screenshot shows a software window titled "Document List" with a menu bar (List, Edit, Goto, System, Help) and a toolbar. The main area contains a table with the following data:

CoCd	Doc. no.	Year	DT	Doc.date	Post.dte	Curr.	Reference no.
1146	1300000462	2003	SD	01/22/03	01/22/03	USD	MDS 012203

You may double click on a line item to view the original document. The document will then appear on the screen

Stop: This concludes the Searching for Documents Section





Deleting Parked documents

If a receivable invoice or credit memo has been parked and subsequently determined to be deleted vice posted follow this transaction.

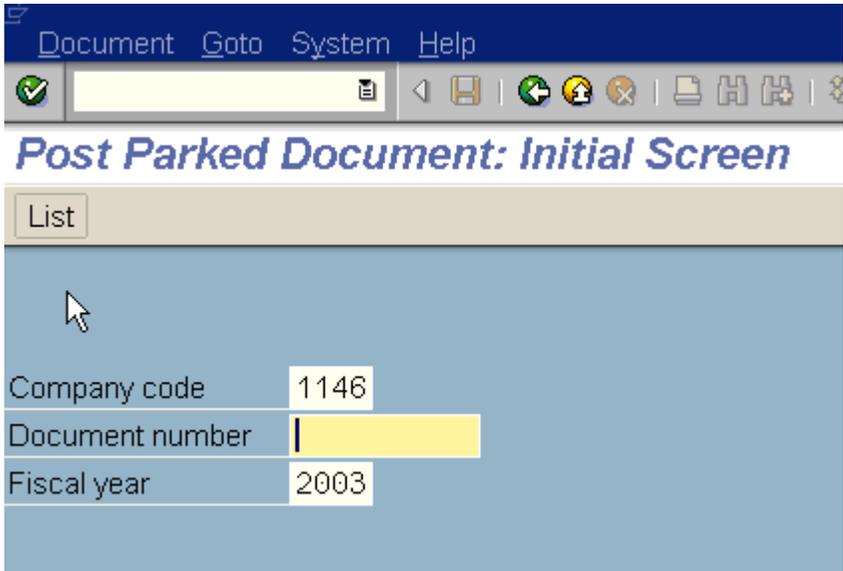
Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT → PARKED DOCUMENTS → POST / DELETE**

Transaction Code: **FBVO**



NOTE: Only parked documents can be deleted.

Post Parked Documents: Initial Screen:



Enter the following data:

Company Code:	Appropriate company code
Document Number:	Parked Document Number
Fiscal year:	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

Stop: *This concludes the Deleting Parked Documents Section*





Reversing Documents

This transaction is used when an error is found in a document. For example, the incorrect customer account has been selected or the incorrect posting date was entered.

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT > REVERSE > INDIVIDUAL REVERSAL**

Transaction Code: **FB08**



NOTE: Only open posted documents can be reversed.

Reverse Document: Header Data

The screenshot shows the SAP 'Reverse Document: Header Data' screen. At the top is a menu bar with 'Document', 'Edit', 'Goto', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main area is titled 'Reverse Document: Header Data' and contains several input fields:

- Document details:**
 - Document no. (empty)
 - Company code: 1146
 - Fiscal year: 2003
- Reverse posting details:**
 - Reversal reason: 01
 - Posting date: (empty)
 - Posting period: (empty)
- Check management specifications:**
 - Void reason code: (empty)

Enter the following data:

Document Number:	Enter the document to be reversed
Company Code:	Enter company code
Fiscal Year:	Enter fiscal year
Reversal Reason:	XX, use drop down arrow to select
Posting date:	This field defaults to current date. Change the posting date if the document should be posted in a different fiscal period
Posting Period:	Enter 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  Display before reversal, click on Arrow Back Button  and then click on the SAVE Button .

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

Stop: This concludes the Reversing Documents Section.

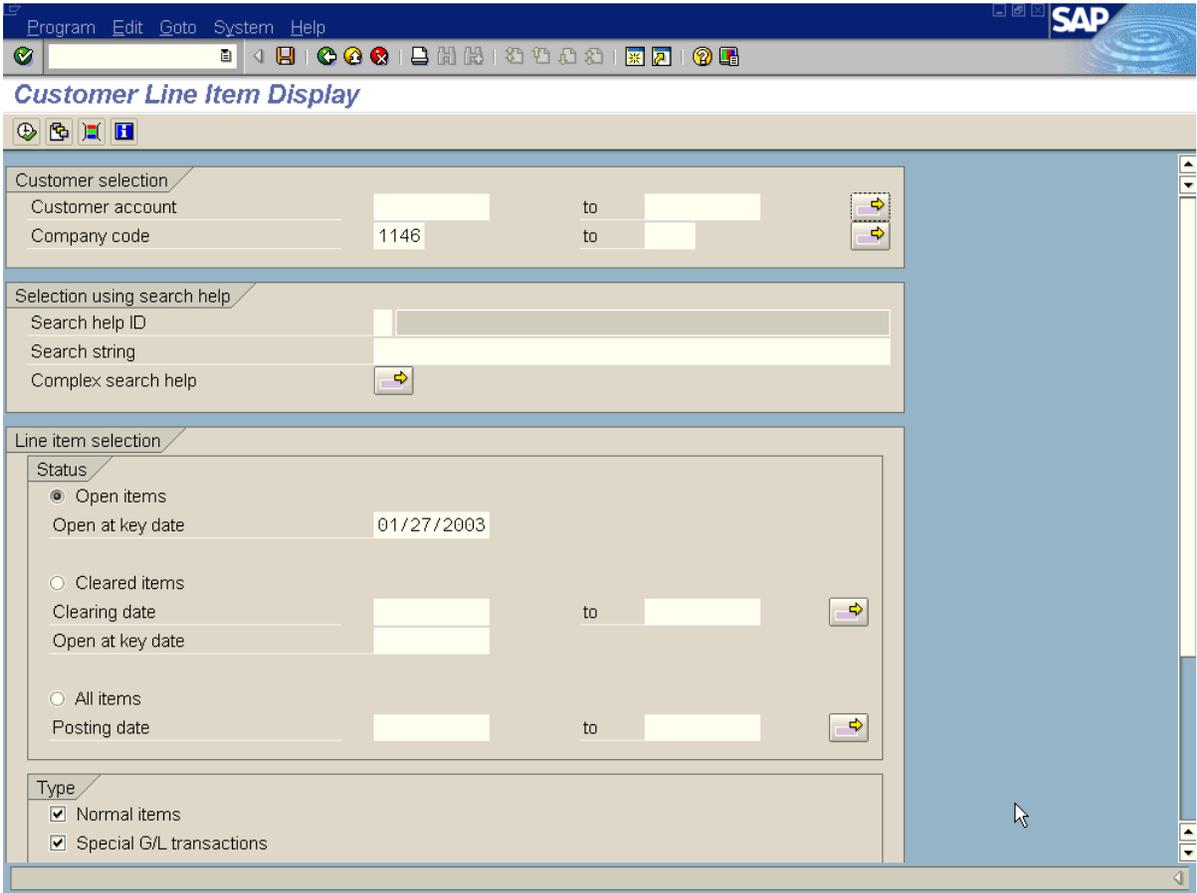




Viewing Customer Line Items

Menu Path: ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > ACCOUNT > DISPLAY/CHANGE LINE ITEMS

Transaction Code: FBL5N



Enter the following data:

Customer Account	Enter customer account
Company code	Enter company code

Ensure line item selections open, cleared and special G/L transactions are selected.

Click on the execute icon

The following screen appears and you can double click on the items to view. These are the customer line items for this customer.

The screenshot shows the SAP 'Customer Line Item Display' window. At the top, there is a menu bar with 'List', 'Edit', 'Goto', 'Extras', 'Environment', 'Settings', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main area displays the following information:

Status: open Parked Cleared
 Due date: Overdue Due Not due

Run Date: 01/27/2003 14:02:36
 User: HQ_RANDERSON

Open Items Key Date: 01/27/2003

STANLEY TERRY 3004413
 9170 GUNTHER CV
 BARTLETT TN 38133

St	CoCd	Assignment	Doc.no.	Type	Doc. date	Pstg date	PK	S	DD	Net due dt	Amt in loc.cur.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1146	1300000462	SD	01/22/2003	01/22/2003	19	R	<input checked="" type="checkbox"/>	01/15/2003	50.00-
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1146	2000000010	DA	01/15/2003	01/15/2003	09	R	<input checked="" type="checkbox"/>	01/15/2003	100.00
*	<input checked="" type="checkbox"/>	1146									50.00
** Account 3004413											50.00

Run Date: 01/27/2003 14:02:36
 User: HQ_RANDERSON

Open Items Key Date: / / *

*
 *
 *

2 items displayed



Account Statements

Customer invoices are documents that detail individual amounts owed by the customer. For example, the customer fails to pay his/her child care fees and should receive an invoice. The day after a private party at the MWR Club, the customer should receive an invoice for any amount not yet paid. This being said, invoices should be run/prepared daily or weekly at a minimum.

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 (one customer at a time.) See the next section for bulk printing of account statements.

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > ACCOUNT > CORRESPONDENCE > REQUEST**

Transaction Code: **FB12**

The first screen that appears is *Request Correspondence*.

Correspondence System Help

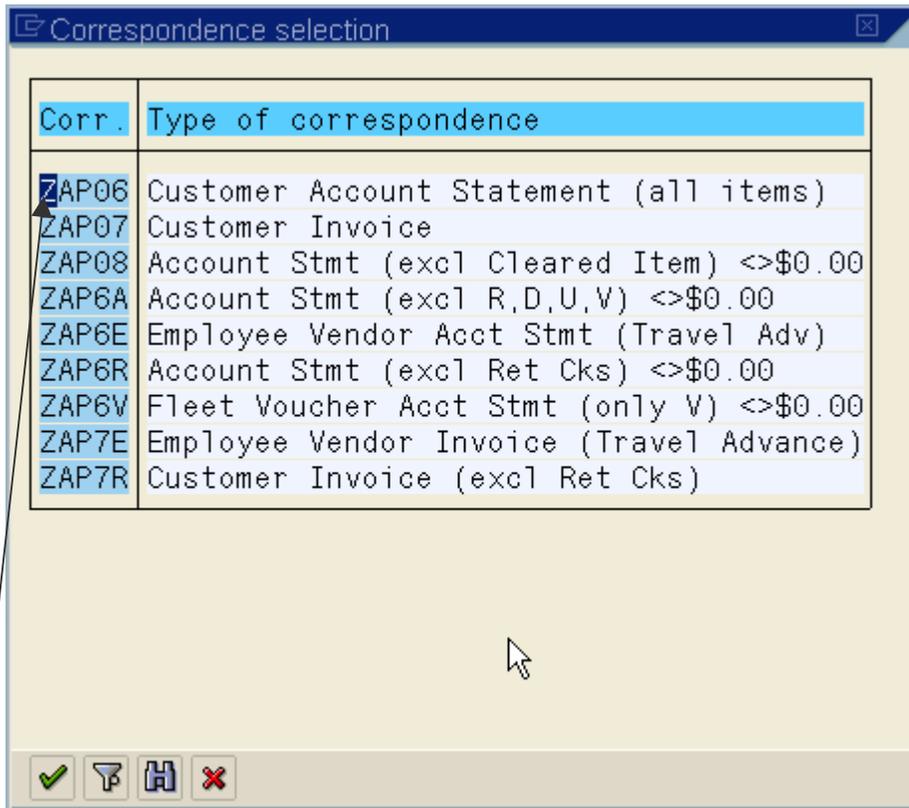
Request Correspondence

Company code 1146 

Company Code: Enter company code

Press the Enter key or click the green checkmark icon  to continue.

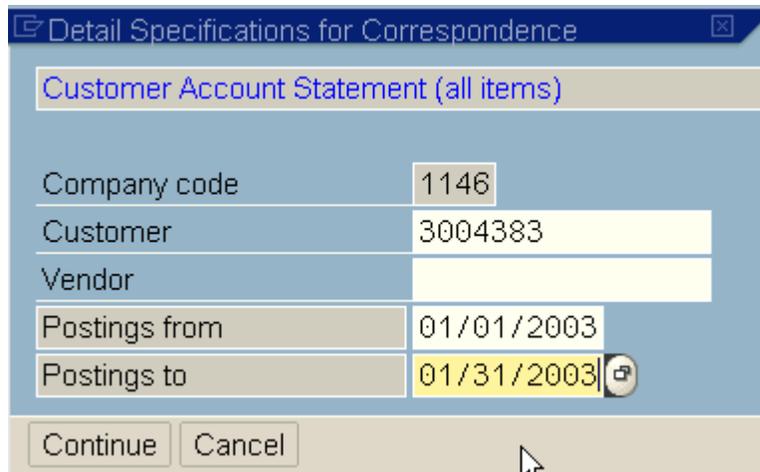
The following screen appears.



Select **ZAP06 Customer Account Statement**

Press the Enter key or click the green checkmark icon  to continue.

Next Screen:



Enter the following data:

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

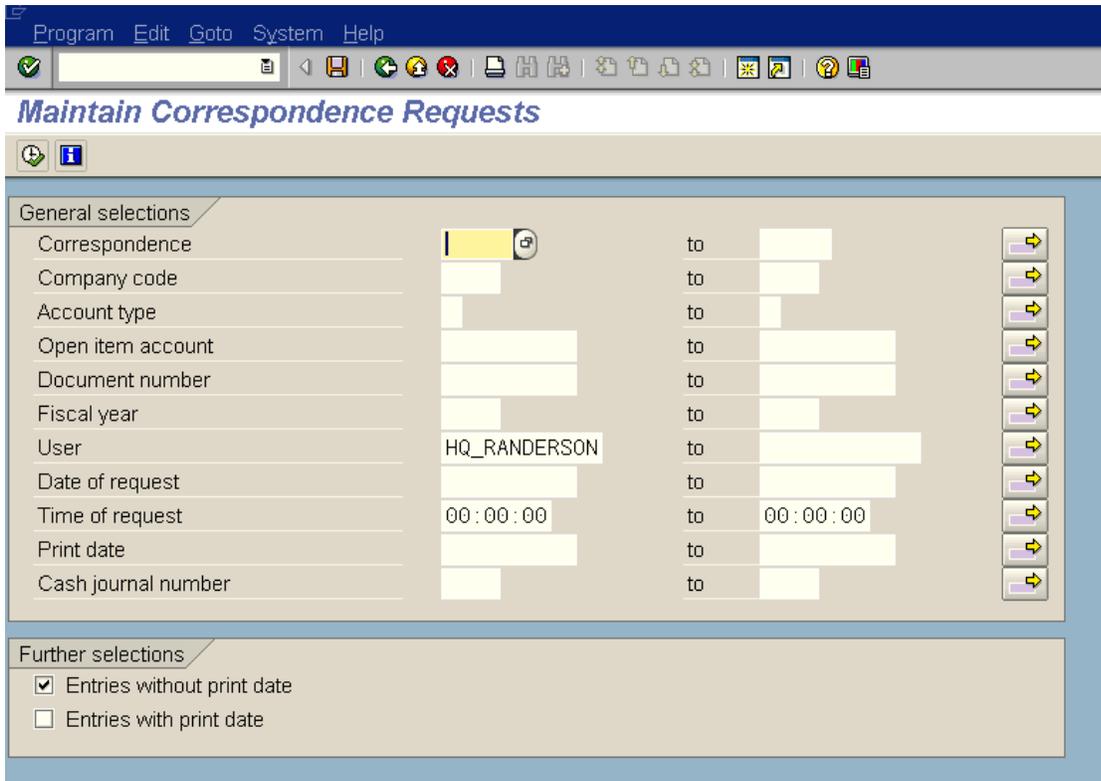
Click on the Continue Button 

Back out into the main menu and go to the next menu path below:
Next, select:

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > ACCOUNT > CORRESPONDENCE > MAINTAIN**

Transaction code: **F.64**

User: User who created the initial request will default.



Please remit payment to:

MORALE, WELFARE AND RECREATION
 NAS JACKSONVILLE
 BOX 14 BLDG 584
 NAS, ATTN: NAF ACCTG
 JACKSONVILLE FL 32212

Account Statement

Statement Date: 08/08/2001
 Customer Number: 33021 / 1034

Point of Contact: (904) 542-2943/44

Account Statement Period: 07/01/2001
 to
 07/31/2001

JOHNSON, MIKE
 107 MAIN STREET
 MEMPHIS TN 38119

Page: 1 of 1

THANK YOU FOR YOUR BUSINESS!

CURRENT	OVERDUE 1-30	OVERDUE 31-60	OVERDUE 61-90	OVERDUE 91+	ACCT BALANCE
0.00	250.00	0.00	0.00	0.00	250.00

Document Number Item Description	Transaction Description	Document Date	Amount
Balance carried forward at 07/01/2001			0.00
2000000006	Returned check	07/30/2001	250.00
Balance of account at 07/31/2001			250.00

Please detach the form below and forward with your payment

Payment Remittance Form

Amount due: \$ 250.00

Amount enclosed: \$ _____

Account name: JOHNSON, MIKE

Customer number: 33021 / 1034

Your payment and this form can be mailed or delivered to your local MWR or VQ Business Office at the above address.

Payments on returned checks must be made in cash, money order or certified check. Please do not send cash by mail.



Bulk Printing of Account Statements

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

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

Transaction Code: **F.27**

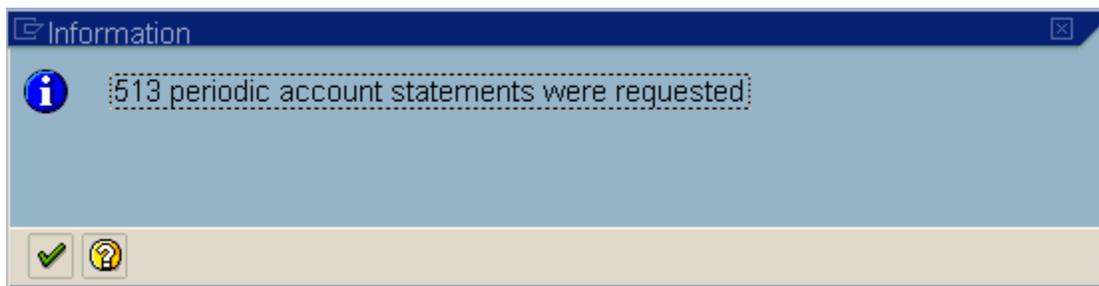
Initial Screen :

Enter the following data :

Company Code:	Enter appropriate company code
Account type:	D
Account:	Customer account number(s) (or 1- 99999 for all accounts)
Indicator in master record:	1-for weekly statements, 2-for monthly account statements or Q-for quarterly statements
Key dates for acct statement:	Dates to include transactions on the account statement. This should be a range of dates such as 1 July through 31 July since you are printing Account Statements
Correspondence -	ZAP06
Log to Printer -	Your default SAP printer id.

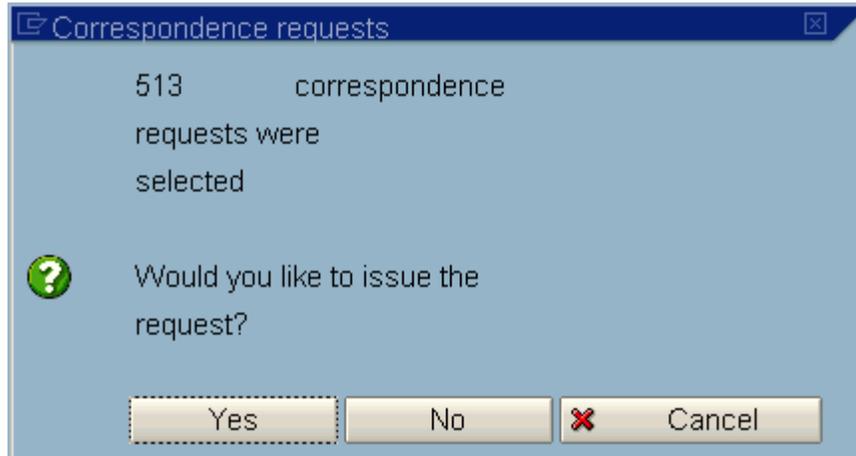
Click the Execute Button .

Next Screen:



Press the Enter key or click the green checkmark icon  to continue.

Next Screen:



Click the Yes pushbutton.

This screen indicates the statements that we have requested to print. Statements will print out automatically.

An example of the Account Sample follows on the next page.

Please remit payment to:

MORALE, WELFARE AND RECREATION
 NAS JACKSONVILLE
 BOX 14 BLDG 584
 NAS, ATTN: NAF ACCTG
 JACKSONVILLE FL 32212

**Account
 Statement**

Statement Date: 08/08/2001
 Customer Number: 33021 / 1034

Point of Contact: (904) 542-2943/44

Account Statement Period: 07/01/2001
 to
 07/31/2001

JOHNSON, MIKE
 107 MAIN STREET
 MEMPHIS TN 38119

Page: 1 of 1

THANK YOU FOR YOUR BUSINESS!

CURRENT	OVERDUE 1-30	OVERDUE 31-60	OVERDUE 61-90	OVERDUE 91+	ACCT BALANCE
0.00	250.00	0.00	0.00	0.00	250.00

Document Number Item Description	Transaction Description	Document Date	Amount
Balance carried forward at 07/01/2001			0.00
2000000006	Returned check	07/30/2001	250.00
Balance of account at 07/31/2001			250.00

Please detach the form below and forward with your payment

Payment Remittance Form

Amount due: \$ 250.00

Amount enclosed: \$ _____

Account name: JOHNSON, MIKE

Customer number: 33021 / 1034

Your payment and this form can be mailed or delivered to your local MWR or VQ Business Office at the above address.

Payments on returned checks must be made in cash, money order or certified check. Please do not send cash by mail.



Reports

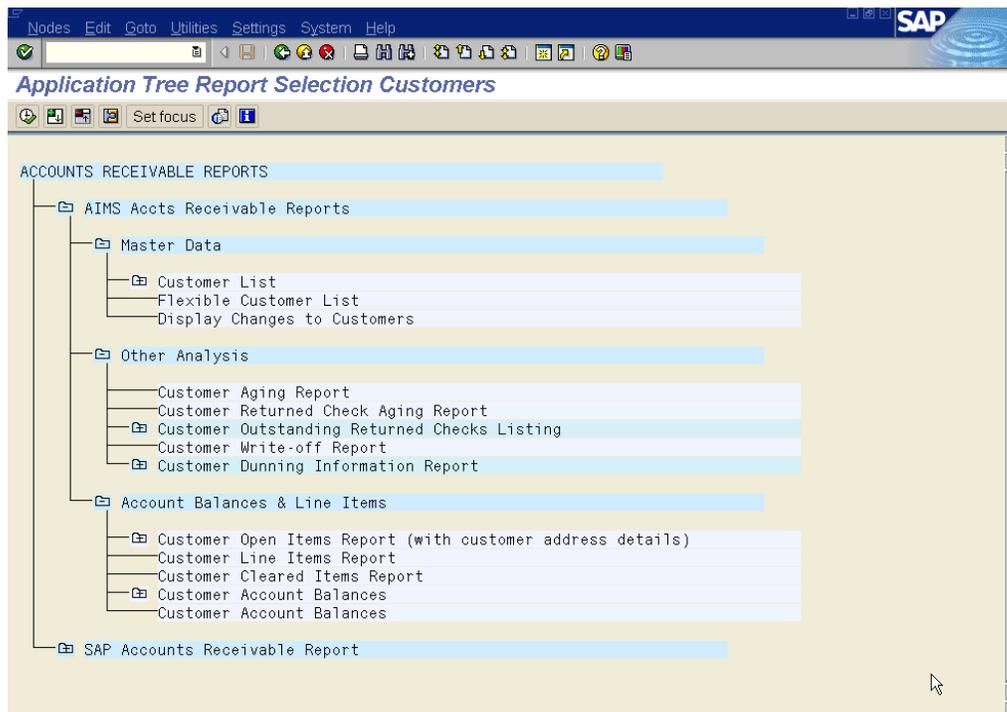
General instructions:

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

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > PERIODIC PROCESSING > INFORMATION SYSTEM > REPORT SELECTION > MWR ACCOUNTS RECEIVABLE**

(click on this icon to open folders) 

Select the report you wish to run. Some of the most common reports are: Write- Off Report, Display Changes to Customers, Customer Aging Report, Customer Returned Check Aging Report, Customer Outstanding Returned Check Listing, Customer Open Line Items, and Customer Account Balances.



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 

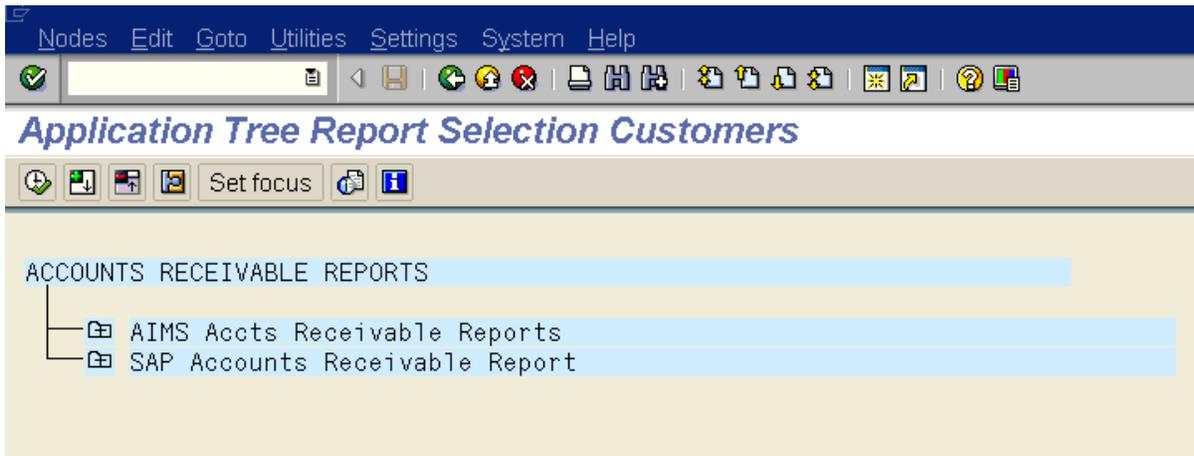


CUSTOMER AGING REPORT

In order to ensure customer invoices are being paid on a timely basis, written off after 180 days and not aging excessively, a report can be executed to identify any customer invoice that is “overdue.” Use the following menu path to execute this report:

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > PERIODIC PROCESSING > INFORMATION SYSTEM > REPORT SELECTION**

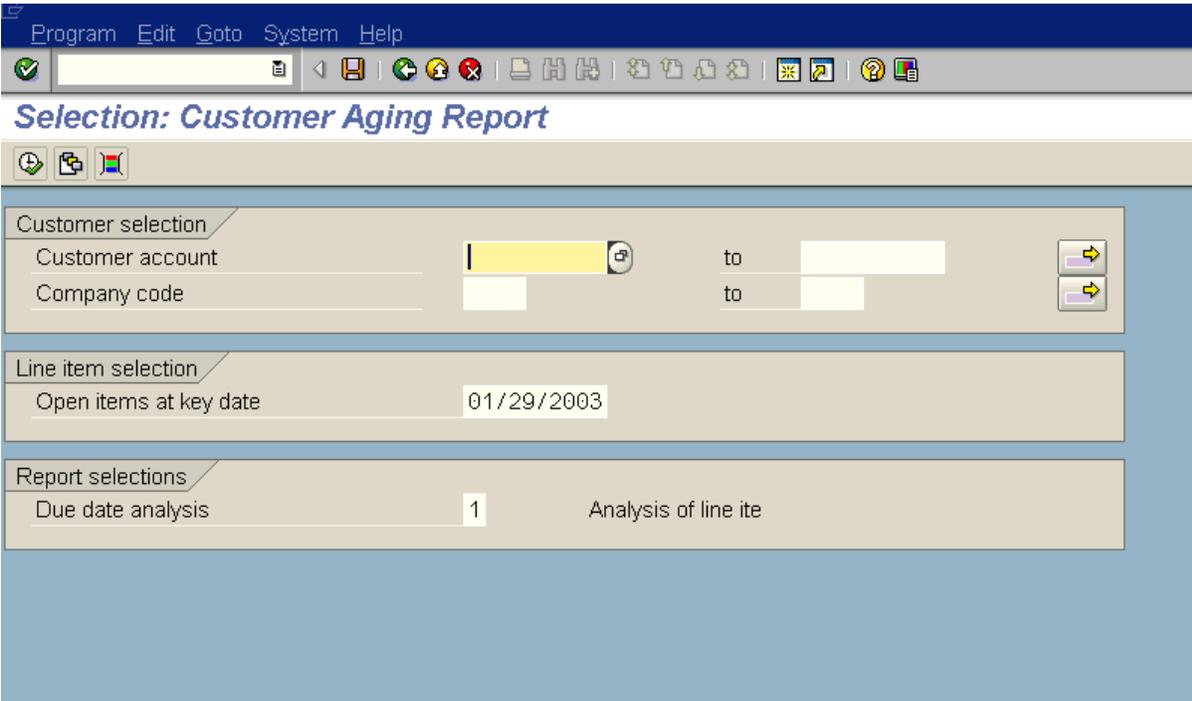
Initial Screen:



Within the Report tree, select: Click on the file icon  beside each selection. Then select this pathway within the report tree:

MWR ACCOUNTS RECEIVABLE REPORTS > OTHER ANALYSIS > CUSTOMER AGING REPORT.

Customer Aging Report Screen



Enter the following data:

Customer:	Leave the “customer” field blank, as you will want to have the system check ALL customers for items needing to be written off. *If aging data is needed on a specific customer the customer number or range of customer numbers can be put entered. However, only those customer numbers entered will be displayed in the report.
Company Code	Enter appropriate company code
Open Items at Key Date:	Should be set at the date you wish to view “overdue items”. The system will default in the current date but remember to change the date if you want a specific period ending date or effective date.
Due Date Analysis:	Should have a default value of “1”

Now click on the “execute” button



Financial and Controlling

In order to properly view this report, you must select the Display Variant “AIMS 01-AIMS Customer Aging”

Review this report carefully.

This report does NOT have drill down capability. Instead, create another session and using Customer Line Item Display, review each overdue item. (Note: Credit memos, credits on customer accounts and payments are reflected with a “negative” number- a credit entry)

It will become increasingly important for field activities to monitor their Accounts Receivable balances and Aging very carefully. The report as listed above supplements the standard aging report by allowing a report that narrows down the overdue accounts to a specific period (number of days overdue.)

Please remember to run this process **FREQUENTLY**- at least once a month. Ensure items are written off promptly (in accordance to policy) with the Commanding Officer’s approval.

The screenshot shows the SAP interface for the report 'Object List:ZSAPDUEAN-01 -Customer Aging Report'. The data is as follows:

CoCode	Customer	Customer	Amt Due 0-30	Amt Due 31-60	Amt Due 61-90	Amt E
1034	8000974	LYNN, NEMOCK	0.00	0.00	0.00	
1034	8001050	MOLDOVAN, STEPHANIE	0.00	150.00-	0.00	
1034	8001198	FEISE, SCOTT	0.00	0.00	0.00	
1034	8001421	CABRAL, ROSEANN	0.00	0.00	0.00	
1034	8001575	WOOD, BRUCE	0.00	0.00	0.00	
1034	8001638	STRICKLAND, BEN	0.00	0.00	0.00	
1034	8001675	COLLINS, ROY	0.00	0.00	0.00	
1034	8001780	BURR, NANCY	250.00-	0.00	0.00	
1034	8001825	DIGIUSTO, LOUIS	0.00	0.00	440.63	
1034	8001985	GILL, LARRY	0.00	2,190.75-	2,190.75	
1034	8001986	DUNCAN, HEATHER	0.00	1,181.05-	1,181.05	
1034	8001987	BOWMAN, VICKY	0.00	0.00	0.00	
1034	8002032	MORIGUCHI, SANDRA	0.00	0.00	0.00	
1034	8002038	SCHULTZ, NATHAN	0.00	93.85	0.00	
1034	8002039	AIELLO, CHRIS	4,365.00-	0.00	0.00	
1034	8002086	BURCH, ADAM	0.00	0.00	0.00	
1034	8002310	KNITTEL, ANTHONY	0.00	112.50	0.00	
1034	8002349	BROWN CHARLIE	250.00-	0.00	0.00	
1034	POS_CL...	POS CLEAR ANONYMOUS	40,062.35-	0.00	0.00	
			47,014.33 -	287,714.92	171,964.38	

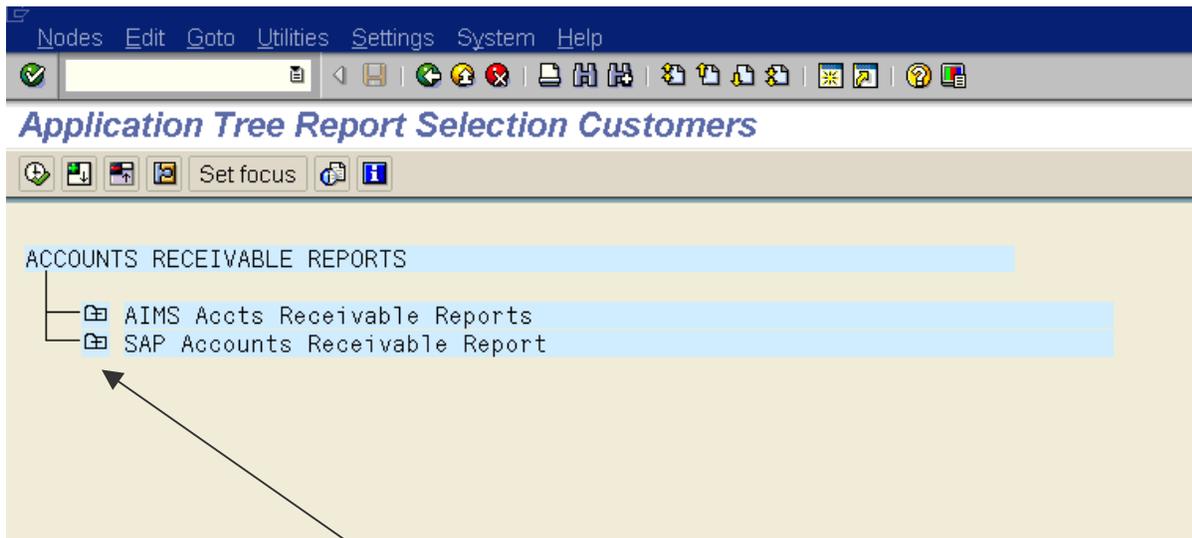


WRITE OFF REPORT

In order to ensure customer invoices are being written off after 180 days and not aging excessively, a report can be executed to identify any customer invoice that is “overdue” and needs to be written off. Use the following menu path to execute this report:

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > PERIODIC PROCESSING > INFORMATION SYSTEM > REPORT SELECTION**

Initial Screen:



Within the Report tree, click on the file icon beside each selection. Then, select this pathway within the report tree:

MWR ACCOUNTS RECEIVABLE REPORTS > OTHER ANALYSIS > CUSTOMER WRITE OFF REPORT

Customer Write-Off Report Screen

Enter the following data:

Customer:	Leave the “customer” field blank. You will want to have the system check ALL customers for items needing to be written off.
Company Code	Enter appropriate company code
Open Items at Key Date:	Should be set at the date you wish to view “overdue items” . The system will default in the current date but remember to change the date if you want a specific period ending date or effective date.
Due Date Analysis:	Should have a default value of “1”
Days for Net Due Date	Enter the number of days for which customer invoices are overdue In this report, you are primarily trying to identify those customers’ invoices that need to be written off. Enter 181 days (or more)

Now click on the “execute” button



In order to properly view this report, you must select the Display Variant “AIMS 01-AIMS Standard FIS Overdue Analysis.”

Review this report carefully.

This report does NOT have drill down capability. Instead, create another session and using Customer Line Item Display, review each overdue item. (Note: Credit memos, credits on customer accounts and payments are reflected with a “negative” number- a credit entry)

Please remember to run this process FREQUENTLY- at least once a month. Ensure items are written off promptly (in accordance to policy) with the Commanding Officer’s approval.

The screenshot shows the SAP interface for the report 'Object List: ZSAPDUEAN-05 - Customer Write-off Report'. The report header includes the following details:

- ZSAPDUEAN-05** Customer Write-off Report
- Data from** 01/29/2003
- CoCode** 1034 MWR NAS JACKSONVILLE
- Ols key dt** 01/29/2003 Wednesday
- Account type** Customers

The main data table lists customer accounts with their respective amounts due. The total amount due for company 1034 is 256,089.91.

Company co...	Customer	Customer	Amt Due	181 +
1034	10131	CO'S BREAKFAST	820.88	
	10785	DFAS - OPLOC (USA)	245,684.12	
	32770	FARALDO DAVE	328.90	
	35518	MCMANN, LCDR	100.00-	
	36778	PO DUNCAN	45.87	
	38793	SHORT, PO	1,053.00	
	50033	BUPERS REIMBURSEMENT	1,743.03	
	50335	NADEP	1,125.00	
	63746	ROBARTS, RICHARD	1,136.48	
	67016	O'DONNELL, WILLIAM	1,071.90	
	67838	KITT, SYLVIA	1,967.63	
	67883	OWENS, MILETTE	203.00	
	3000153	ELO, DAVID	300.00-	
	3000288	PIMPO, LCDR	701.80	
	3000388	SMITH, CHRISTOPHER	78.80	
	3000932	DRAPER, D.C.	291.50	
	3001548	ALLEN, ANDREW	70.00	
	3001550	HARRELL, DANIEL	40.00	
	5000036	WHITE-LEONARD, DANIE	128.00	
1034			256,089.91	
			256,089.91	

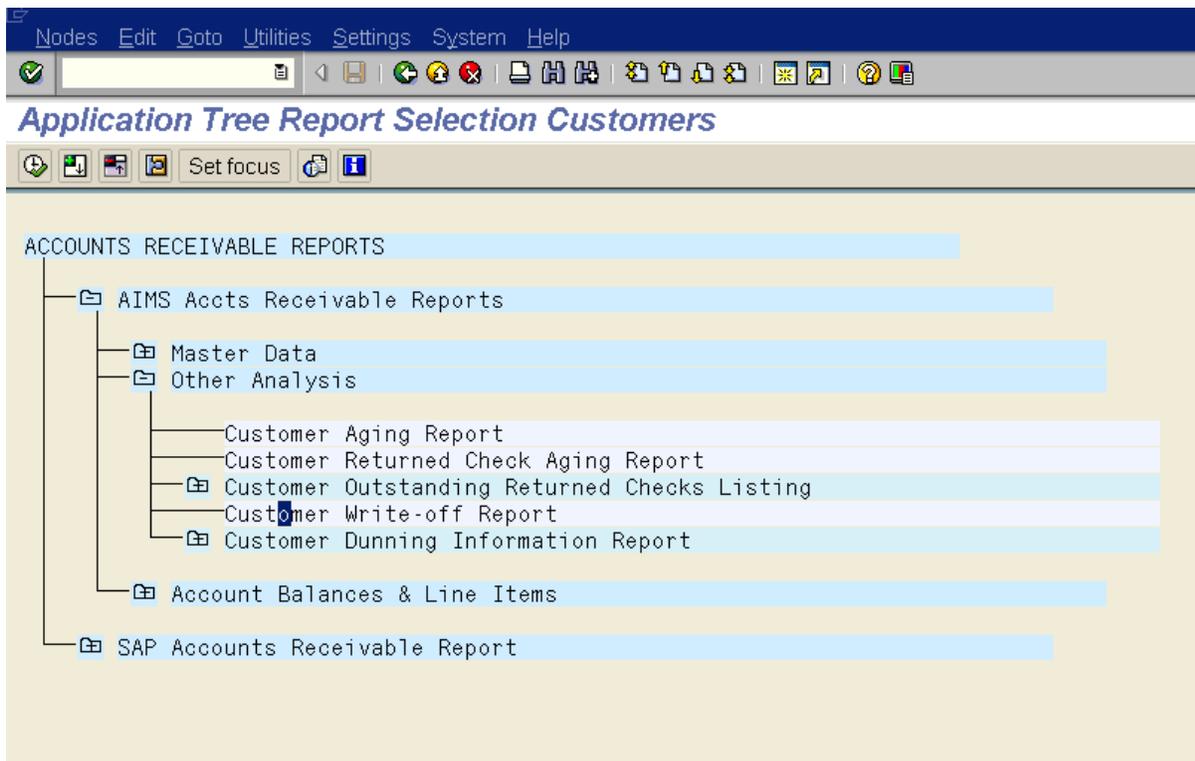
Customer Accounts Receivable Write-off Report Using Variable Days

It will become increasingly important for field activities to monitor their Accounts Receivable balances and Aging very carefully. The report as listed above supplements the standard aging report by allowing a report that narrows down the overdue accounts to a specific period (number of days overdue.) You may enter any specific number of days.

The menu path to arrive at this screen is:

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > PERIODIC PROCESSING > INFORMATION SYSTEM > REPORT SELECTION**

Transaction Code: **F.99**



Double-click on the Report Selection node to see the above screen.

The report that we are interested in is the **Customer Write-off Report** as listed under the Report tree **ACCOUNTS RECEIVABLE REPORTS > MWR Accounts Receivable Report > Other Analysis > Customer Write-off Report**.

Selection: Customer Write-off Report

Customer selection

Customer account _____ to _____

Company code 1034 to _____

Line item selection

Open items at key date 01/29/2003

Report selections

Due date analysis 1 Analysis of line ite

Days for net due dat 210

We are entering 210 days to receive a report showing this info.

The following Criteria Selection window will show:

Enter your company code. For this example, we are using NAS Jacksonville 1034.

This report selection screen, while being closely related to the regular aging analysis, now allows a user to insert any number of days in the field “Days for net due dat” as shown above.

You may now execute this report. 

Object List: ZSAPDUEAN-05 - Customer Write-off Report

ZSAPDUEAN-05 Customer Write-off Report
Data from 01/29/2003
CoCode 1034 MWR NAS JACKSONVILLE
Ols key dt 01/29/2003 Wednesday
Account type Customers

Company co...	Customer	Customer	Arnt Due	210 +
1034	10131	CO'S BREAKFAST	820.88	
	10785	DFAS - OPLOC (USA)	245,684.12	
	32770	FARALDO DAVE	328.90	
	35518	MCMANN, LCDR	100.00-	
	36778	PO DUNCAN	45.87	
	38793	SHORT, PO	1,053.00	
	50033	BUPERS REIMBURSEMENT	1,743.03	
	50335	NADEP	1,125.00	
	63746	ROBARTS, RICHARD	1,136.48	
	67016	O'DONNELL, WILLIAM	1,071.90	
	67838	KITT, SYLVIA	1,967.63	
	67883	OWENS, MILETTE	203.00	
	3000153	ELO, DAVID	300.00-	
	3000289	PIMPO, LCDR	701.80	
	3000388	SMITH, CHRISTOPHER	78.80	
	3000932	DRAPER, D.C.	291.50	
	3001548	ALLEN, ANDREW	70.00	
	3001550	HARRELL, DANIEL	40.00	
1034			255,961.91	
			255,961.91	

By reviewing this report, showing the accounts that are overdue by the number of days entered, you may now make a decision to write these account balances off or to exercise further collection efforts.

A key part of all of these new reports is to look at them using the correct display variant. The following list outlines the correct variant for the report.

Customer aging	/AIMS01
Customer returned checks aging	/AIMS01
Customer write-offs	/AIMS03
Customer account balances	/AIMS02
Vendor account balances	/AIMS02
Vendor payments overdue analysis	/AIMS03

At the present time, choosing the correct display variant must be done manually. Defaulting the proper variant is an option for the future but is not a reality at the present time.



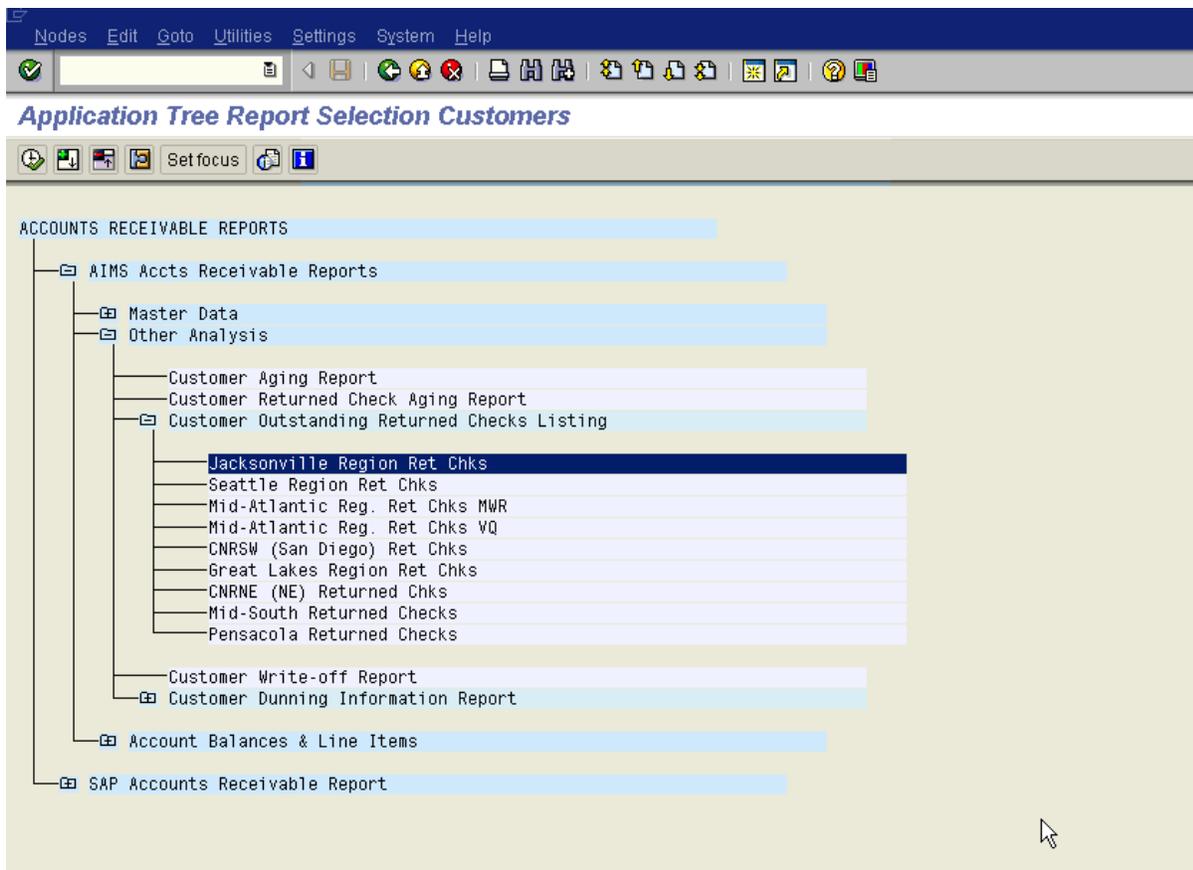
RETURNED CHECKS REPORT

Customer Outstanding Returned Checks Listing

A review of all outstanding returned checks in your region is important to maintain proper control over the growing problem of bad checks.

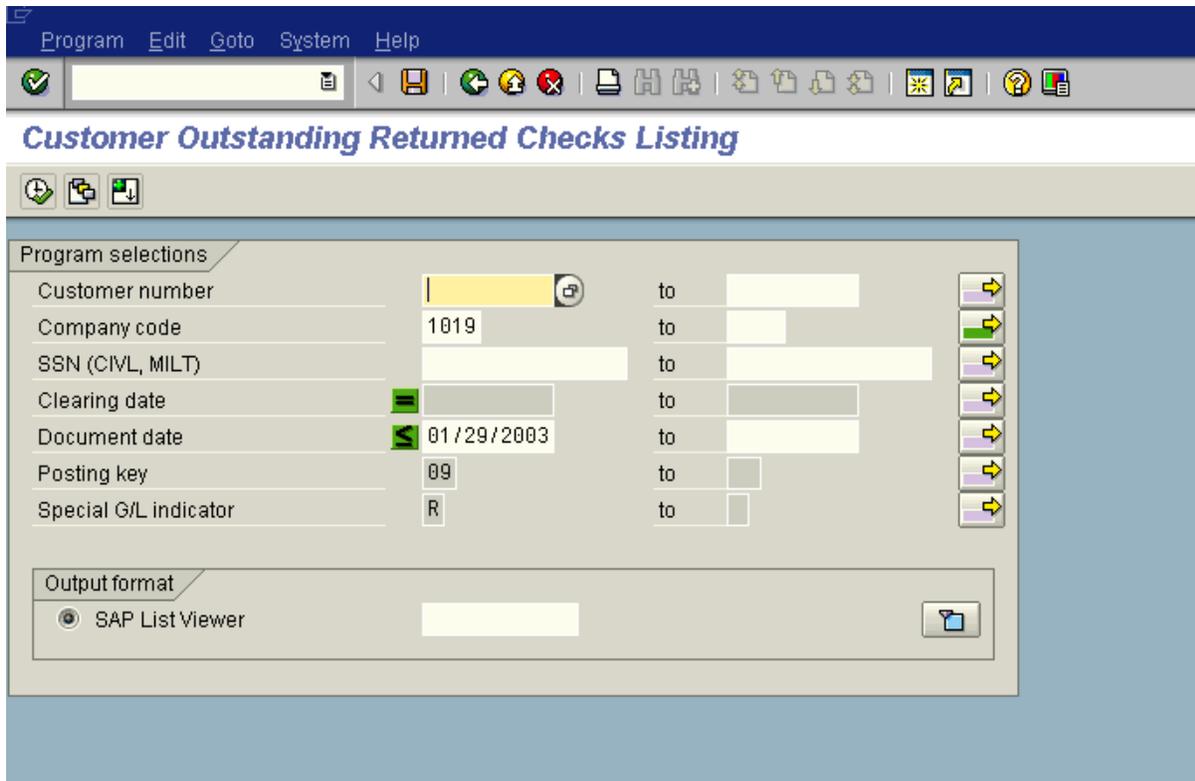
The menu path to arrive at this screen is:

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > PERIODIC PROCESSING > INFORMATION SYSTEM > REPORT SELECTION > MWR ACCOUNTS RECEIVABLE REPORT**



Continue the Menu Path of:

OTHER ANALYSIS > Click on your region



Enter the following data:

Document Date:	Should be set at the date you wish to view returned checks. The system will default in the current date but remember to change the date if you want a specific period ending date or effective date.
Company Code	Enter appropriate company code
Customer:	Leave the “customer” field blank as you will want to have the system check ALL customers for returned checks.. *If data is needed on a specific customer the customer number or range of customer numbers can be put entered. However, only those customer numbers entered will be displayed in the report.
SSN(XXX-XX-XXXX)	Leave Blank

Click on the “execute” button 

List Edit Goto Views Settings System Help

Customer Outstanding Returned Checks Listing

Customer Outstanding Returned Checks Listing

Numb...	Customer Name	SSN	Check Date/No.	Doc Date	Amount
3003473	CLARK, SHANKENYA	255-53-8995	09232002/0252	09/30/2002	64.00
		255-53-8995	11042002/0266	11/15/2002	64.00
6001675	COLLINS, ROY	555-55-5555	10112002/142	10/23/2002	4.50
3003969	DOZIER, RANDI	561-73-2130	10282002/328	11/12/2002	128.00
6000856	DZIEKAN, KAREN	388-04-2276	08142002/593	08/26/2002	170.15
3003603	FAURE, BASHAN	555-55-5555	11042002/507	11/15/2002	128.00
		555-55-5555	11152002/510	11/30/2002	128.00
6001198	FEISE, SCOTT	555-55-5555	09182002/2002	09/23/2002	20.00
3003844	FISHBEIN, STEPHEN	117-50-0336	10222003/1120	10/31/2002	85.10
3003800	FRENCH, TANNER	590-14-5153	10212002/715	10/31/2002	64.00
		590-14-5153	10282002/721	11/12/2002	64.00
		590-14-5153	11052002/729	11/15/2002	64.00
3004654	HILL, BREANNE	445-90-1839	12092002/2450	12/18/2002	121.00
35852	HODGES, CHRISTOPHER	570-97-0079	10052002/5133	10/21/2002	19.00
33011	JACKSON, TERRY	524-21-8102	11182002/1518	11/27/2002	326.00
3003502	JOHNSON-PERRY, KELLY	460-21-5486	09202002/543	10/09/2002	74.90
50394	KARDASZ, TAMATHA J	552-29-5237	10162002/1345	10/28/2002	105.00
6002310	KNITTEL, ANTHONY	546-95-8008	12042002/1450	12/26/2002	112.50
3004547	KRAPF, CHRISTINA	576-21-9900	11252002/1012	12/11/2002	100.00
3004061	KRAUT, JONATHAN	354-74-9012	11012002/501	11/15/2002	200.00
		354-74-9012	12102002/600	12/26/2002	28.00
6000685	LEACH, WILLIAM	525-17-6798	07262002/2494	08/09/2002	176.70
3004208	LLOYD, WILLIAM	224-06-7919	11142002/936	11/26/2002	58.50
3003504	MANGUM, MANOAH	461-59-7080	11112002/197	11/30/2002	23.55
34995	MARTIN, DEONTE	259-53-8218	11182002/623	11/27/2002	68.00
3004174	MATHEU, SONIA	599-03-3999	11082002/1473	11/25/2002	22.00

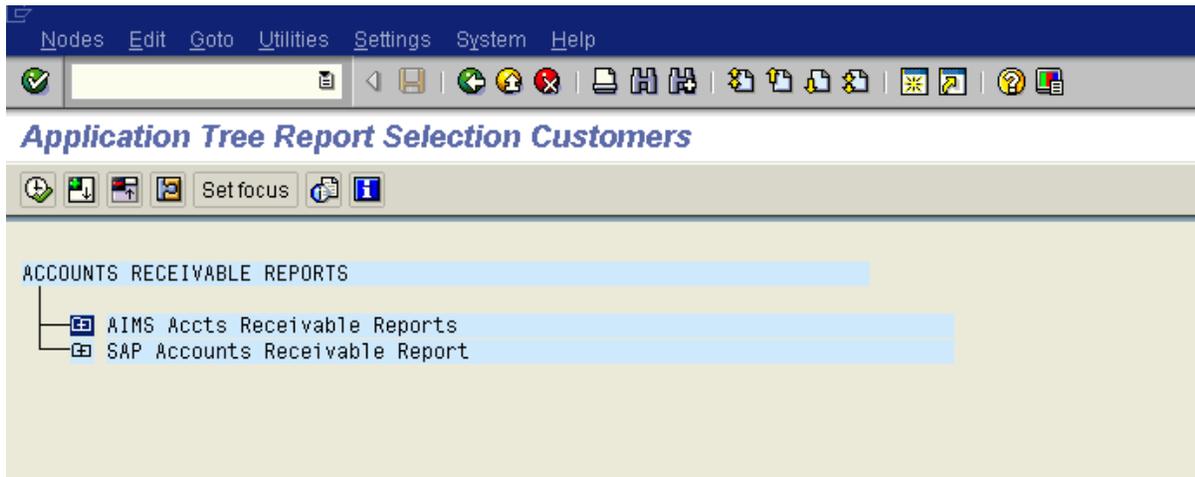


Customer Returned Check Aging Report

In order to ensure customer invoices are being paid on a timely basis, written off after 180 days and not aging excessively, a report can be executed to identify any customer invoice that is “overdue.” Use the following menu path to execute this report:

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > PERIODIC PROCESSING > INFORMATION SYSTEM > REPORT SELECTION**

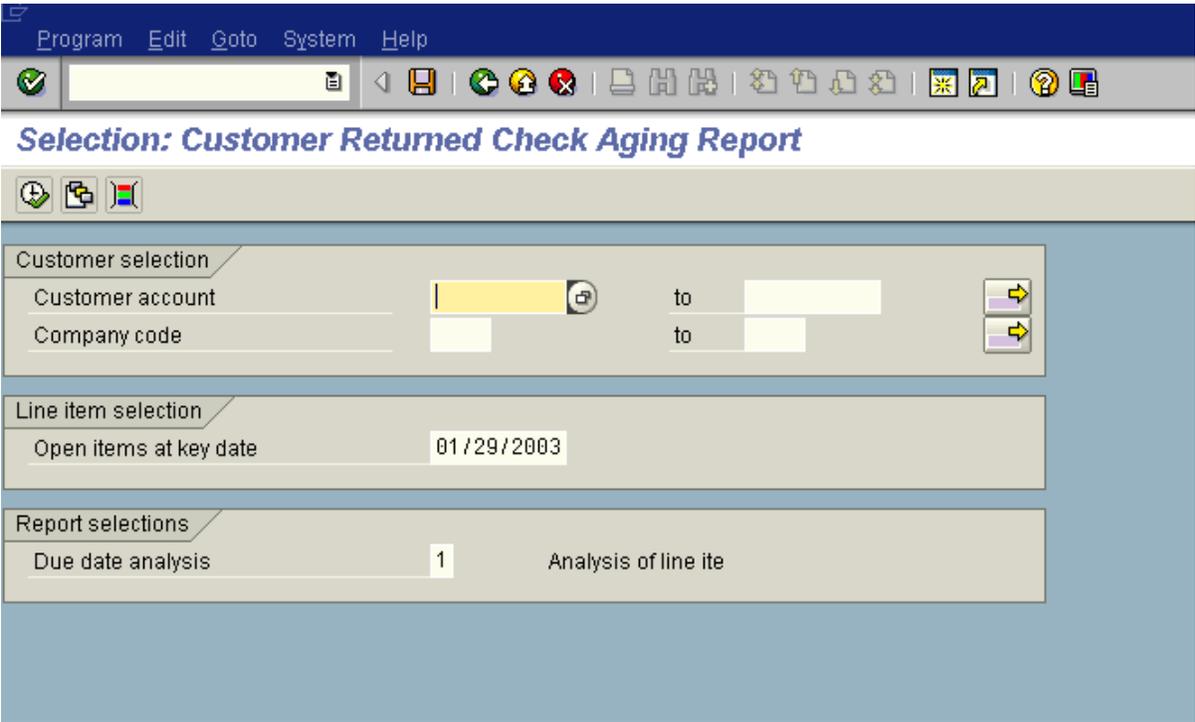
Initial Screen:



Within the Report tree, click on the file icon beside each selection. Then select this pathway within the report tree:

MWR ACCOUNTS RECEIVABLE REPORTS > OTHER ANALYSIS > CUSTOMER RETURNED CHECK AGING REPORT

Customer Aging Report Screen



Enter the following data:

Customer:	Leave the “customer” field blank as you will want to have the system check ALL customers for items needing to be written off. *If aging data is needed on a specific customer the customer number or range of customer numbers can be put entered. However, only those customer numbers entered will be displayed in the report.
Company Code	Enter appropriate company code
Open Items at Key Date:	Should be set at the date you wish to view “overdue items”. The system will default in the current date but remember to change the date if you want a specific period ending date or effective date.
Due Date Analysis:	Should have a default value of “1”

Click on the “execute” button 

Financial and Controlling

Object List:ZSAPDUEAN-02 -Customer Returned Check Aging Repo

ZSAPDUEAN-02 Customer Returned Check Aging Report
Data from 01/29/2003
CoCode 1353 MWR MID-ATLANTIC REG
Ol's key dt 01/29/2003 Wednesday
Account type Customers
Special G/L ind D/R Ret Chk

CoCo...	Customer	Customer	Amt Due 0-30	Amt Due 31-60	Amt Due 61-90	Amt Due 91-120	Amt Due 121-150	Amt Due 151-180	A
1353	3003509	AZIZ JOKINA S	0.00	0.00	0.00	0.00	35.00	0.00	
1353	3003510	LEWIS CLAYTON T	0.00	0.00	0.00	0.00	20.00	0.00	
1353	3003511	MCINTYE LISA M	0.00	0.00	0.00	0.00	150.00	0.00	
1353	3003512	FOSTER SONIA L	0.00	0.00	0.00	0.00	75.00	0.00	
1353	3003513	LACY JOSEPH L	0.00	0.00	0.00	0.00	37.75	0.00	
1353	3003514	BARNER DAMEN	0.00	0.00	0.00	0.00	52.00	0.00	
1353	3003525	WHITE TERRANCE	0.00	0.00	0.00	0.00	78.00	0.00	
1353	3003526	KALMAN SCOTT A	0.00	0.00	0.00	0.00	158.00	0.00	
1353	3003527	PRICE DEREK R	0.00	0.00	0.00	0.00	27.00	0.00	
1353	3003528	BURGE JAMES	0.00	0.00	0.00	0.00	20.00	0.00	
1353	3003670	OWENS DAVID J	0.00	0.00	0.00	11.00	0.00	0.00	
1353	5000200	CHECKCARE USA INC.	0.00	2,792.80	13,275.23	5,519.68	0.00	0.00	
1353	6000245	BRITT SHARON R	0.00	0.00	0.00	0.00	0.00	0.00	
1353	6000950	RUSSELL NICOLIAN	0.00	0.00	0.00	0.00	0.00	139.00	
1353	6000951	HARRISON PHILIP D	0.00	0.00	0.00	0.00	0.00	25.00	
1353	6001071	WITCOSKIE MARLENE	0.00	0.00	0.00	0.00	81.00	0.00	
1353	6001108	WYNNE CRYSTAL	0.00	0.00	0.00	0.00	451.00	0.00	
1353	6002346	WASHINGTON DENZEL	0.00	0.00	0.00	0.00	0.00	0.00	
			0.00	2,790.80	13,526.40	5,560.68	7,582.77	4,470.85	

Review this report carefully.

This report does NOT have drill down capability. Instead, create another session and using Customer Line Item Display, and review each overdue item. (Note: Credit memos, credits on customer accounts and payments are reflected with a “negative” number- a credit entry)

It will become increasingly important for field activities to monitor their Accounts Receivable balances and Aging very carefully.

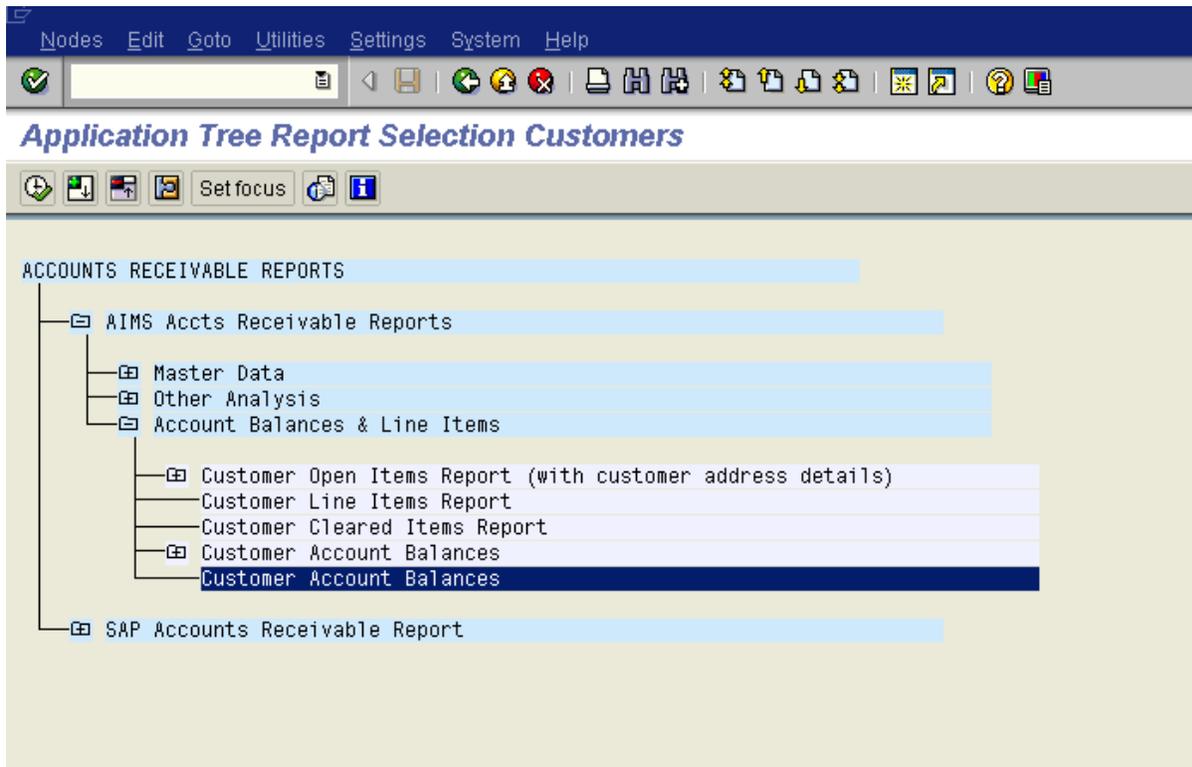
Please remember to run this process **FREQUENTLY**- at least once a month. Ensure items are written off promptly (in accordance to policy) with the Commanding Officer’s approval.



CUSTOMER BALANCES

To review all customer open items (balances) use the following menu path:

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > PERIODIC PROCESSING > INFORMATION SYSTEM > REPORT SELECTION**



Within the Report tree, click on the file icon beside each selection.

Then select this pathway within the report tree:

MWR ACCOUNTS RECEIVABLE REPORTS > ACCOUNT BALANCES & LINE ITEMS > CUSTOMER ACCOUNT BALANCE

Financial and Controlling

Program Edit Goto System Help

Selection: Customer Account Balances

Customer selection

Customer account _____ to _____

Company code 1146 to _____

Reporting period

Fiscal year _____ to _____

Enter the following data:

Customer:	Leave the “customer” field blank as you will want to have the system check ALL customers for items needing to be written off.
Company Code	Enter appropriate company code
Fiscal Year	Leave Blank

Now click on the “execute” button



List Edit Goto Settings System Help SAP

Object List:ZSAPFD10-01 -Customer Account Balances

ZSAPFD10-01 Customer Account Balances
Data from 01/30/2003
CoCode 1146 MWR NSA MIDSOUTH
Currency USD US Dollar
Account type Customers

CoCode	Customer	Customer	S	Total Debit	Total Credit	Total Balance	Total Accum.bal.
1146	1000179	NAVY PERSONNEL COMMA		0.00	118.75	118.75-	118.75-
1146		NAVY PERSONNEL COMMA	D	0.00	0.00	0.00	0.00
1146		NAVY PERSONNEL COMMA	U	0.00	0.00	0.00	0.00
	1000179			0.00	118.75	118.75-	118.75-
1146	1000515	RESOURCE MANAGEMENT		356,488.87	347,780.26	8,708.61	8,708.61
	1000515			356,488.87	347,780.26	8,708.61	8,708.61
1146	1000522	COMMAND NAVY RECRUIT		32.00	0.00	32.00	32.00
1146		COMMAND NAVY RECRUIT	U	0.00	0.00	0.00	0.00
	1000522			32.00	0.00	32.00	32.00
1146	1000523	JOINT TASK FORCE SIX		23,012.50	0.00	23,012.50	23,012.50
	1000523			23,012.50	0.00	23,012.50	23,012.50
1146	1000524	NAVY EXCHANGE SERVIC		2,942.00	5,110.00	2,168.00-	2,168.00-
	1000524			2,942.00	5,110.00	2,168.00-	2,168.00-
1146	1000525	NAVY INN		2,250.00	0.00	2,250.00	2,250.00
	1000525			2,250.00	0.00	2,250.00	2,250.00
1146	1000526	NAVY MANPOWER ANALYS		0.00	44.53	44.53-	44.53-
1146		NAVY MANPOWER ANALYS	D	0.00	0.00	0.00	0.00
1146		NAVY MANPOWER ANALYS	U	0.00	0.00	0.00	0.00
	1000526			0.00	44.53	44.53-	44.53-
1146	1000527	NAVY MARINE CORPS RE		55.00	0.00	55.00	55.00
	1000527			55.00	0.00	55.00	55.00

In order to properly view this report, you must select the Display Variant “AIMS 01- AIMS Customer Receivable Balances”

This will display all open item balances for each customer on record.



Manual Clearing of Open Items

Menu Path: ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > ACCOUNT > CLEAR

Transaction Code: F-32

Document Edit Goto Settings System Help

Clear Customer: Header Data

Process open items

Account [] Clearing date 01/27/2003 Period 4

Company code 8094

Open item selection

Special G/L ind [] Normal OI

Additional selections

- None
- Assignment
- Site
- Amount
- Document number
- Posting date
- Reference
- Document type
- Business area
- Posting key
- Document date
- Net due date

Enter customer number and company code.
Enter Special G/L indicator if applicable.

IMPORTANT: 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**.
Enter **V** in the Special G/L indicator if you are clearing **Fleet Vouchers**.

Click on

Process open items

Next Screen:

Clear Customer: Process Open Items

Reference	Document ...	D.	Document ...	P.	Da...	USD Gross	Cash discont	Cash...
145805	9900000053	X1	04/30/2002	01	272	42.00		
100	9900000067	X1	04/13/2002	09	289	42.00		

Editing status

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

2 items were selected

Select (by double-clicking) the items you want to clear. Selected items will appear in blue or red.

Selected items must equal 0.00 (at bottom right corner of screen) in the field called “Not Assigned.”

If clearing is possible, save .

Items will now be cleared or closed.

Stop: This concludes the Manual Clearing of Open Items





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

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > ACCOUNT > CLEAR**

Transaction Code: **F-32**

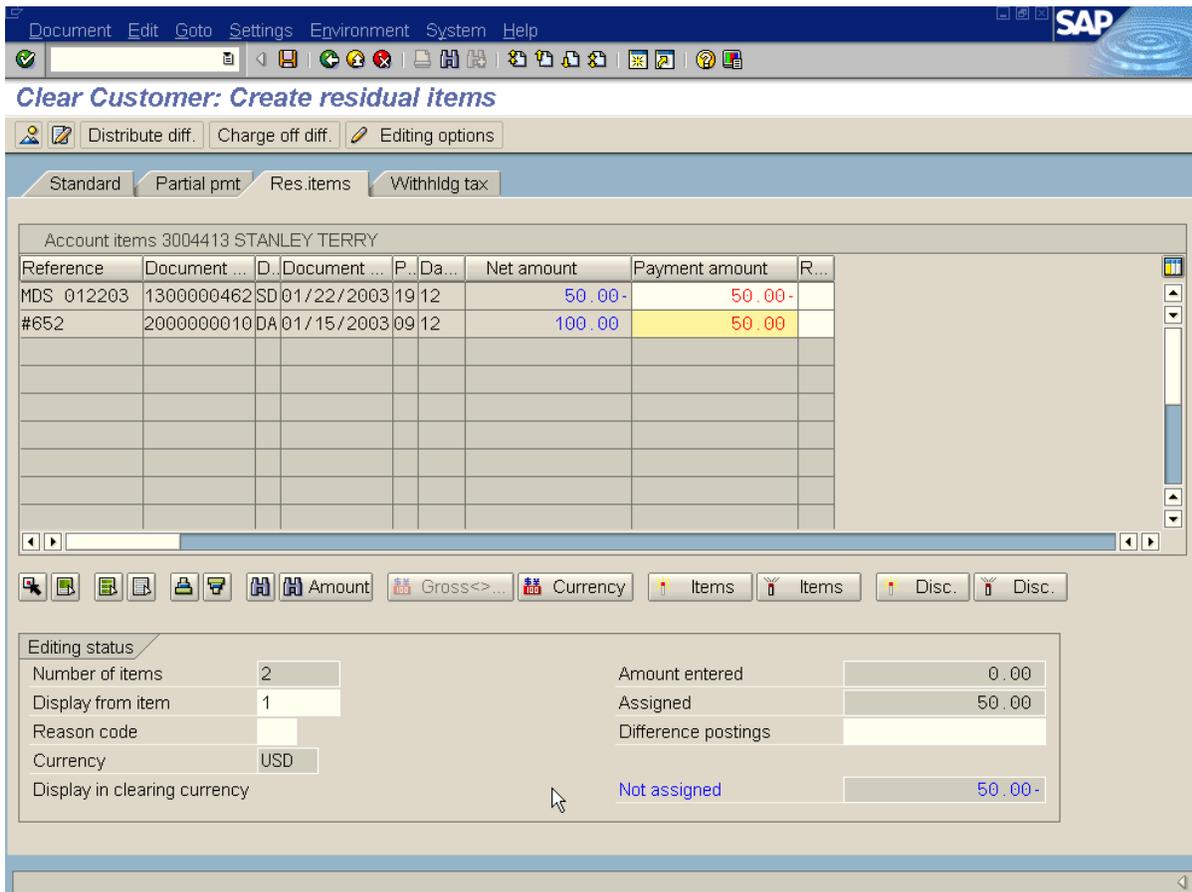
The Opening screen: Clear Customer: Header Data

Use the following table for guidance in filling out this initial screen:

The Field Name	The Proper Entry
Account	Customer Number
Clearing Date	Enter today's date
Company code	The four digit Company code
Special G/L ind.	Enter "Special GL indicator if needed" (Example is a Returned Check partial payment clearing)

Click on the Process open items  push button.

Once you have the expected open items on the screen, you can proceed to clear them. Make sure the open items are highlighted (either red or blue). They may appear this way when you first see the screen, or you may have to select them manually by double-clicking on each item individually. You will notice that there is an “out of balance” condition when we open the first screen and to properly clear this transaction, we must adjust the way the system will clear the selected open items. We also call this a partial clearing.

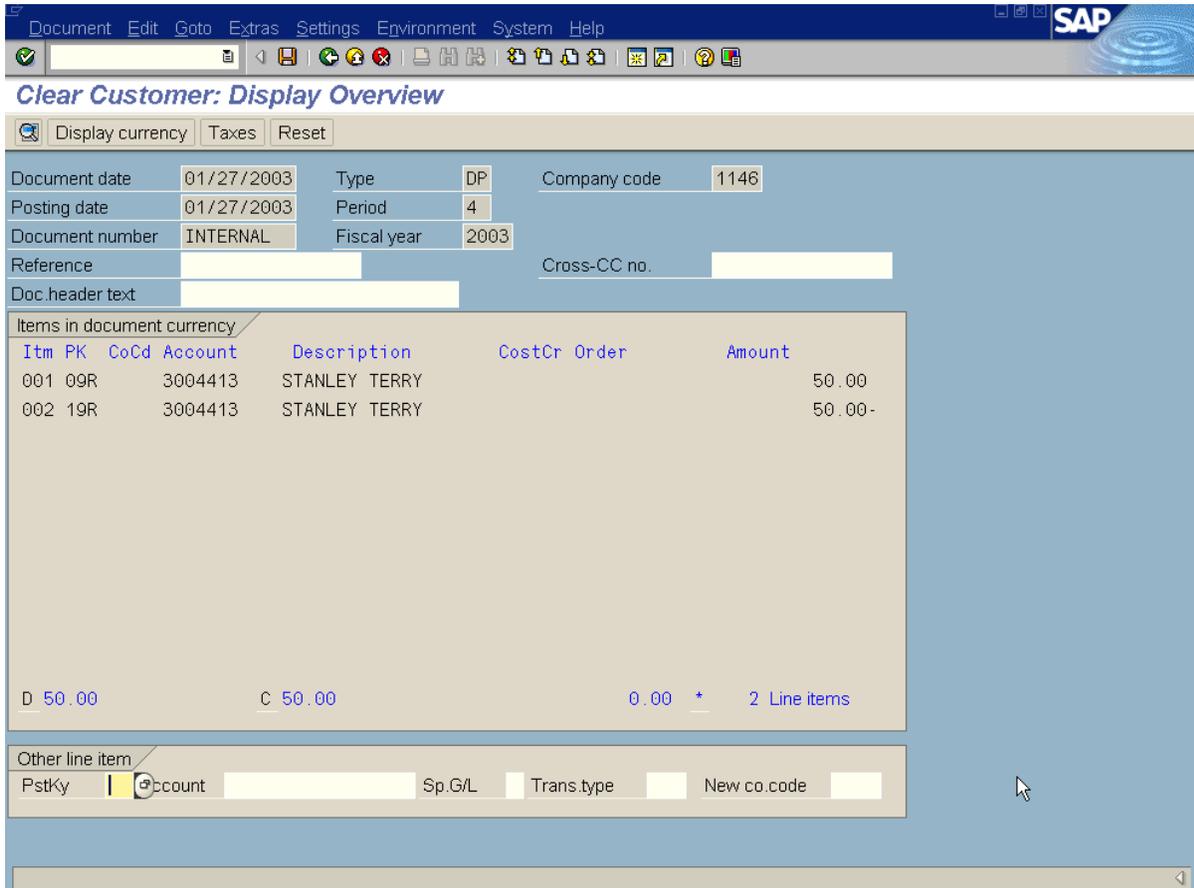


To do this follow the steps outlined below:

1. Click on the Residual Items tab, labeled **Res. Items**.
2. Notice that the two line items are not equal. In our example, the 09 entry is \$100.00 and the 19 entry (partial payment) is \$50.00.
3. Click on the column labeled **Payment Amount** for each item.. The 09 line payment amount must be changed to 50.00 the amount of the payment. Note that the “sign” when changing the **Payment Amount**.
4. At this point we may click the “Document Overview” push-button  to check the equality of the transactions. This will show a blank window with no details on it.

Choose the menu path Document > Simulate and the system calculate and create the necessary residual item amount. In the example, a residual item for \$50.00 was created.

Notice the screen below. You will need to correct the marked items (your new residual item). Double-click on the entry that you need to change.



IMPORTANT (when clearing Returned Checks): It is necessary to make these changes to ensure that all reports and the aging processes are correct.

Returned checks: Re-enter the Reference field with the check number, Doc Header Text with Bank name and Text field with Reason the bank returned the check. **IMPORTANT:** Change the DUE ON DATE to the original date of returned check so that aging is correct.

Regular Invoices: Re-enter reference and text fields as were entered on original invoice. Change Bline Date to the date of original invoice and change payment terms to NET DUE IMMEDIATELY so the aging will be correct.

Now click on the “Document Overview” push-button  to return to the Document Overview screen.

As you can see from the Display Overview screen the Debits now equal the Credits and the document can be saved by clicking on the “Save”  icon. Of course, the 10-digit document number should be recorded.

Stop: *This concludes Manual Clearing when Payment Amount differs from the Open Item amounts.*





Resetting Cleared Items

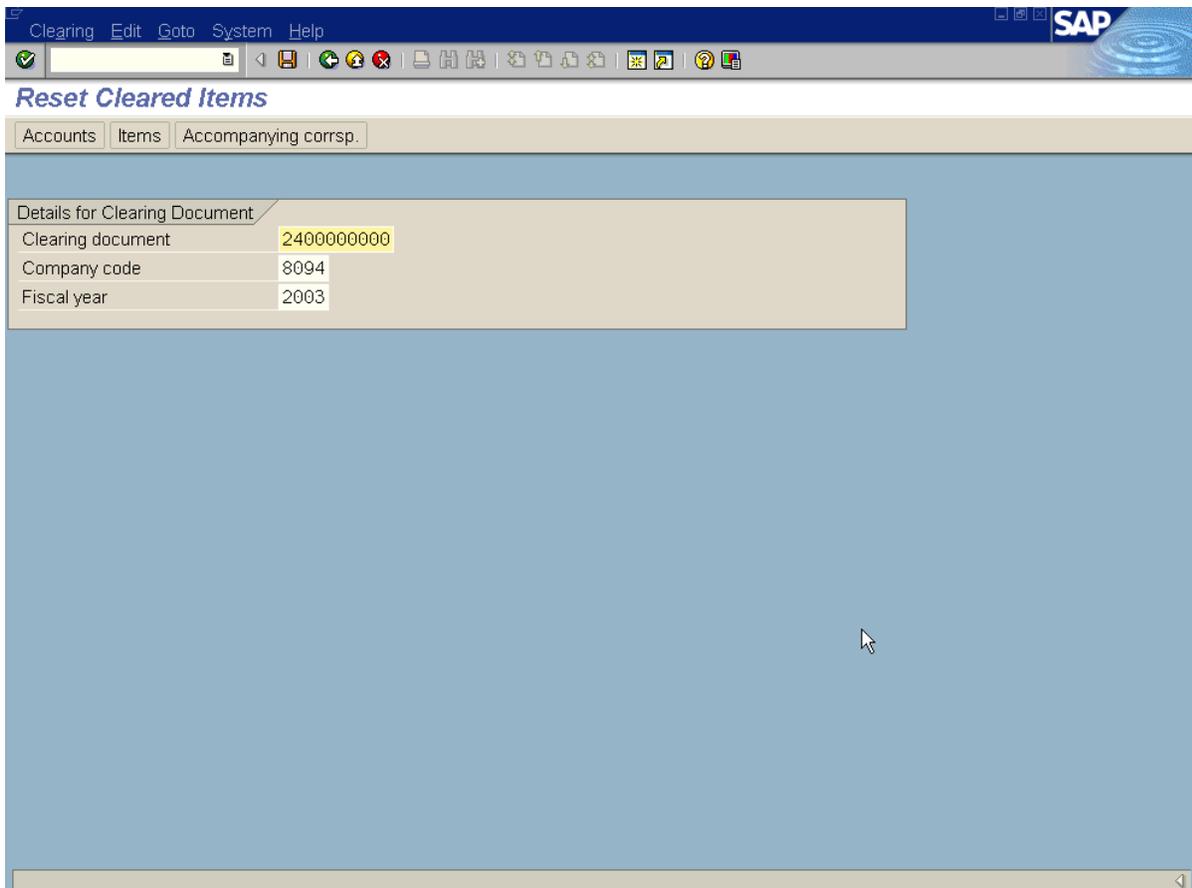
This transaction is used when it is determined that an error has been made after a customer account has been cleared. **If it is determined that you have cleared items incorrectly or matched items incorrectly, you may need to “reset” the clearing process you just completed above.** In effect, this transaction “breaks” the clearing and results in all the items for being reset as “open”. At that time, the correction can be made and items manually cleared again if necessary.

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > DOCUMENT > RESET CLEARED ITEMS**

Transaction Code: **FBRA**

Only cleared posted documents can be reset and cleared.

Initial Screen:



Enter the following data:

Clearing Document:	Enter Document number to be cleared
Company Code:	Enter Company code
Fiscal Year:	Enter Fiscal Year

To review the items to be reset, click on “Items”

If you are sure you want to reset the cleared items, click on the green back arrow button 

To review the accounts affected (customer accounts), click on “Accounts”

Press the Enter key or click the green checkmark icon  to continue.

Click on the SAVE Button  to reset clearing

The Document' s clearing reset has been reset.



Dunning Procedure 2000

Dunning is actually the process by which you “bill” or “invoice” a customer for past due items. This process results in the production of a DD139 for garnishment of wages. At MWR, VQ, NFC, and CIVNAFI, **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, VQ, NFC, and CIVMWR for retrieval of bad checks is as follows:

- **Step 1:** Phone call to customer on receipt of bad check – at this stage, perform the journal posting outlined in section on Returned Checks
- **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)

REMINDER:

CHANGE THE CUSTOMER MASTER RECORDS TO INCLUDE C.O. ADDRESS, PAYMASTER ADDRESS, DISBURSING OFFICER NAME, ETC. BEFORE PRINTING OUT DUNNING LETTERS FOR LEVELS 2, 4, and 5. SEE THE PROCEDURE ON PAGE III-141

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)

This process is an external process.

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



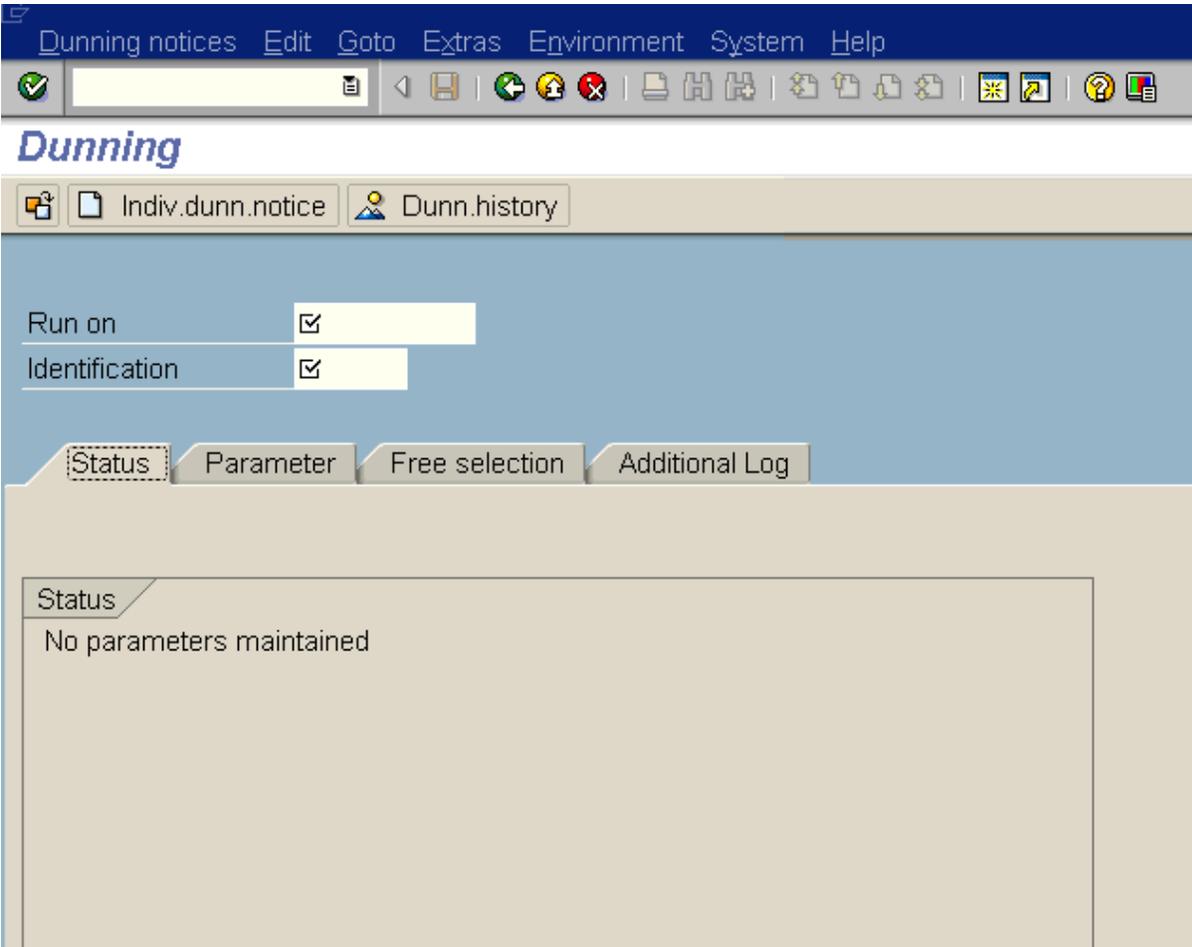
NOTE: Before starting, the military customer must have the Dunning procedure 2000 filled in on the customer master record, as indicated below. Also, note that if the Grouping key is entered as 01, then when dunning occurs, each open item that qualifies for dunning will be processed on a separate dunning 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.

DUNNING PROCESS

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > PERIODIC PROCESSING > DUNNING**

Transaction Code: **F150**

Initial Screen:



Run Date is today's date (must be manually entered in this field). **Identification** will be similar to the abbreviations used on the check run plus 001 or 01, (depending on the length of the abbreviation since the field is 6 characters in length). If it is the first run of the day, 002 if it is the second run of the day, etc. The abbreviations are as follows:

Region	Identification
Jacksonville MWR	JAXM01
Jacksonville NFC	JAXF01
Seattle (CNRNW) MWR	SEA001
Seattle NFC	SEAF01
Mid Atlantic Region MWR	MIDM01
CNRSW MWR Metro	SDGM01
CNRSW MWR OTH	SDGO01
CNRSW MTP (Tickets)	SDGT01
CNRSW Balboa Hospital	SDGH01
CNRSW CDC	SDGC01
Great Lakes MWR	GLK001
Navy Region Northeast	NNE001
NSA Mid-South	MDS001
Pensacola MWR	PEN001
CNR Hawaii MWR	HWI001
Central Fund Accounting	CFA001



NOTE: Whenever you schedule more than one dunning run a day, the "Identification" number must change. You may run several dunning runs on the same date but the "Identification" name must be different as well as certain parameters such as the "Dunning Date" and "Documents Posted up to" date.

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:

The screenshot shows the SAP 'Dunning: Parameters' screen. At the top, there is a menu bar with options: 'Dunning notices', 'Edit', 'Goto', 'Extras', 'Environment', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main area has a title bar 'Dunning: Parameters' and two tabs: 'Indiv.dunn.notice' and 'Dunn.history'. The 'Indiv.dunn.notice' tab is active. The screen displays several input fields: 'Run on' (01/27/2003), 'Identification' (MDS001), 'Dunning date' (01/27/03), 'Docmnts posted up to' (01/27/03), 'Company code' (1146), 'Customer' (1), and 'Vendor'. There are also 'to' fields and drop-down menus for company codes and customer numbers.

Enter the following data:

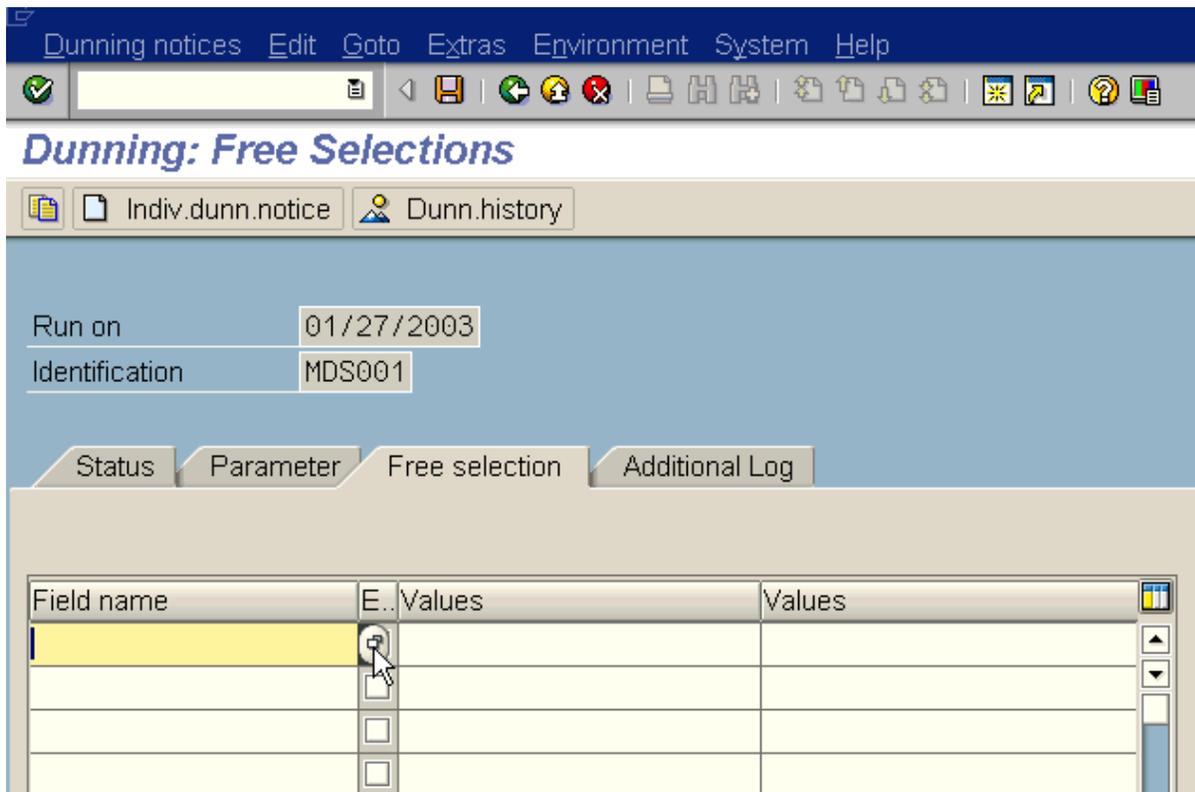
Dunning Date: Today's date
Documents posted up to: This date defines the period covered in the dunning run.
Company Codes: XXXX
Customers from: 1
Customers to: 9999999999



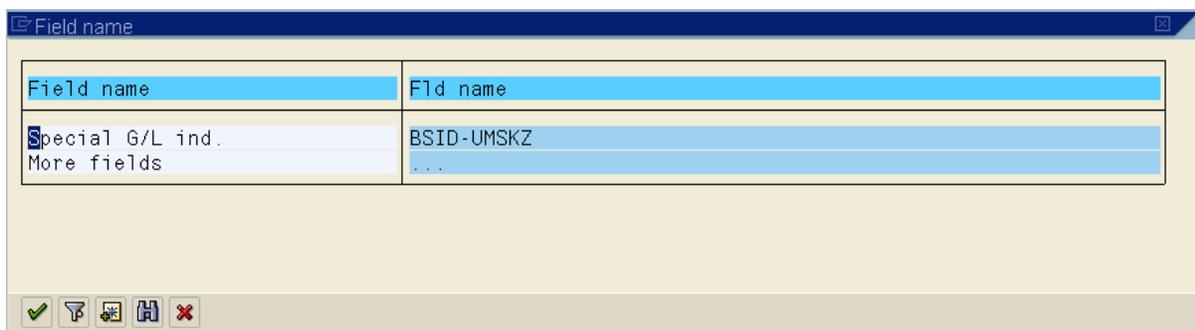
NOTE: The above example will run the dunning program for all customers in that company code. To run a dunning on a single customer, just enter the customer's account number in the "Customers from" field. To run a dunning on a select series of customers, enter the appropriate range of customer numbers.

Click on **"Free Selection" tab**. Enter the following information in order to dun Returned Checks customers only.

In the field name, click on the drop down menu



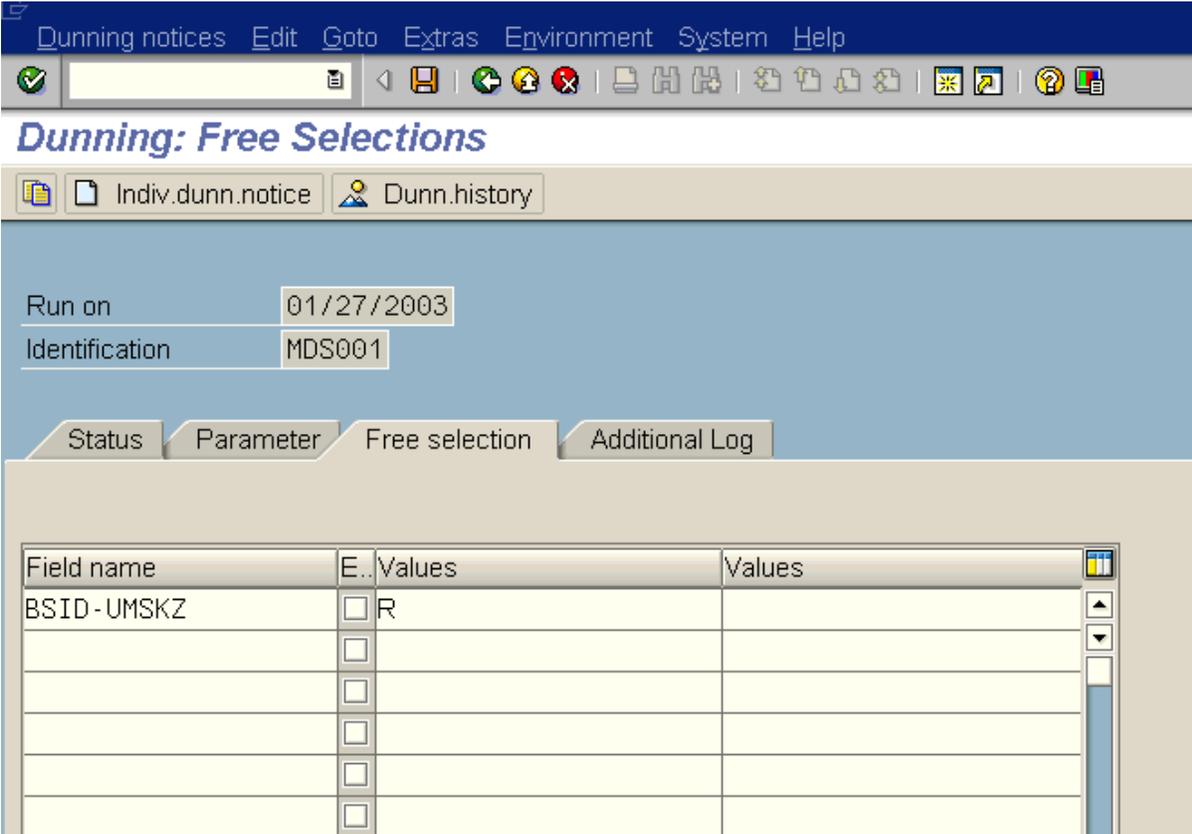
The next screen appears. Select the Special G/L Ind BSID-UMSKZ from the list.





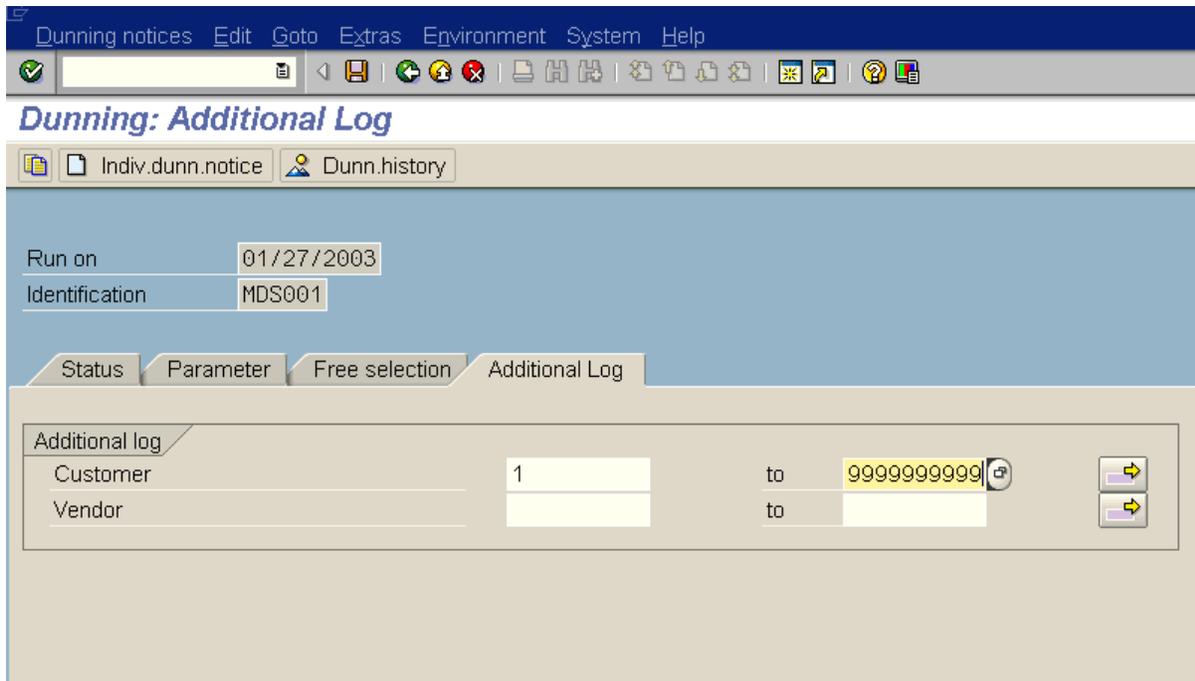
Click the green checkmark icon to continue.

On the next screen, type in “ R” in the Values section



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

Financial and Controlling

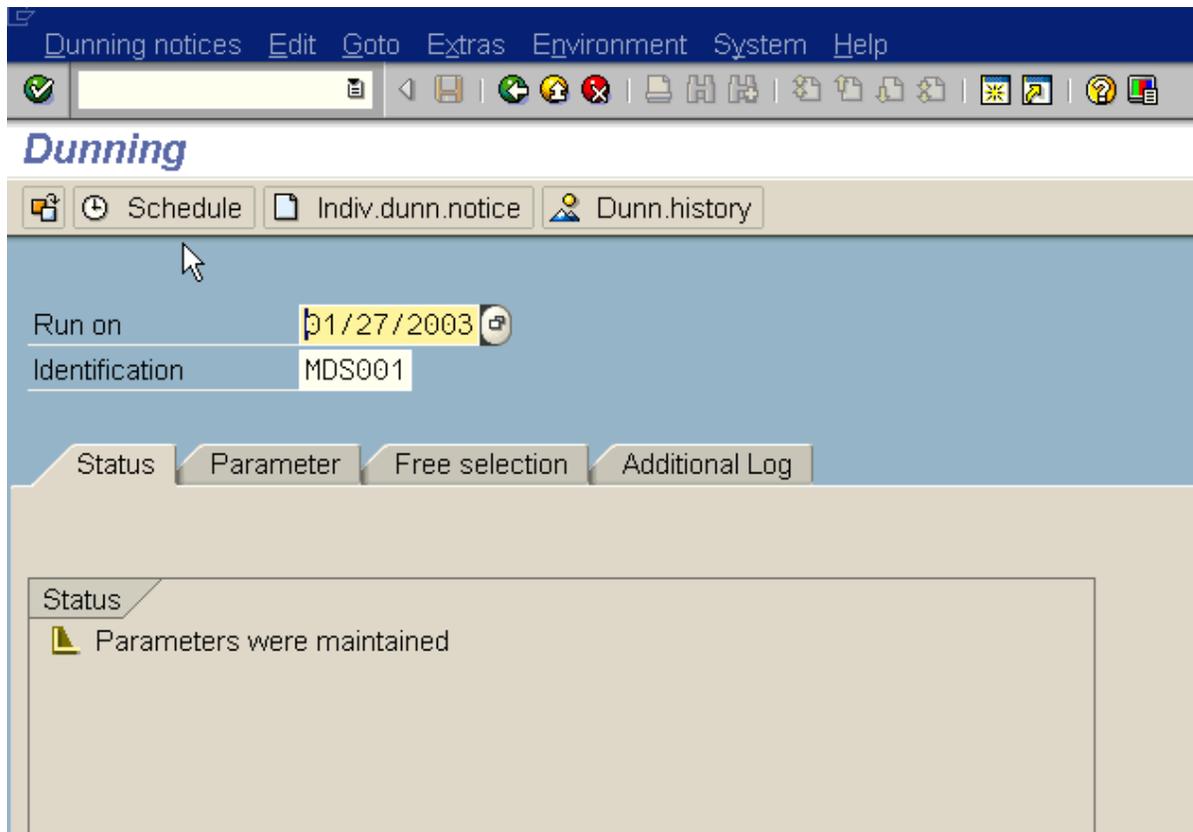


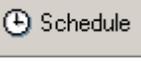
The screenshot shows the SAP 'Dunning: Additional Log' interface. At the top, there is a menu bar with options: Dunning notices, Edit, Goto, Extras, Environment, System, and Help. Below the menu is a toolbar with various icons. The main title is 'Dunning: Additional Log'. There are two tabs: 'Indiv.dunn.notice' and 'Dunn.history'. The 'Run on' field is set to '01/27/2003' and the 'Identification' field is set to 'MDS001'. Below this, there are four tabs: 'Status', 'Parameter', 'Free selection', and 'Additional Log'. The 'Additional Log' tab is active. It contains a table with two rows: 'Customer' and 'Vendor'. The 'Customer' row has a value of '1' in the first column and '9999999999' in the second column, with a 'to' label between them. The 'Vendor' row has an empty first column and an empty second column, also with a 'to' label between them. There are two right-pointing arrow buttons on the right side of the table.

Click on the SAVE Button .

Click on 'Status' tab.

The screen will now appear as follows:

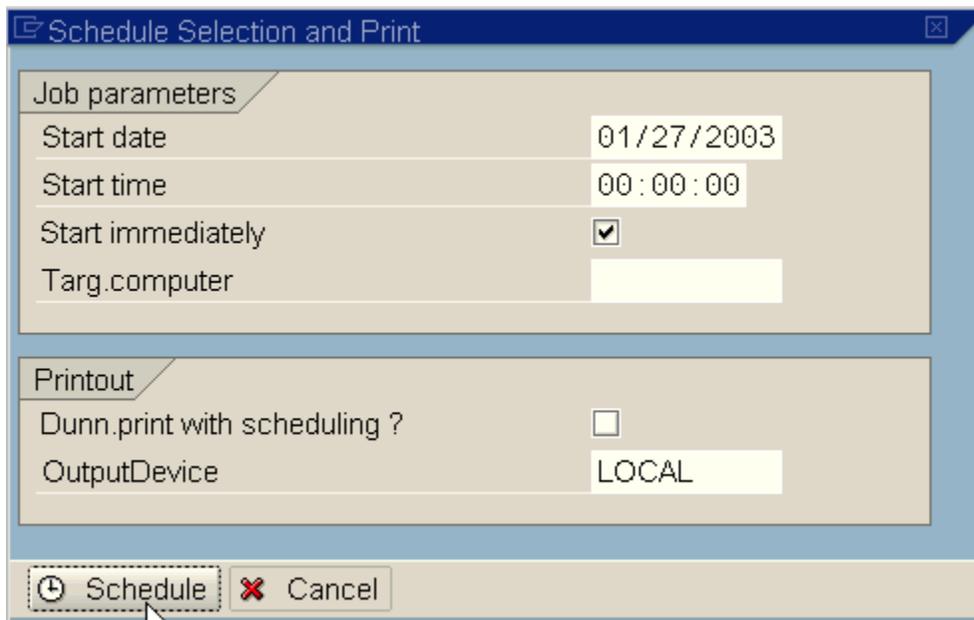


Click on  button.

Verify the correct date and time

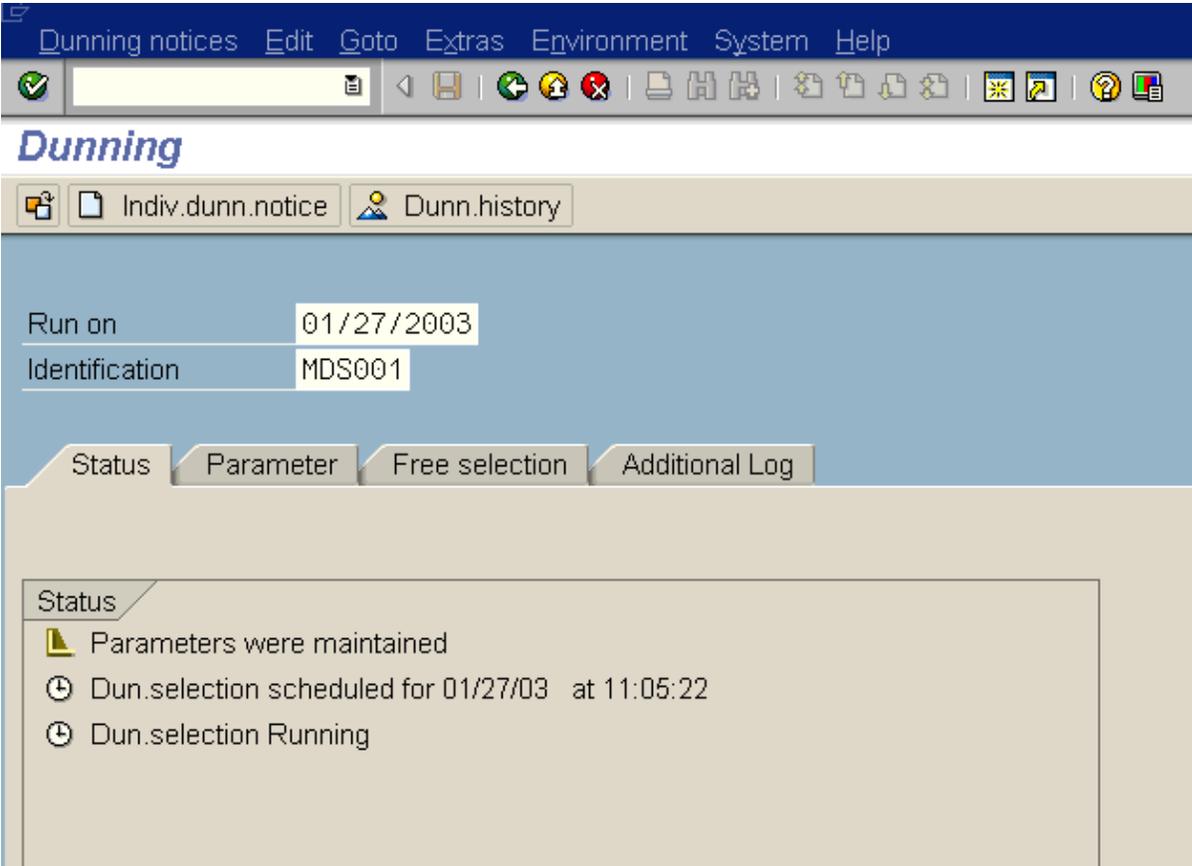
Click in “Start immediately” checkbox field

Enter printer name (Output Device). Click on the ‘**Start Immediately**’ field when you select the printer.



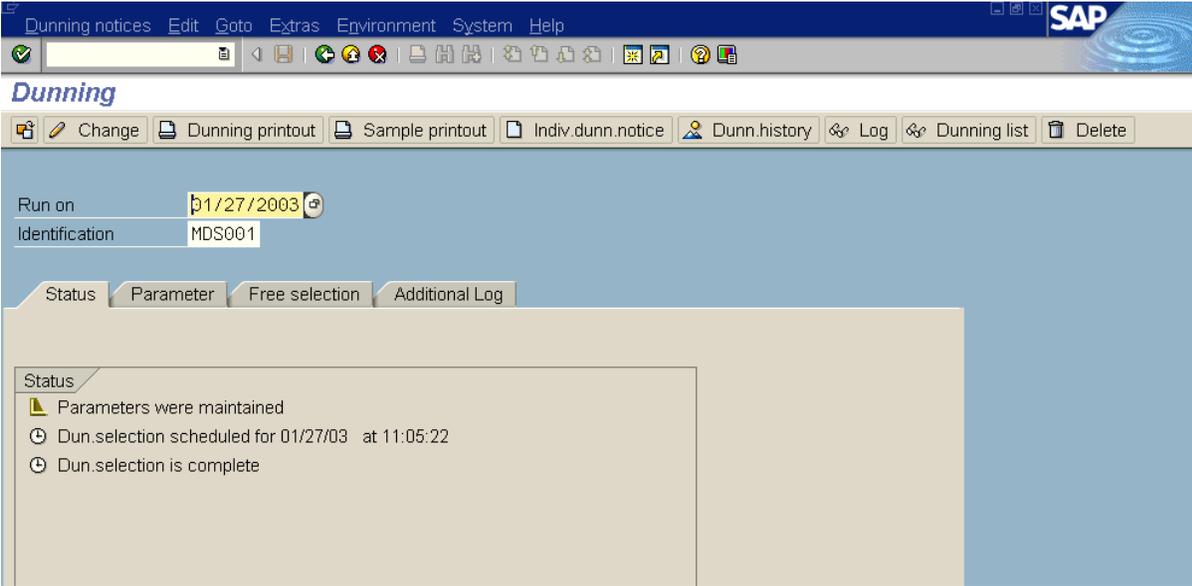
Press the  icon.

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:



BEFORE YOU SCHEDULE PRINTING, CHANGE THE CUSTOMER MASTER RECORD TO ENTER NECESSARY FIELDS IN DUNNING DOCUMENTS.

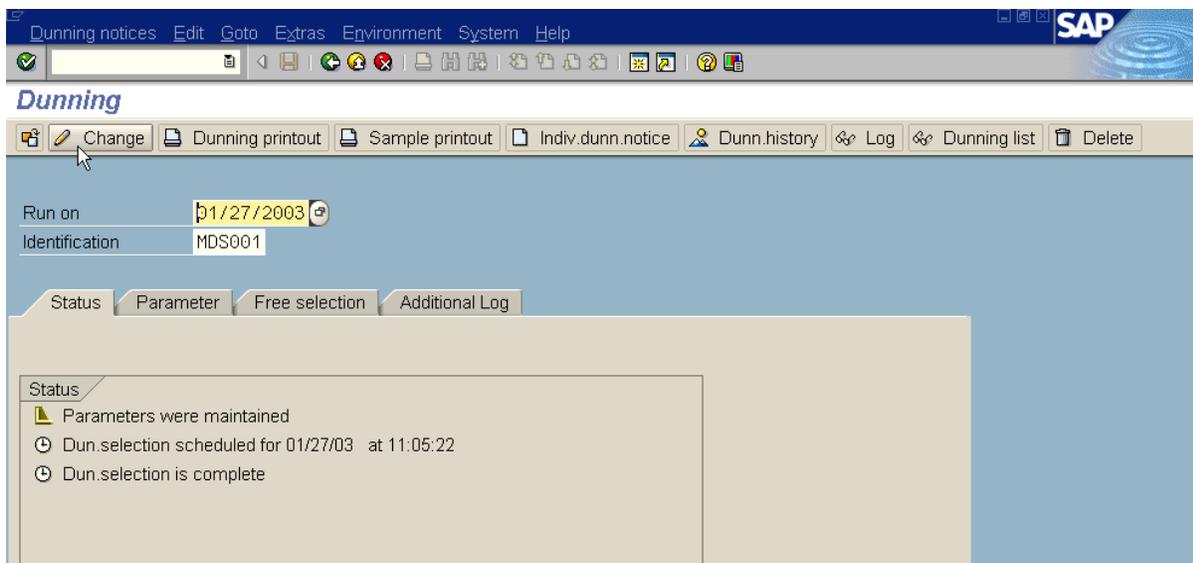
CHANGING CUSTOMER MASTER RECORDS FOR DUNNING

Before dunning printing can take place, you first have to change the customer master record in order to add the Commanding Officer's address, Paymaster address, Accountable Duty Officer's name, and the Certifying Officer's name into the Dunning letters.

You have to enter the appropriate names and addresses for your base in order for them to appear on the dunning letters and the DD139.

The changes to the Customer Master Records can be done from the Dunning run after the run has been scheduled.

From the following screen the first step is to click on the Change Icon: 



This will bring up the following screen:

Run date 01/27/2003
Identification MDS001

General selections

Account type (D/K)		to		→
Company code	1146	to		→
Customer number		to		→
Vendor number		to		→
Accounting clerk		to		→
Dunning level		to		→
Dunning area		to		→

Check account long text
 Check document long text

The only field that you need to enter here is the company code that is being dunned.

Then you can click the execute icon.

A list of the customers to be dunned in this Dunning Run should appear as shown on the screen below.

Doc.no.	Year	Itm	Net due date	Arrers	Old dunLe	Dunn.lev.	Block	C	T	Amount in FC	Curr.
D 3004369	1146					1					
9900000552	2003	1	10/11/2002	108			1	X		86.00	USD
* Tot										86.00	USD
D 3004369	1146					1					
9900000555	2003	1	10/31/2002	88			1	X		104.00	USD
* Tot										104.00	USD
D 3004369	1146					1					
9900000558	2003	1	10/31/2002	88			1	X		104.00	USD
* Tot										104.00	USD
D 3004369	1146					1					
9900000559	2003	1	10/31/2002	88			1	X		21.00	USD
* Tot										21.00	USD
D 3004374	1146					1					

To change the master record of these customers, click one time on the peach line containing the customer number of the customer whose master record you wish to change. Then click on the change master data icon:



This will take you directly into the Master record of this customer and you can then change the texts to add the different names and addresses necessary as well as making sure that the proper information has been entered for the dunning of this particular customer.

On the Correspondence tab, ensure that “Dunning process 2000” has been entered as well as “Grouping Key 01”.

*** **Another option** is to open another session and go to T-Code XD02 – Change Customer Master Record. The same changes to the texts can be made from the master records. It is important to do this before scheduling the print job so that all the proper dunning information will default into the letters correctly.

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Customer 3004369 CHERRY PHILLIP MILLINGTON
Company code 1146 MWR NSA MIDSOUTH

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

Dunning areas..

Correspondence

Act.clk tel.no.		Acct statement	2
Clerk's fax			
Clrk's internet			
Account memo			

Then click on “Extras” and select “Texts”.

Customer 3004369 CHERRY PHILLIP MILLINGTON
Company code 1146 MWR NSA MIDSOUTH

Account management Payment transactions Correspondence

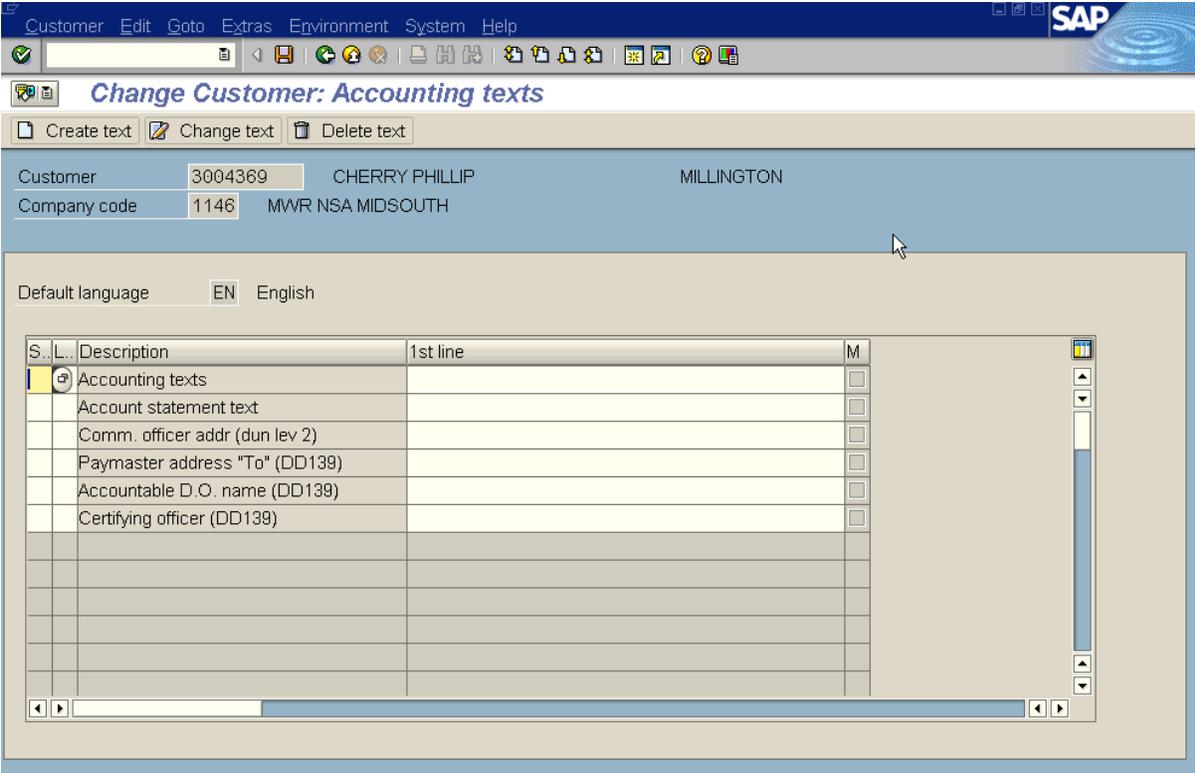
Dunning data

Dunn.procedure	2000	Dunning block	
Dunn.recipient		Leg.dunn.proc.	
Last dunned		Dunning level	

Correspondence

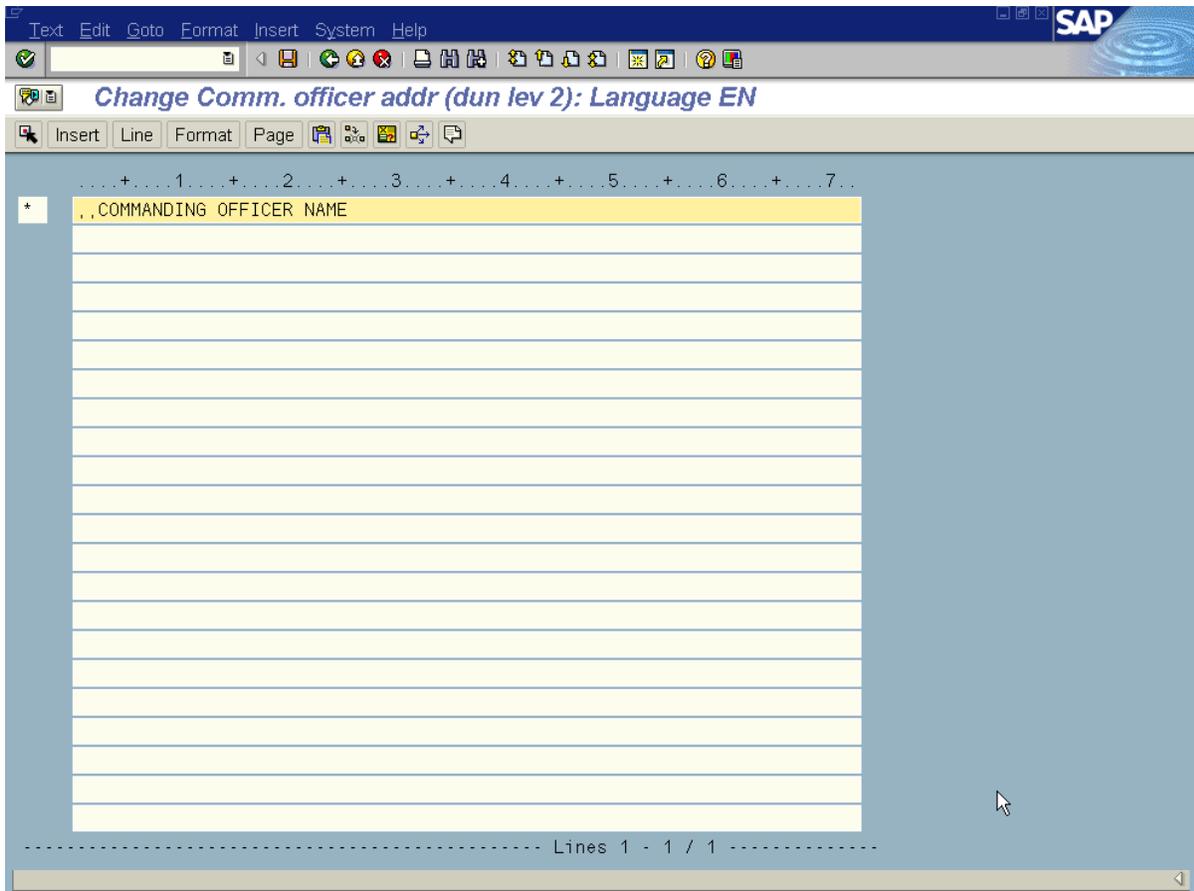
Act.clk tel.no.		Acct statement	2
Clerk's fax			
Clrk's internet			
Account memo			

The following screen will appear: “Accounting texts” Screen



The last four lines (*Comm. Officer addr, Paymaster address, Accountable D.O. name and Certifying officer*) relate to the dunning process. Double click on Comm. Officer addr (dunning lev 2)

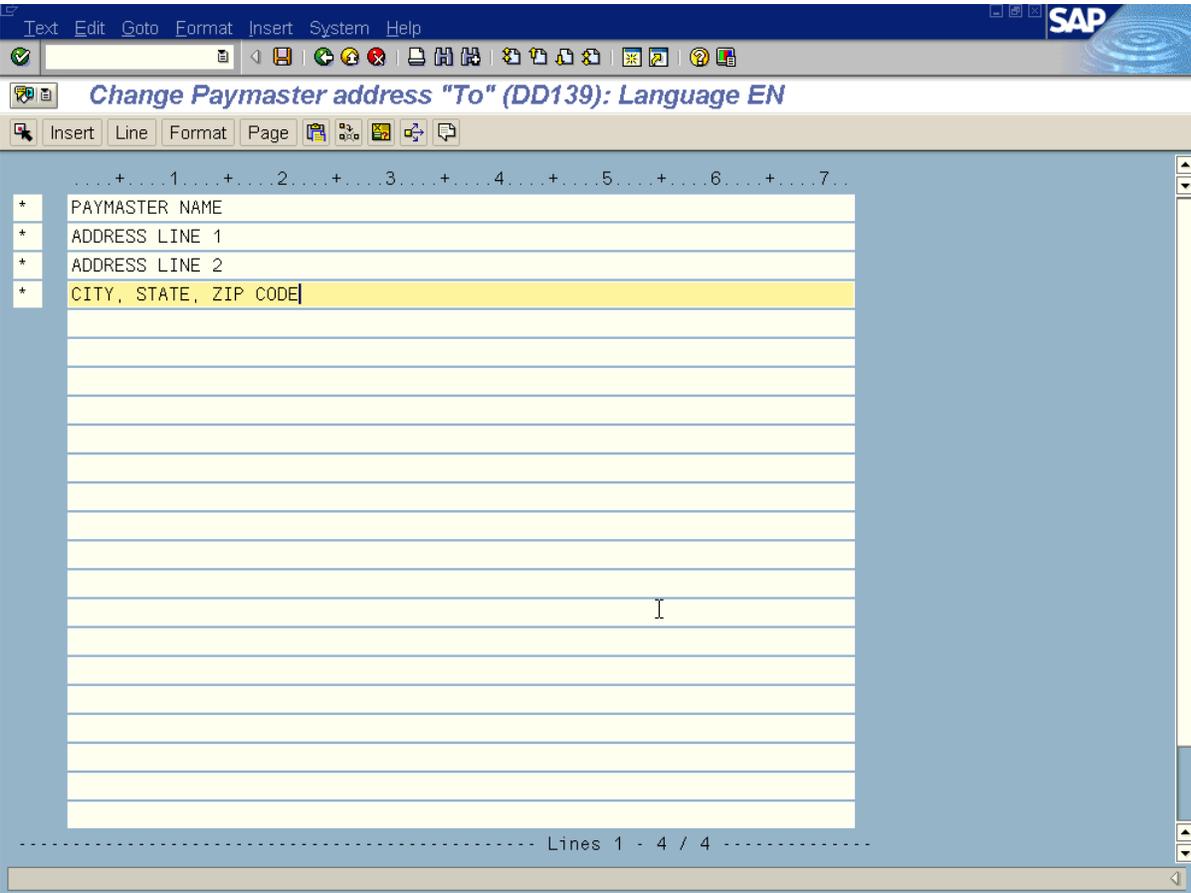
The screen on the following page appears.



The letter to the Commanding Officer is an official piece of Navy Correspondence. Make sure that the screen is in the above format. If it is not, click on GoTo, then Change Editor. It is important to **ADD 2 COMMAS** before entering the appropriate Commanding Officer's name. This will ensure the proper formatting on the letter. Then click SAVE .

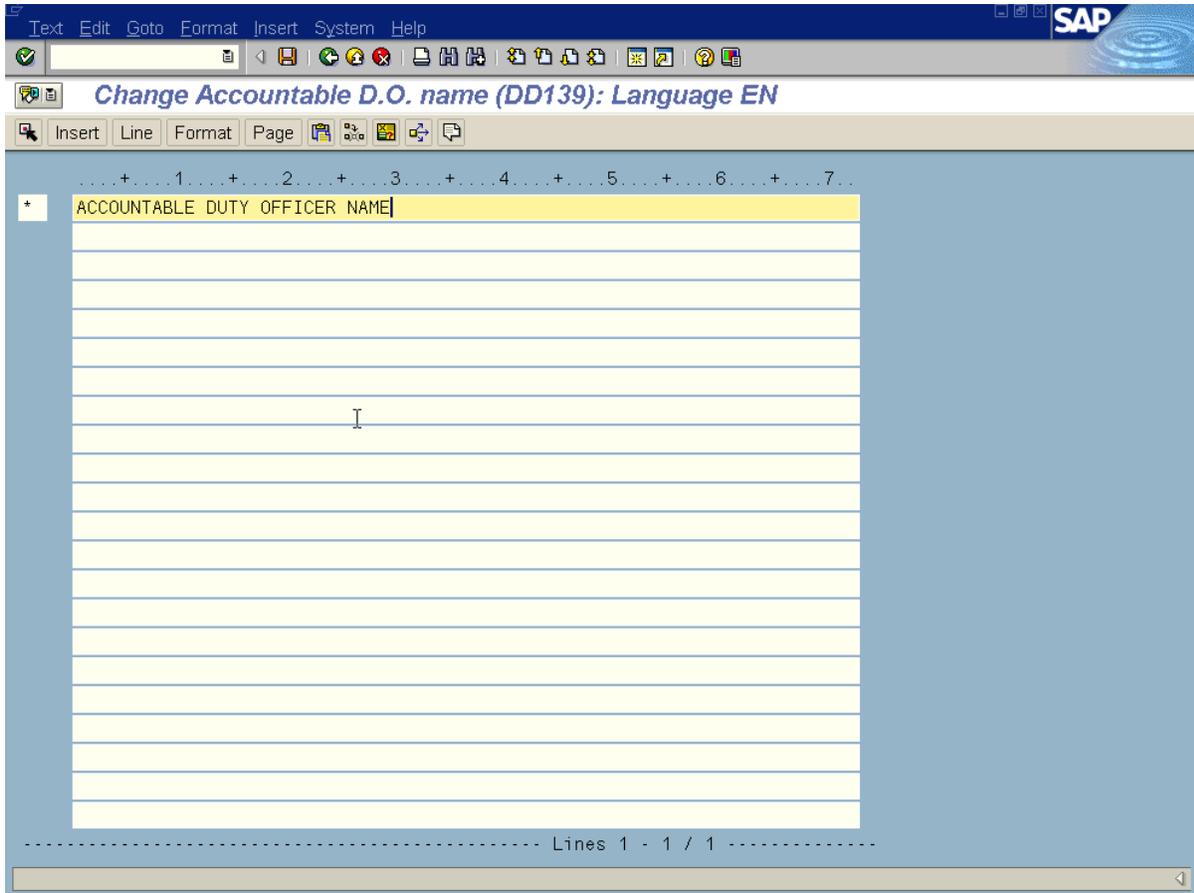
Click on the back green arrow . You will return to the "Accounting texts" screen.

Double-click on the Paymaster address field and the following screen will appear.



Enter the appropriate Paymaster name and address (the address of the Disbursing Officer or PSD where the garnishment is to be submitted.) Click on the Save  icon. Click the back green arrow button. You will return to the "Accounting text" screen.

Then double click on the Accountable D.O name and the following screen appears.



Enter the appropriate Accountable Duty officer name (Disbursing Officer’s name) and click on SAVE . Then click the back green arrow button. You will return to the “Accounting texts” screen.

On the Accounting Texts screen, double-click on the Certifying Officer field and the following screen appears.

The screenshot displays the SAP 'Change Certifying officer (DD139): Language EN' screen. The main area is a text entry field with a yellow background and a blue border. The text 'CERTIFYING OFFICER NAME' is visible at the top of the field, and a cursor is positioned in the middle. The field is divided into seven horizontal sections. The status bar at the bottom of the screen shows 'Lines 1 - 1 / 1'.

Enter the appropriate Certifying officer name (Ex: MWR Director or BQ Director- the individual that must sign the DD139 Form) and click on SAVE  and then click the green arrow button.

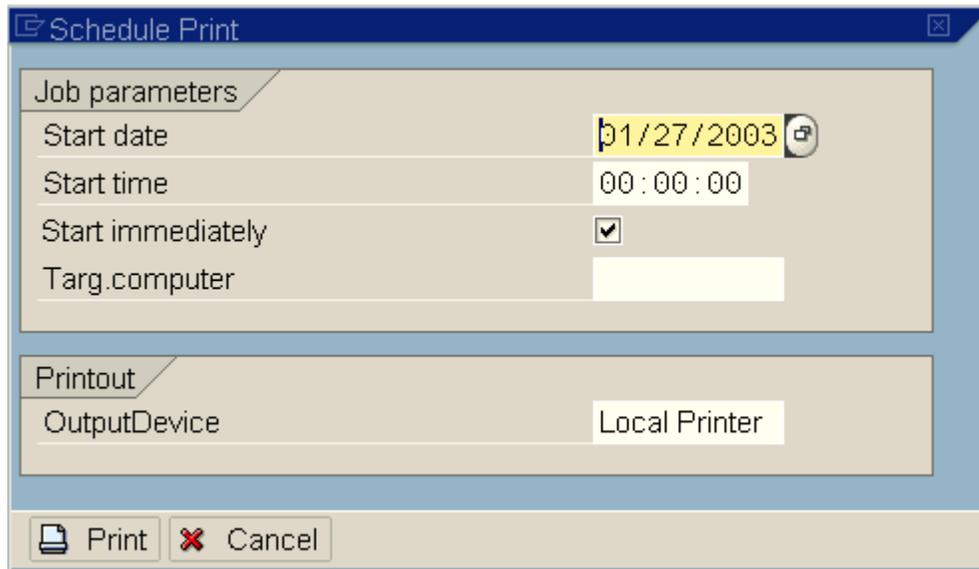
Once you are back to the “Accounting Texts” Screen, **You MUST save the changes made to the customer master record.** Click on SAVE  and you will receive a message that Changes have been made.

To get back to the “Dunning Run” click the green arrow back icon until you are back to the dunning screen.

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

Click on the button that reads  Dunning printout.

The following screen appears



Job parameters	
Start date	01/27/2003
Start time	00:00:00
Start immediately	<input checked="" type="checkbox"/>
Targ.computer	

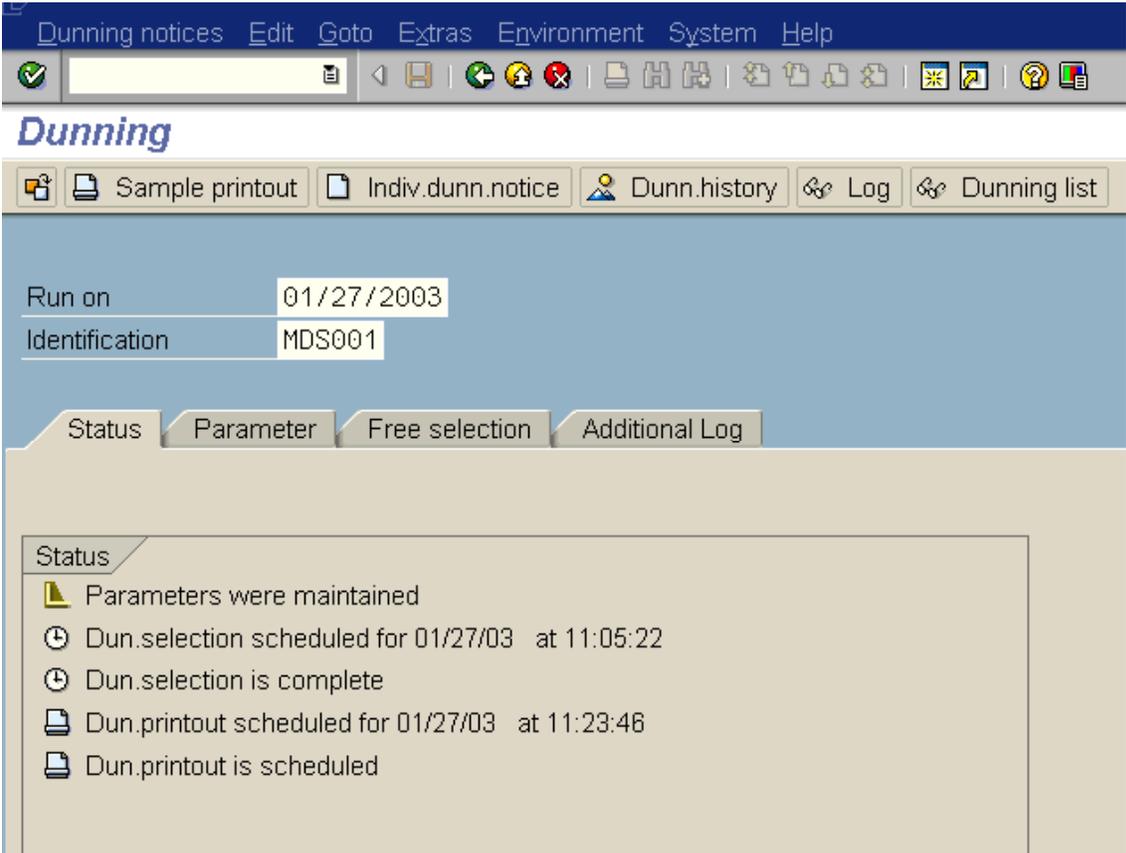
Printout	
OutputDevice	Local Printer

Print Cancel

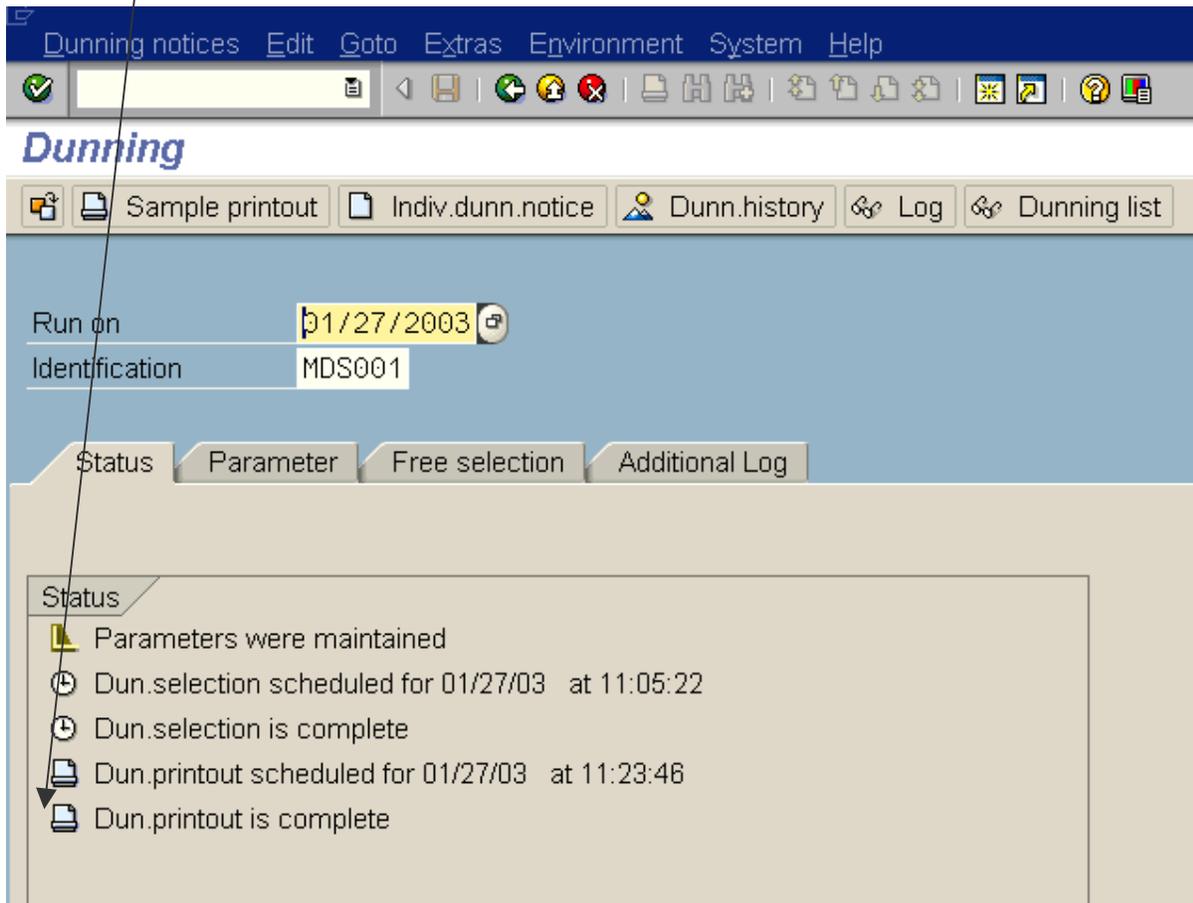
Enter start date, flag the **“Start immediately”** checkbox and enter the printer name(OutputDevice).

Then click on the Print icon.

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



Select **Edit > Refresh** or press Enter until the Status Area message reads “Dun. Printout is complete”



The bottom line above on the screen will then state that Dun. Printout is complete
In order to kick off the print process, you must click on “SYSTEM”, then “OWN SPOOL REQUEST”, the screen on the following page appears.

Select your job and click on “PRINT DIRECTLY”. This will print out the Dunning Letters.

DUNNING EXTRAS

Click the Green Arrow back to the previous screen.

Select **Extras > dunning run log** or click the button  labeled “Log”.

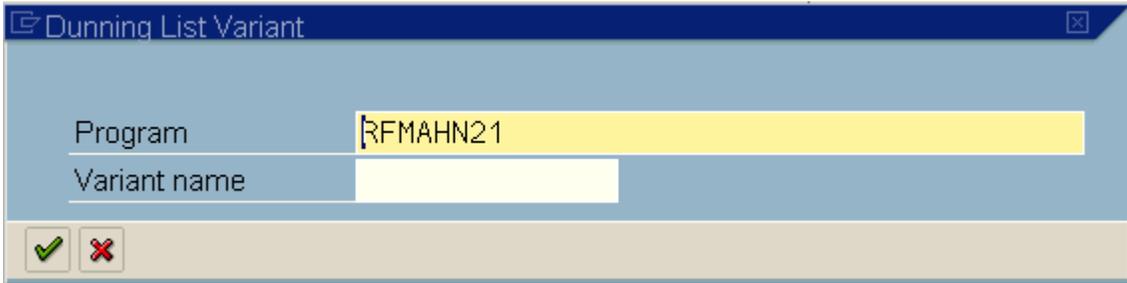
The following is a small extract from the log, showing that customer number XXXXX has been dunned:

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:

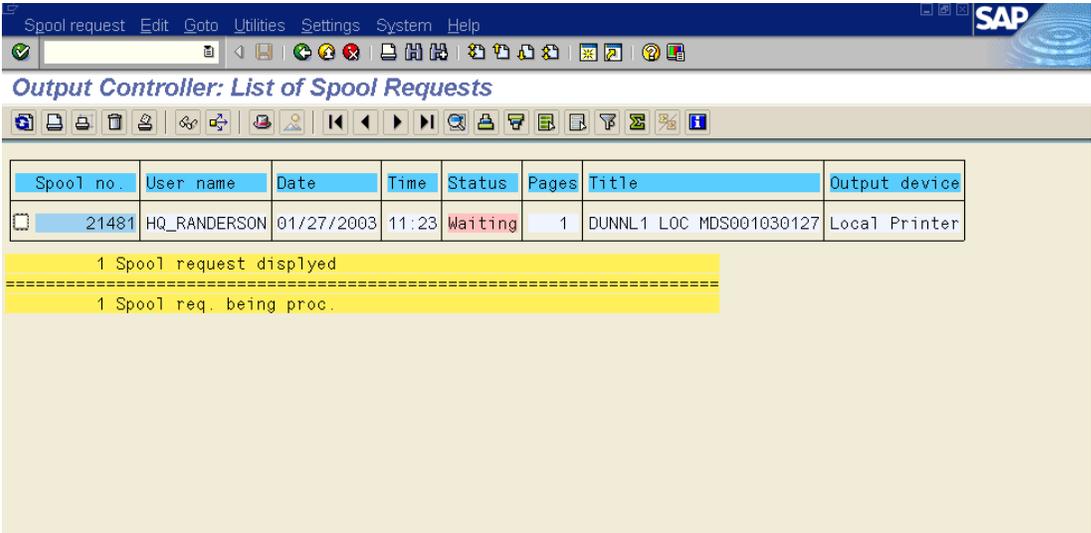
Menu path: **GOTO > DUNNING LIST** or click the button . The following screen appears:



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

Use this list to see the customer and their dunning level in order to determine those customers that require CO address information, etc. entered into their master records.

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.





Dunning Procedure 3000 VQ

Dunning is actually the process by which you “remind” a customer that they have past due items. This process will ensure all steps are taken so the office can produce a DD139 for garnishment of wages for military customers. It will also help in the retrieval of bad debts from civilian customers. At VQ, dunning will be used to attempt debt retrieval on returned checks and other bad debts for the active duty military, retirees and reservists as well as civilians and civilian organizations. For all other groups of customers, an ad hoc statement of the account (account statement) will be produced as required.

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

- **Step 1:** Phone call to customer on receipt of bad check – at this stage, perform the journal posting outlined in section on Returned Checks
- **Step 2:** Letter to customer (+10 days)
- **Step 3:** 2nd Letter to customer (+7 days)
- **Step 4:** Letter to the Commanding Officer (+13 days)
- **Step 5:** Issue DD139 (not produced from SAP) (+10 days)
- **Step 6:** Follow-up on DD139 (dispensing officer) (+45 days)
- **Step 7:** Write-off (after 6 months)

CHANGE THE CUSTOMER MASTER RECORDS TO INCLUDE C.O. ADDRESS, SEE THE PROCEDURE ON PAGE 161

Steps 2-4 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 debt)
- Level 2: 2nd Letter to the customer (+7 days)
- Level 3: Letter to CO (+13 days)

The processing of DD139s will need to be taken care of outside of SAP.

The levels of dunning for civilians are as follows:

- Level 1: Letter to customer (+10 days after receipt of bad debt)
- Level 2: 2nd Letter to customer (+7 days)
- Level 3: This letter will print out for civilians but as they have no CO there will be no one to send it to.

Any further letters sent will not be generated out of SAP. It will be a local business office decision whether or not to continue to send letters to civilian customers who have bad debts with the VQ.



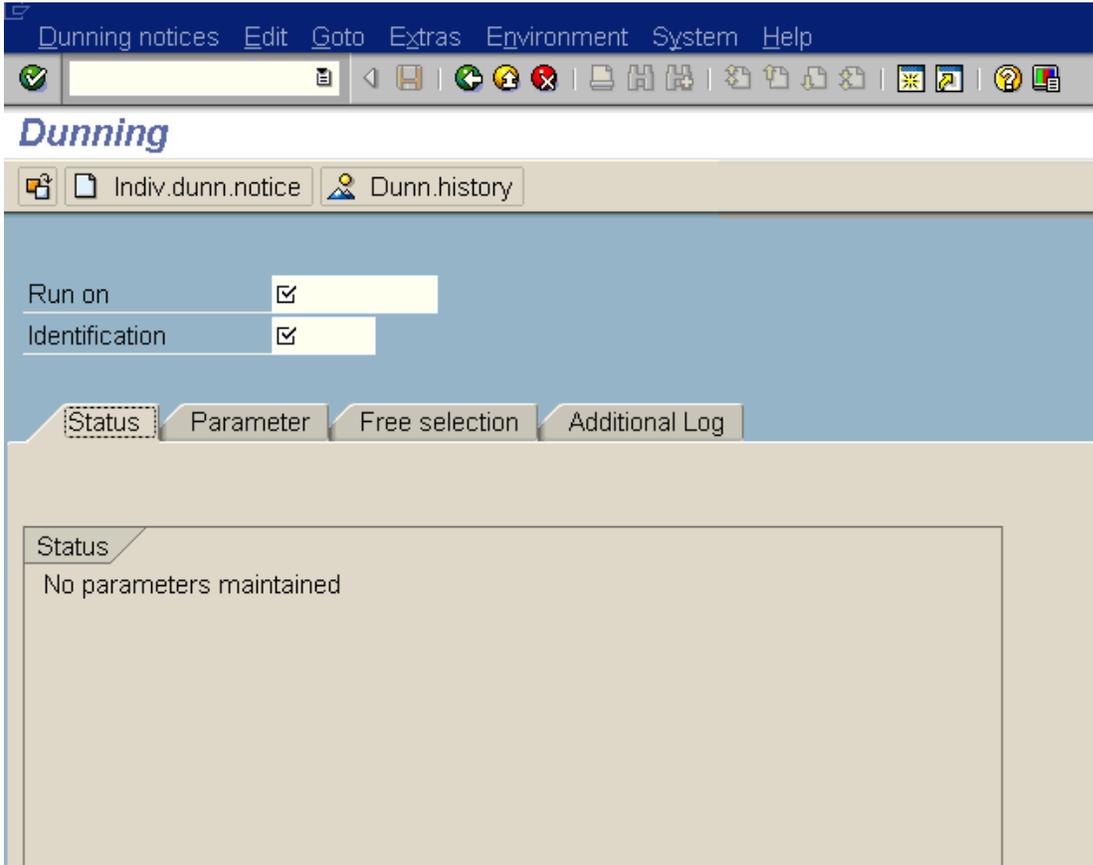
NOTE: Before starting, the customer must have the Dunning procedure 3000 filled in on the customer master record, as indicated below. The Grouping key should be left blank.

DUNNING PROCESS

Menu Path: **ACCOUNTING > FINANCIAL ACCOUNTING > ACCOUNTS RECEIVABLE > PERIODIC PROCESSING > DUNNING**

Transaction Code: **F150**

Initial Screen:



Run Date is today's date (must be manually entered in this field). **Identification** will be similar to the abbreviations used on the check run plus 001 or 01 if it is the first run of the day, 002 if it is the second run of the day, etc. The abbreviations are as follows:

Region	Identification
Jacksonville VQ	JAXV01
Seattle VQ	SEAV01
Mid Atlantic Region VQ	MIDV01
CNRSW VQ	SDGV01
Great Lakes VQ	GLKV01
Navy Region Northeast VQ	NNEV01
Pensacola VQ	PENV01
CNR Hawaii VQ	HWIV01



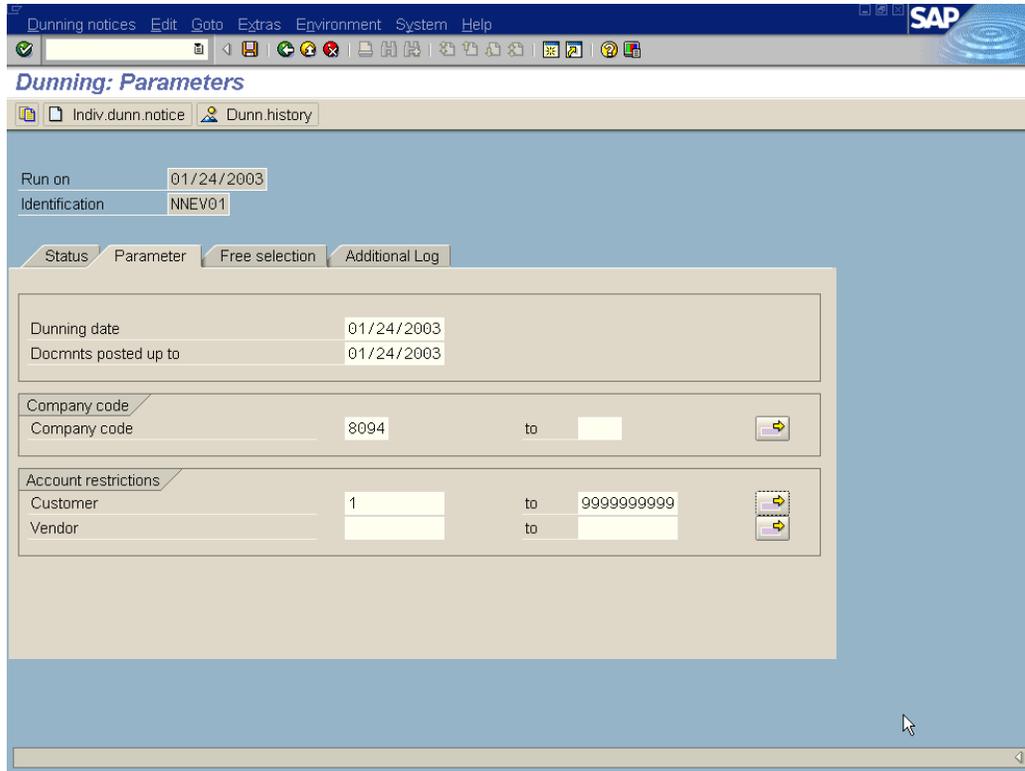
NOTE: Whenever you schedule more than one dunning run a day, the "Identification" number must change. You may run several dunning runs on the same date but the "Identification" name must be different as well as certain parameters such as the "Dunning Date" and "Docmnts Posted up to" date.

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:



Enter the following data:

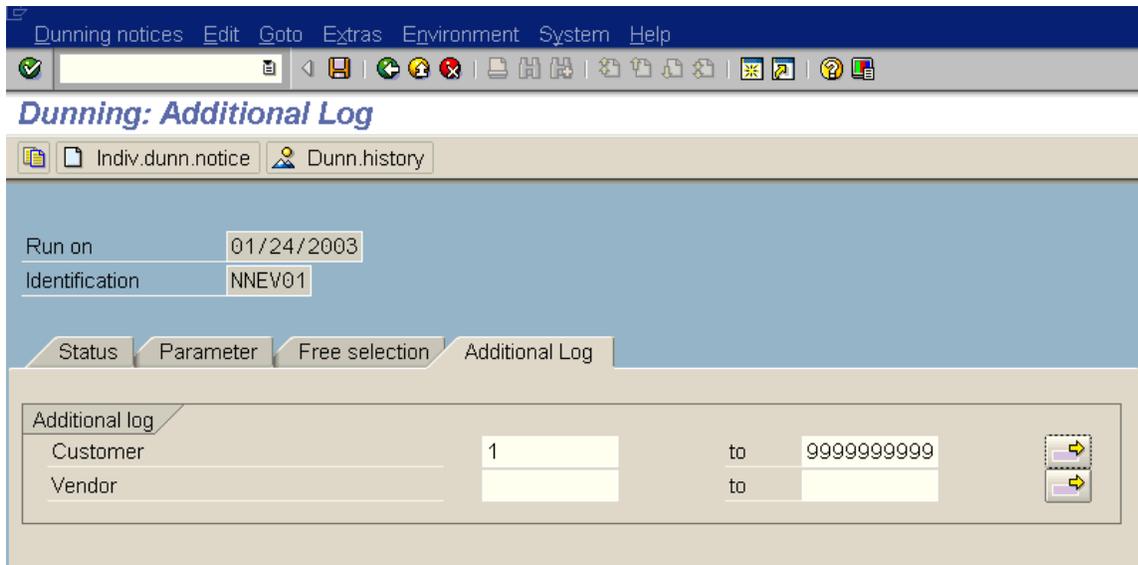
Dunning Date:	Today's date
Documents posted up to:	This date defines the period covered in the dunning run.
Company Codes:	XXXX
Customers from:	1
Customers to:	99999999999



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.

Skip the **“Free Selection”** tab.

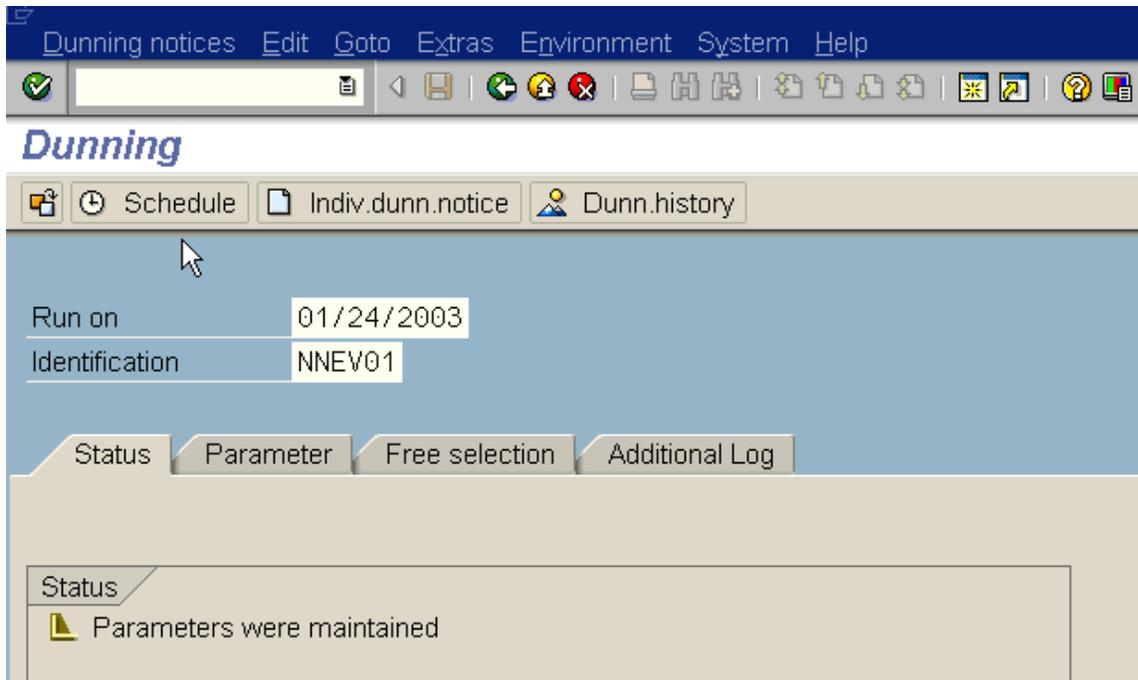
Click on **‘Additional Log’** tab. Enter the range as follows:

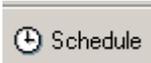


Click on the SAVE Button .

Click on 'Status' tab.

The screen will now appear as follows:

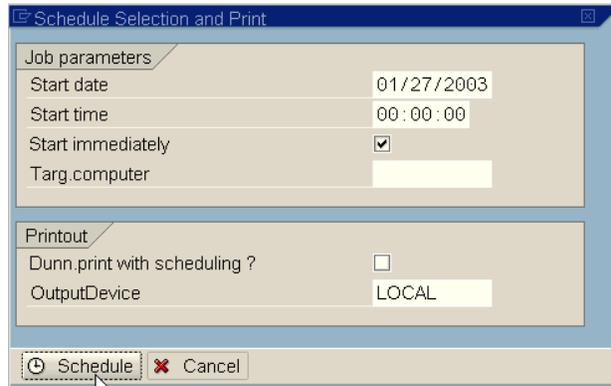


Click on  button.

Verify the correct date and time

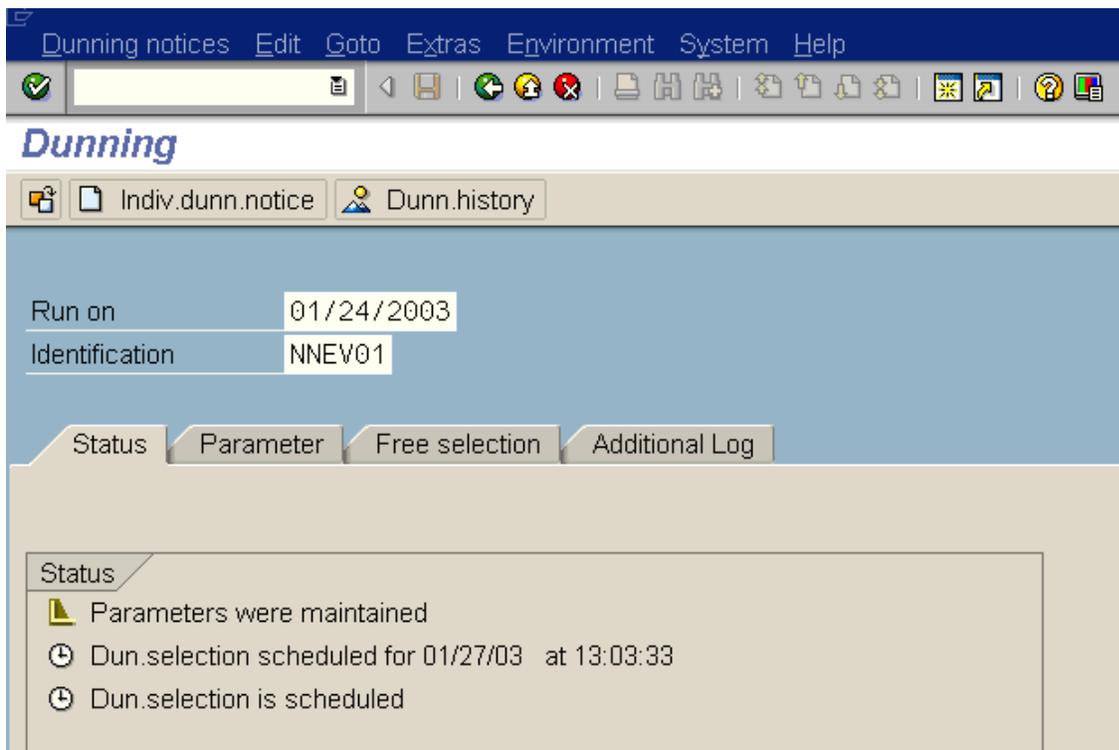
Click in “Start immediately” checkbox field

Enter printer name (Output Device). Click on the ‘Start immediately’ field when you select the printer.



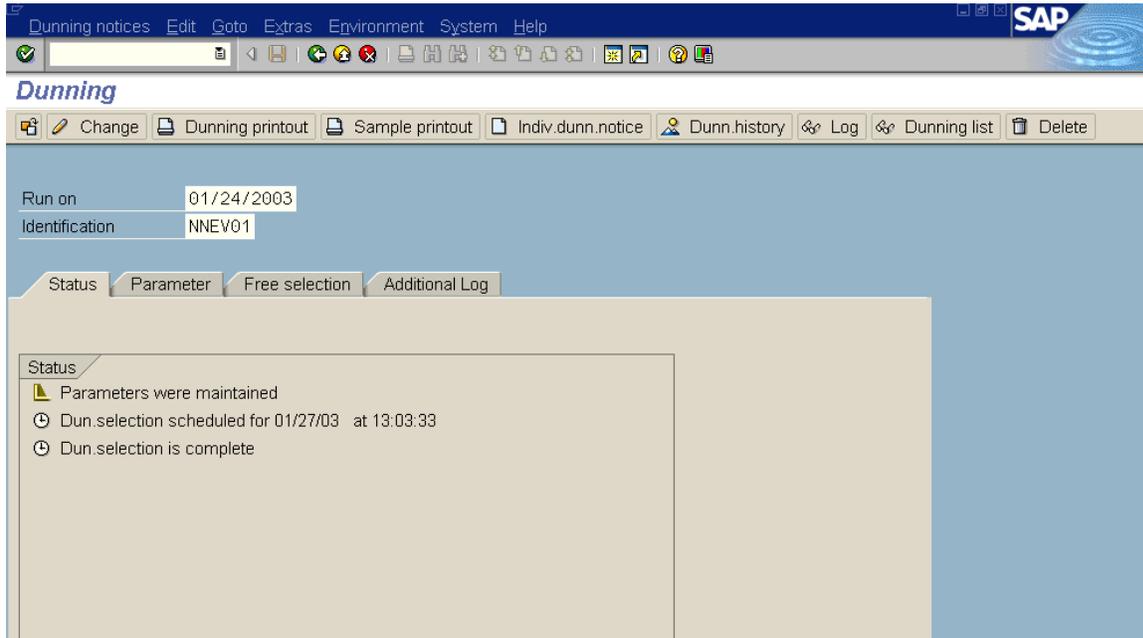
Press the  icon.

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:



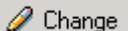
BEFORE YOU SCHEDULE PRINTING, CHANGE THE CUSTOMER MASTER RECORD TO ENTER NECESSARY FIELDS IN DUNNING DOCUMENTS.

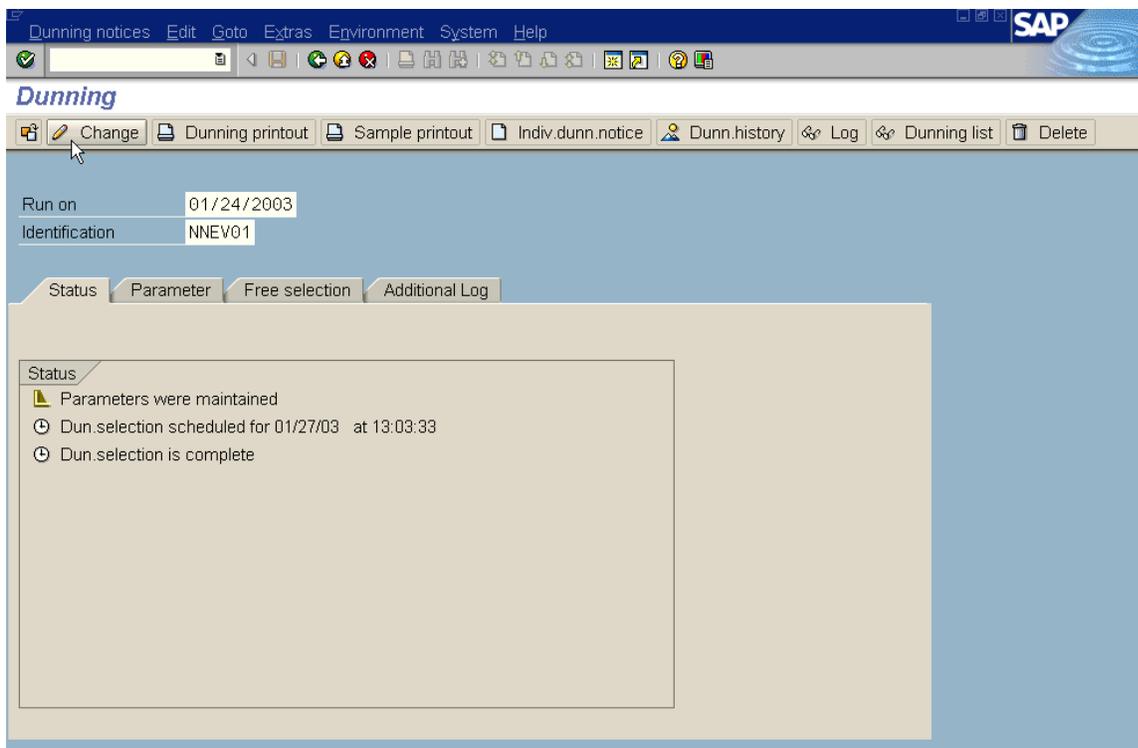
CHANGING CUSTOMER MASTER RECORDS FOR DUNNING

Before dunning printing can take place, you first have to change the customer master record in order to add the Commanding Officer's address, Paymaster address, Accountable Duty Officer's name, and the Certifying Officer's name into the Dunning letters.

You have to enter the appropriate names and addresses for your base in order for them to appear on the dunning letters and the DD139.

The changes to the Customer Master Records can be done from the Dunning run after the run has been scheduled.

From the following screen the first step is to click on the Change Icon: 



This will bring up the following screen:

Program Edit Goto System Help

FI Dunning

Run date: 01/24/2003
 Identification: NNEV01

General selections

Account type (D/K) to
 Company code: 8094 to
 Customer number to
 Vendor number to
 Accounting clerk to
 Dunning level to
 Dunning area to

Check account long text
 Check document long text

The only field that you need to enter here is the company code that is being dunned.

Then you can click the execute icon.

A list of the customers to be dunned in this Dunning Run should appear as shown on the screen below.

List Edit Goto Settings System Help

FI Dunning

Change dunning notice Change master data Change texts

VQ COMNAVREG, NE Change dunning notices Time 13:11:52 Date 01/27/2003
 NEWPORT Dunning run 01/24/2003/NNEV01 RFMAHN21/HQ_RANDERSON Page 1

AccTy	Account	CoCd	Clerk	Area	Dunn.lev.	Dunning block	T	Doc.no.	Year	Itm	Net due date	Arrers	Old dunLe	Dunn.lev.	Block	C	T	Amount in FC Curr.
D	1000339	8094			1													
	9900000066	2002	1	07/22/2002	186									1	X			105.00 USD
* Tot																		105.00 USD
D	1000340	8094			1													
	2300000006	2003	3	10/31/2002	85									1	X			2,280.00 USD
	2300000007	2003	3	10/31/2002	85									1	X			1,280.00 USD
* Tot																		3,560.00 USD
D	1000341	8094			1													
	2400000021	2003	6	10/31/2002	85									1	X			1,250.00 USD
* Tot																		1,250.00 USD
D	1000342	8094			1													
	2300000000	2003	2	10/31/2002	85									1	X			16,800.50 USD
	2300000000	2003	4	10/31/2002	85									1	X			511.50 USD
	2300000003	2003	3	10/31/2002	85									1	X			8,570.00 USD
	2300000004	2003	2	10/31/2002	85									1	X			1,248.00 USD
	2300000009	2003	2	10/31/2002	85									1	X			16,765.97 USD

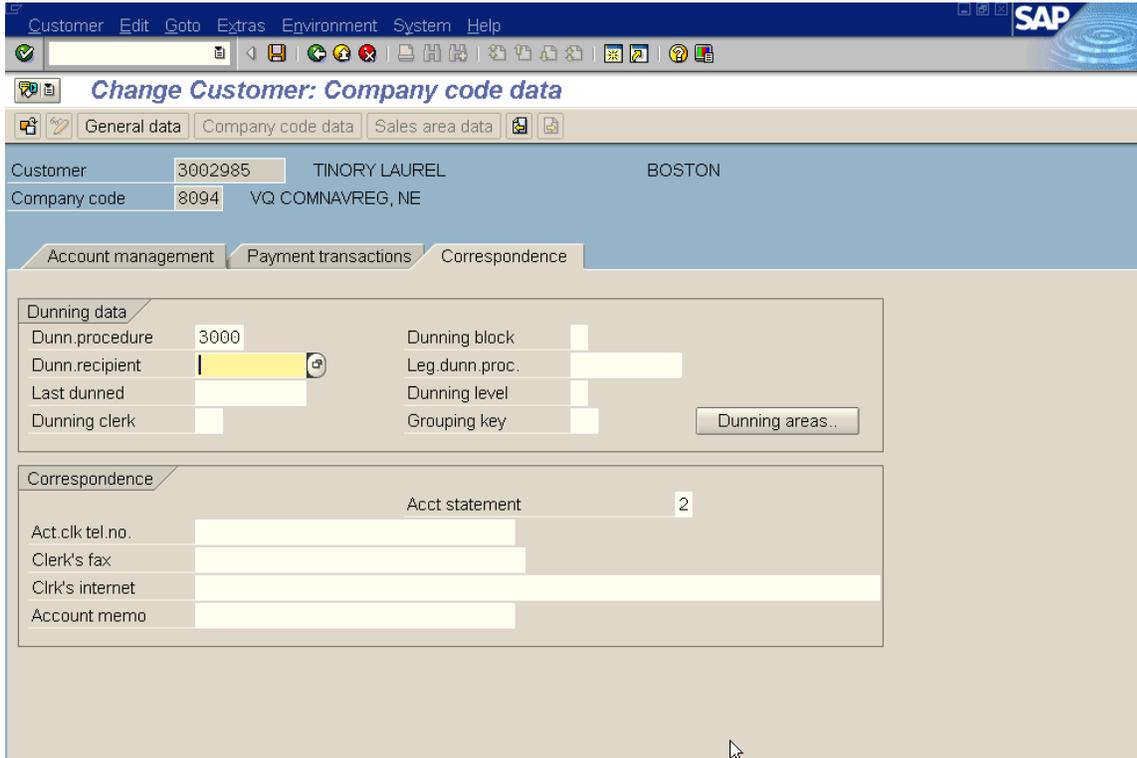
To change the master record of these customers, click one time on the peach line containing the customer number of the customer whose master record you wish to change. Then click on the change master data icon:



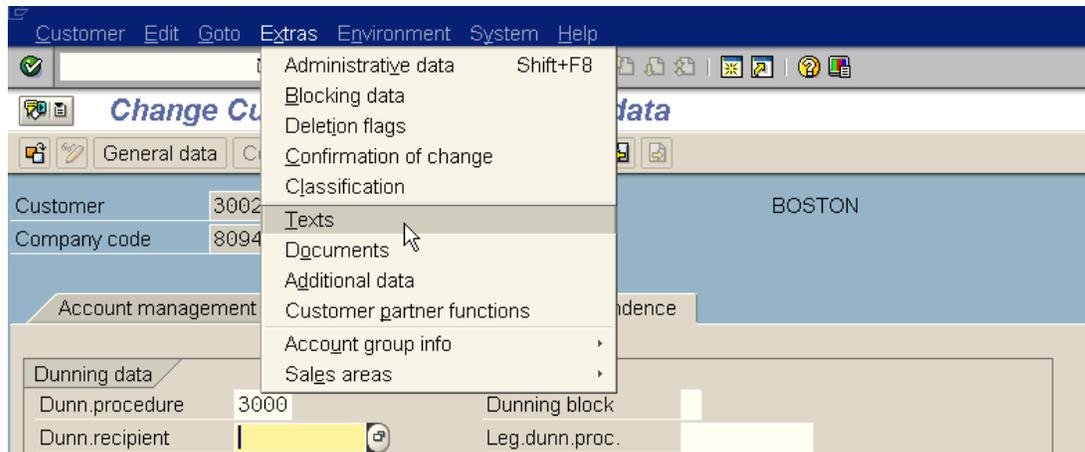
This will take you directly into the Master record of this customer and you can then change the texts to add the different names and addresses necessary as well as making sure that the proper information has been entered for the dunning of this particular customer.

On the Correspondence tab, ensure that “Dunning process 3000” has been entered and the “Grouping Key” field should be empty.

*** **Another option** is to open another session and go to T-Code XD02 – Change Customer Master Record. The same changes to the texts can be made from the master records. It is important to do this before scheduling the print job so that all the proper dunning information will default into the letters correctly.



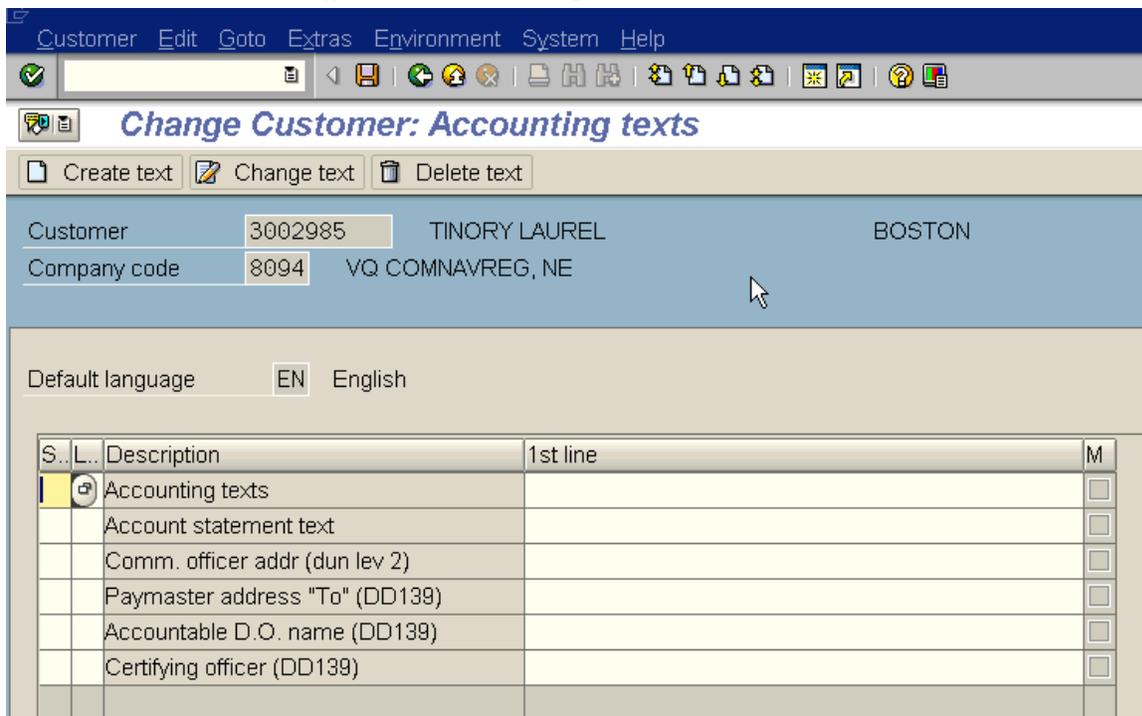
Then click on “Extras” and select “Texts”.



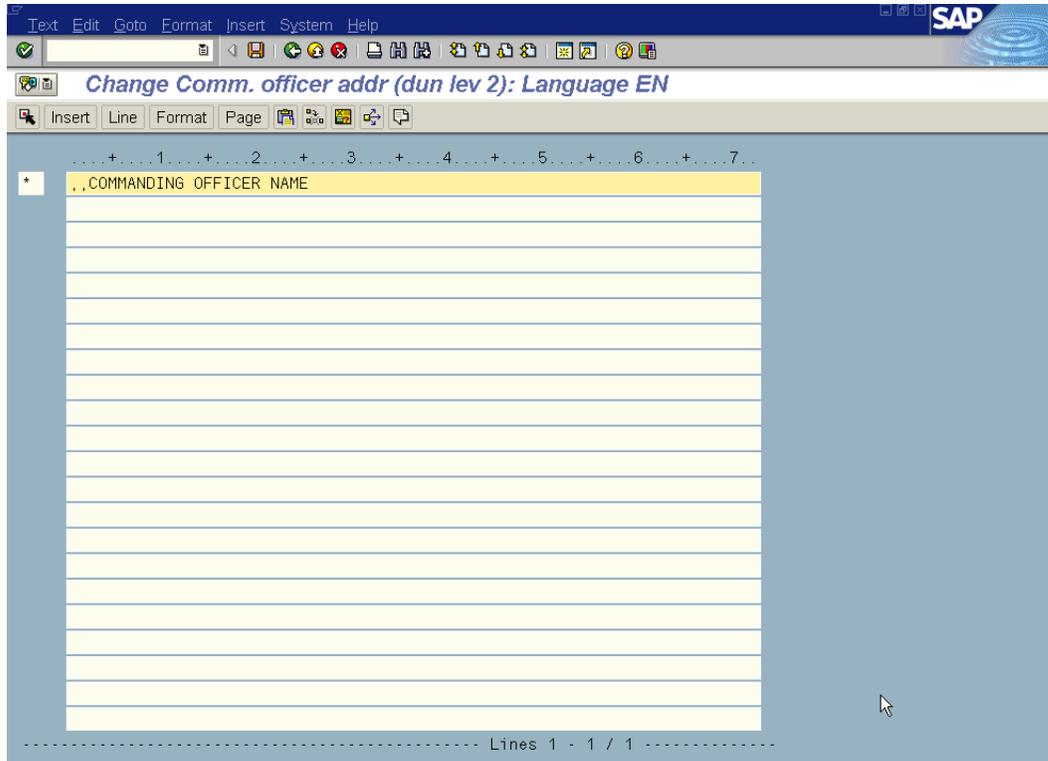
The following screen will appear: “Accounting texts” Screen

The Commanding officer address is the only line that relates to Dunning Process 3000.

Double click on *Comm. Officer addr (dunning lev 2)*



The screen on the following page appears.



The letter to the Commanding Officer is an official piece of Navy Correspondence. Make sure that the screen is in the above format. If it is not, click on GoTo, then Change Editor. It is important to **ADD 2 COMMAS** before entering the appropriate Commanding Officer's name. This will ensure the proper formatting on the letter. Then click SAVE .

Click on the back green arrow . You will return to the "Accounting texts" screen.

Once you are back to the "Accounting Texts" Screen, **You MUST save the changes made to the customer master record.** Click on SAVE  and you will receive a message that Changes have been made.

To get back to the "Dunning Run" click the green arrow back icon until you are back to the dunning screen.

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

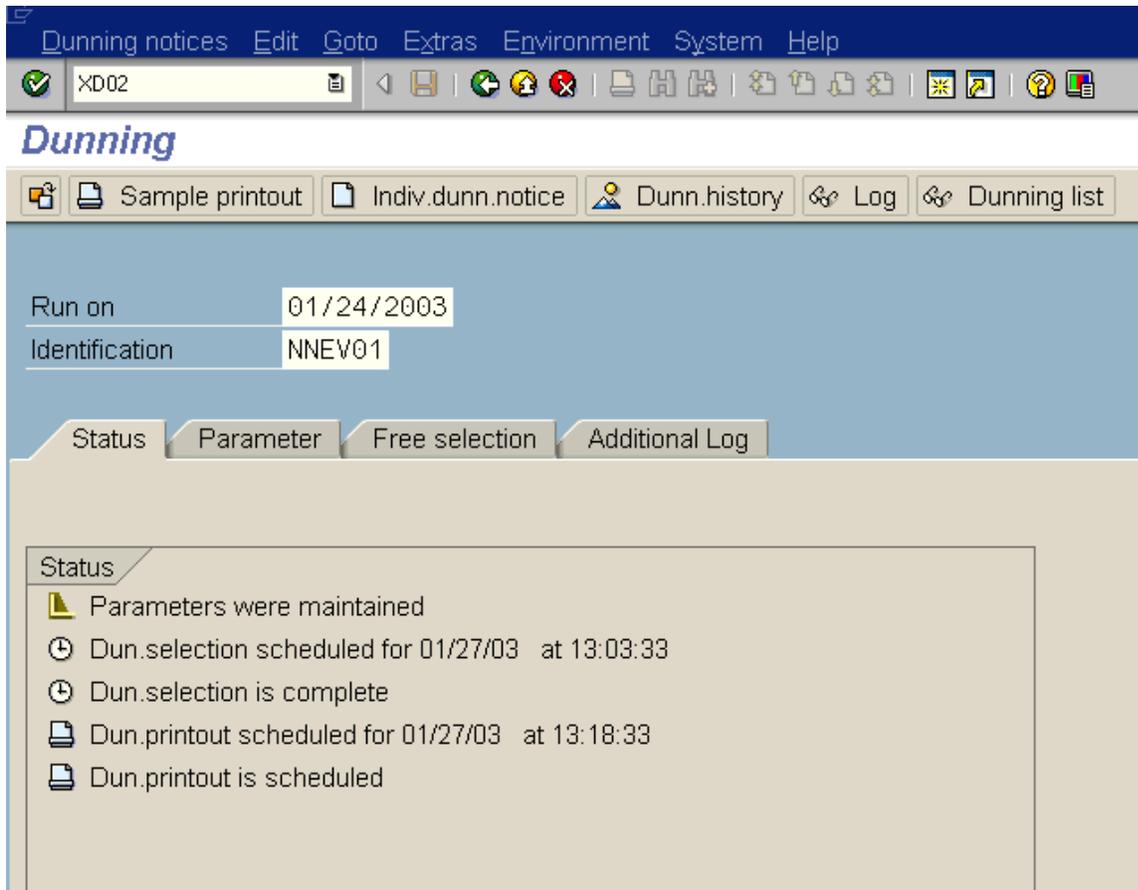
Click on the button that reads .

The following screen appears

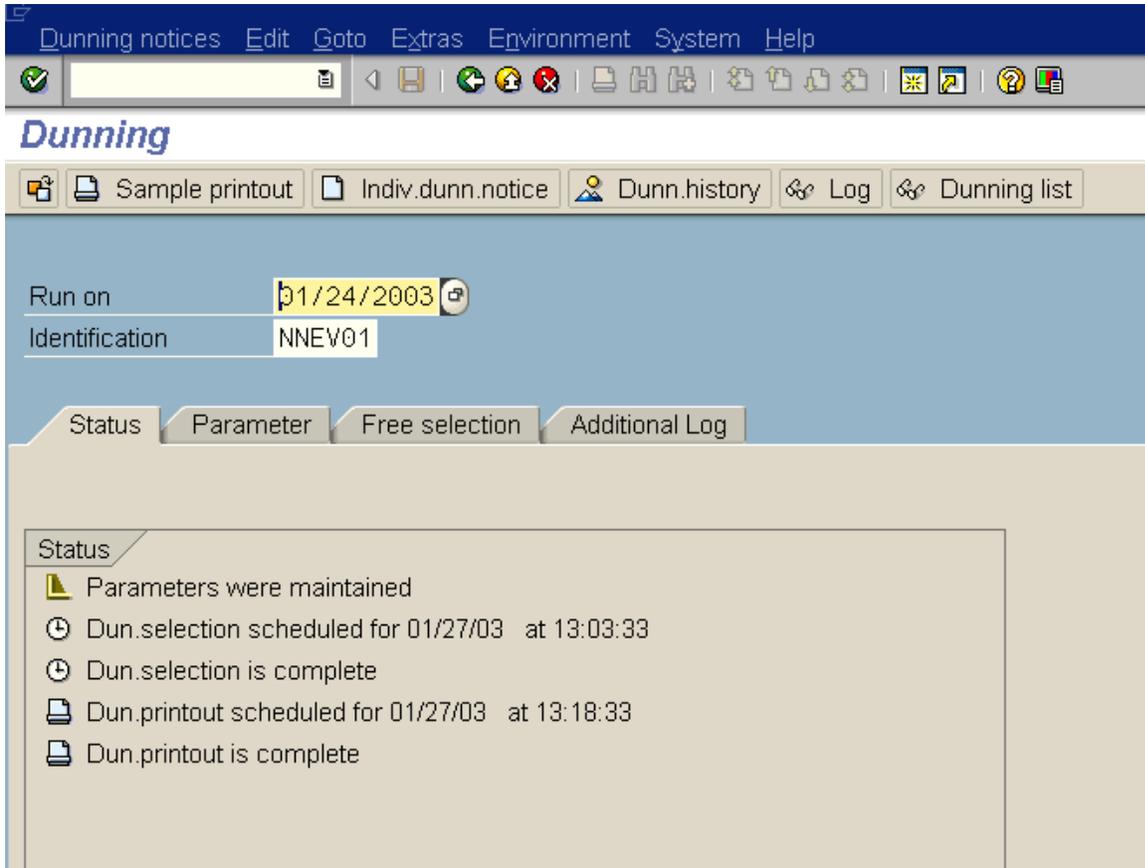
Enter start date, flag the “**Start immediately**” checkbox and enter the printer name (Output Device).

Then click on the Print icon.

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

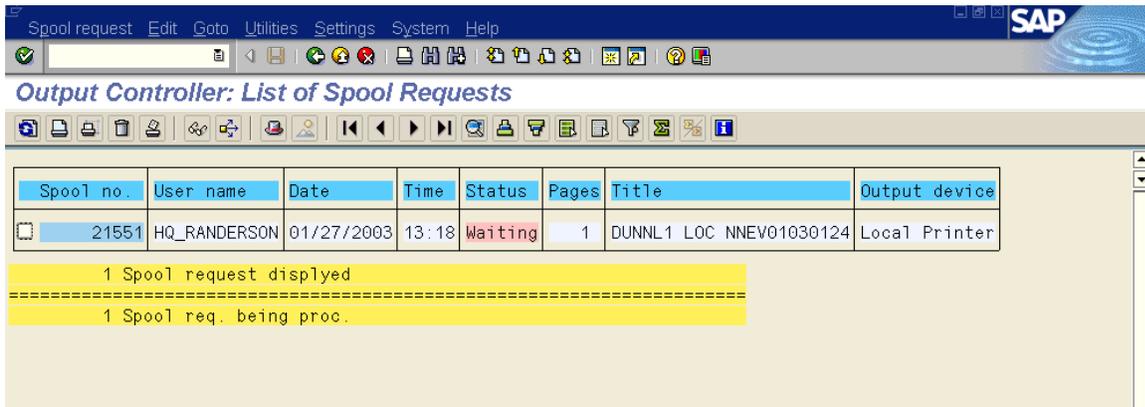


Select **Edit > Refresh** or press Enter until the Status Area message reads “Dun. Printout is complete”



The bottom line above on the screen will then state that Dun. Printout is complete
 In order to kick off the print process, you must click on “SYSTEM”, then “OWN SPOOL REQUEST”, the screen on the following page appears.

Select your job and click on “PRINT DIRECTLY”. This will print out the Dunning Letters.



DUNNING EXTRAS

Click the Green Arrow back to the previous screen.

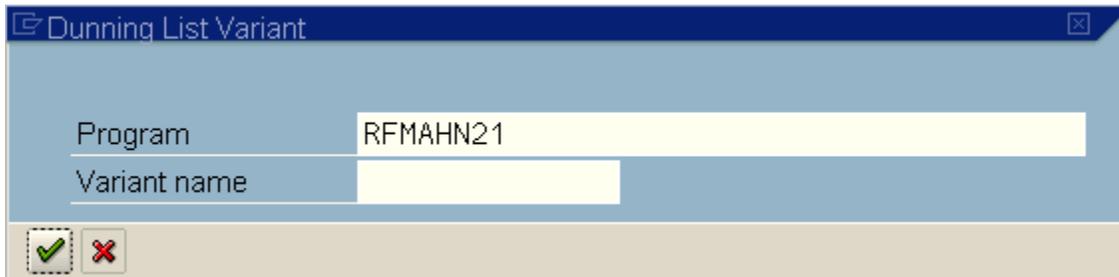
Select **Extras > dunning run log** or click the button  labeled “Log”.

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 click the 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.

Use this list to see the customer and their dunning level in order to determine those customers that require CO address information, etc. entered into their master records.

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.



Unit Allocation Funds

(Unit Allocation Funds and Funds Held on Behalf of Commands)

There are several scenarios relating to unit allocation funds and funds held on behalf of commands that will be addressed:

1. Command deposits funds with MWR from a fundraiser
2. Command issued request for full withdrawal of funds
3. Command issued request for partial withdrawal of funds
4. Command issued request for allocation funds
5. Command withdrawal of allocation funds
6. Command issued request for “payment” of funds to MWR activity
7. Command issued request for payment of funds to third-party vendor

All payments for Unit Allocation Funds (and funds held by MWR on behalf of Tenant Commands for such things as fundraisers, etc) are recorded through SAP using customers. All amounts will be recorded through Deposits Payable (203001) – both Unit Funds and “fund-raiser” monies deposited with MWR. Unit Allocation Funds are also provided through MWR (\$10 per sailor per year) and expensed through Unit Allocations Expense (786).

Local MWR business offices should ensure a clear business procedure is established. A Command Funds Request Letter form should be created for use by requesting commands. The form should include the following information per instruction 1710.11C:

- Command name and address
- UIC
- Telephone number
- Full name of the Payee (if the check is to be made payable to an individual versus the Command)
- Fiscal quarter the Unit Funds are being requested for (e.g. 1st quarter, 2nd quarter, etc)
- Number of active duty members
- Current roster of active members of the command (head count)
- Total amount of monies being requested
- Indication whether the request is for Unit Allocation monies or Fund Raiser monies (or both) (use checkboxes)
- Authorized signature for the Command

Other useful information that should appear on the Command Funds Request Letter Form or alternatively, a separate Payment Request Form includes the following:

- Customer account number - this information should be completed by the MWR AR technician only
- Indication whether request is a partial refund of funds or a full refund of funds (use checkboxes) – this box should be completed by the MWR AR technician only and marked as such

- Indication whether the requested dollar amount and the customer’s deposit balance has been reviewed in the system (use checkbox) – this box should be completed by the MWR AR technician only and marked as such
- Indication whether the payment request is for a deposit (special G/L indicator “D”)
- Document number – this information is useful when processing Partial Withdrawals since a particular open item (i.e. unit allocation) can be isolated and processed correctly

The AR technician’s role when processing the refund request form is critical since they will determine the Command’s fund balance. They can then determine whether there are sufficient funds for the requested refund and, if so, they can determine whether the refund is partial or full.

The AR Technician must also confirm that the Payee listed on the request form is the same POC name that appears in **the Name 2 field on the Command’s customer master record**. This is imperative since the system will use the Name 2 field as the payee on the check. The user executing the automatic check payment run or creating the “hot” check is not authorized to change the payee name.

1 - Command Deposits Funds with MWR from a Fundraiser

Commands sometimes hold fundraising events for the benefit of their members. Since Commands are not supposed to maintain their own bank accounts, they utilize local MWR business offices to deposit the proceeds from fundraising events for safekeeping. When MWR receives such funds they are deposited in the local depository bank account just like any other DAR cash receipt. These monies are not revenue to MWR, of course. Instead, they are accounted for as deposits payable and posted to the Command’s customer sub-ledger account in the SAP system.

The special g/l indicator “D” can be used with customer line items to direct the credit amount to the DEPOSITS PAYABLE g/l account. A summary of this journal is shown below: (Use the text field to identify this entry as a fundraiser: Please see Scenario One of this section.)

Example: A Command has a fundraiser and deposits \$300.00 with MWR and subsequently requests their \$300 for their XMAS party (not held at an MWR facility).

DAR Only (assume cash cage journal is performed as usual)

DR (PK 40)	DAR/POS Clearing Account (101060)	300.00
CR (PK 19 “D”)	Customer Account (203001)	300.00

2- Command Issued Request for Full Withdrawal of Funds

Upon written request, commands are entitled to withdrawal funds that are being held on their behalf by MWR. Once MWR receives the appropriate form outlining the details of the withdrawal the AR Technician (responsible for allocation funds and funds held) should make an assessment whether this withdrawal is a full withdrawal of the Command’s funds or a partial withdrawal.

If it is determined that the request is a full withdrawal then a check can be created automatically during the regular check payment run. A “hot check can also be created for full withdrawals of funds, if necessary. **A request for payment form should be given to the accounts payable technician stating the Command’s customer number and that the payment is a full payment (partial payment is discussed below). Also the special G/L indicator “D”** should be noted on the form.

The automatic payment run parameters will be adjusted to include the particular Command customer account number, and a payment will be generated. The user executing the payment run will need to unblock the item in the payment proposal since all customer credit open items are automatically blocked for payment to prevent accidental payments.

A summary of the payment journal (created automatically by the payment program) is shown below:

Example: A Command has funds totaling \$300.00 deposited with MWR. The Command submits a request using the approved form to withdraw all of their funds. The Command will be paying a third-party(not an MWR facility) directly for hosting their Christmas party.

DR (PK 09 “D”)	Customer Account (203001)	300.00	
CR (PK 50)	Inter-company Cash (101005)		300.00

3- Command Issued Request for Partial Withdrawal of Funds

This scenario really is the alternative to the full withdrawal of funds described above. If the AR Technician determines that the request from the Command is a **partial withdrawal** then a **“hot” check must be created** (partial withdrawals of funds cannot be processed through the automatic check payment runs). **A request for payment form should be given to the accounts payable technician stating the Command’s customer number and that the payment is a partial payment. Also the special G/L indicator “D”** should be noted on the form.

A summary of the payment journal (posted automatically when the “hot” check is created) is shown below:

Example: A Command has funds totaling \$300.00 on deposit with MWR. The Command submits a request using the approved form to withdraw some of their funds (\$200.00). The Command will be paying a third-party (not an MWR facility) directly for hosting their Christmas party.

DR (PK 09 "D")	Customer Account (203001)	200.00	
CR (PK 50)	Inter-company Cash (101005)		200.00

NOTE to Accounts Payable Section – you MUST process Partial unit fund withdrawals using the "HOT" CHECK procedure !!!!

4- Command Issued Request for Allocation Funds

Tenant Commands are authorized to draw \$10 per active duty member per year (or \$2.50 per quarter) from MWR NAF Funds. These funds are used to support Command functions that benefit all members. Requests for Unit Funds must follow policies as set forth in 1710.11C and include a request from the Tenant with appropriate signature, a roster of active duty members, and receipts supporting purchases. When payments are made to Tenants by MWR, an offsetting entry is made the 786000 (Unit Allocations Expense).

A summary of the journal is shown below:

Example: A Command has requested that their allocation funds for the year be issued to them. Their request form states that they are seeking \$700.00 since they have 70 active roster personnel (70 persons @ \$10.00 per person per year = \$700.00).

Use the text field to identify the entry as Unit Allocation funds. (Please see Scenario Four of this section for a detailed example)

NOTE: The person chosen to do Unit Allocations should know the amounts of any previous fund allocations to the Command making the request prior to transfer and/or payment to prevent over-allocations.

Unit Allocation Expense

DR (PK 40)	Unit Allocation Expense (786000)	700.00	
CR (PK 19 "D")	Customer Account (203001)		700.00

5- Command Withdrawal of Allocation Funds

When a Command requests allocation funds, it can request that the funds be issued to them by check. The Command should submit supporting receipts for purchases that they made for which they are seeking to apply their allocation funds. Generally, requests are made to cover the cost of the purchases. Sometimes, commands make use of the MWR Purchasing

Department for certain purchases. If this is the case, the Purchasing Department should provide a copy of the purchase order to the designated Unit Funds AR Technician to their convenience when reviewing the Command’s fund withdrawal request.

If the Command requests that a check be issued to them, then the following journal will be made automatically by the check payment run or during the creation of a “hot” check:

Example: The Command also indicated on the request described in the previous example that these funds will be used for a Command party that will be held at a third-party facility (not an MWR facility). The Command will pay the cost of the party themselves using the funds they have been allocated.

DR (PK 09 “D”)	Customer Account (203001)	700.00
CR (PK 50)	Inter-company Cash (101005)	700.00

6- Command Issued Request for “Payment” of Funds to MWR Activity

Some Commands will hold events at MWR facilities, but will not pay the cost of the event directly. Rather, they will want to apply their allocation funds or other funds held on their behalf to the cost of the event. MWR facilities are only “allowed” to charge for the cost of the materials and labor and not earn any profit on their events. Rather than simply create a “mess requisition” journal to record the cost of the event, the revenue (even though there will be no profit) should be recorded as well. This will ensure that the volume of sales activity is properly reflected in the P&L of the MWR facility hosting the event. This way the MWR facility’s financial performance will not be unnecessarily penalized. The COGS for the event will be recorded using the normal procedure at month-end (inventory count and COGS journal). MWR facilities using MICROS POS systems should record the party contract as usual, except that the revenue (sales price) should **equal (not exceed) the cost of the materials and labor.**

If the Command wishes to apply their funds to the cost of an event at an MWR facility, one of the following journals will be made:

Example: The Command has held their Christmas party at the Officer’s Club. The party cost the facility \$600.00 in labor and \$400.00 in food and other materials, which they recorded on a party contract. The Command has submitted the documentation showing the cost of the party to the MWR Business Office.

The Command wants to use both its unit allocation funds of \$700.00 (see the example above for the journal) and the balance of funds being held on their behalf (earned from fundraisers) to pay the debt.

A. Sufficient Funds

After reviewing the Command’s customer sub-ledger, it was determined that there are enough funds to pay the all of the party costs. The Command has \$700.00 in allocation funds and \$300.00 from fundraisers on deposit with MWR.

Party Contract (record revenue as cost of the event only – no profit)

DR (PK 09 “D”)	Customer Account (203001)	1000.00
CR (PK 50)	Catering Revenue (302000)	1000.00

B. Insufficient Funds

After reviewing the Command’s customer sub-ledger, it was determined that there are not enough funds to pay the all of the party costs which turned out to be \$1400.00, not \$1000.00 as expected. The Command only has \$700.00 in allocation funds available and \$300.00 in other funds on deposit with MWR. Since the Command did not pay for any portion of the party, an ordinary receivable for \$400.00 will also have to be recorded.

Party Contract (record revenue as cost of the event only – no profit)

DR (PK 09 “D”)	Customer Account (203001)	1000.00
DR (PK 01)	Customer Account (131005)	400.00
CR (PK 50)	Catering Revenue (302000)	1400.00

7- Command Issued Request for Payment of Funds to Third-party Vendor

Some Commands will hold events outside of the base, at private facilities, such as hotels, restaurants, or banquet halls. Rather than pay these third-party vendors directly, they might ask the vendor to invoice MWR for the cost of the event. MWR would then pay the invoice using the Command’s allocation funds and other funds held on their behalf.

Another scenario is that they might ask MWR for a check made out to a particular vendor so that they can go and make purchases there.

Of course, MWR will not just pay any invoice submitted by a vendor. As such, when a Command is planning an event using a third-party vendor’s facility, they should arrange the details through the MWR Purchasing Department when they plan on requesting their unit allocation funds or other funds be used to pay for the event. This way a Contracting Officer in Purchasing can create a purchase order or a payables tech can enter a direct invoice into the system to generate a payment. In the case where a purchase order is used, the **PO item should be assigned to g/l account 203000 and an appropriate cost center (probably G&A for the Base where the tenant command is located)**. It is important for the Contracting Officer to contact the designated Unit Funds AR Technician to ensure that the Command has sufficient funds on deposit to “cover” the amount of the purchase order.

Once the event has been held, a goods receipt must be posted in the system. This should be done when the Command’s request and documentation are approved and submitted. The third-party vendor’s invoice is entered and paid following the regular invoice verification process.

Note: Although the purchase order scenario is outlined here, it is also possible to use a direct invoice. A direct invoice should also be offset to the 203000. It should then be moved to the command’s customer account. The same journals apply on a direct invoice (KR document type) when entering it into the system. For example, if a command issued a request for a check to be produced for 1000 dollars:

DR	203000	1000.00
CR	Vendor (201000)	1000.00

The next step would be to move the debit to the command’s customer account:

DR	Customer Sp GL “D”	1000.00
CR	203000	1000.00

For further details on entering direct invoices to vendors refer to the Accounts Payable Hands on Guide.

Example: The Command has held their Christmas party at the Holiday Inn hotel. This party was organized with the assistance of the MWR Purchasing Department, who created a purchase order for Holiday Inn to hold the party. The amount of the purchase order was \$1600.00 and was assigned to g/l account 203000.

The Command notifies MWR that the event was completed successfully and they are submitting their unit fund withdrawal request form and documentation to the MWR business office. The Command's \$700.00 in allocation funds are recorded (see Unit Fund Allocation Request example above for this journal).

Goods Receipt (upon notification by Command that event was successful)

DR (PK 40)	Deposits Payable (203000)	1600.00
CR (PK 50)	GR/IR Account (201010)	1600.00

Invoice Verification (when invoice is received from third-party-vendor)

DR (PK 40)	GR/IR Account (201010)	1600.00
CR (PK 31)	Vendor Account (201000)	1600.00

If the Command wishes to apply their funds to the cost of an event at a third-party vendor's facility, the following journal will be made:

The Command wants to use both its unit allocation funds of \$700.00 (see the example above for the journal) and the balance of funds being held on their behalf (earned from fundraisers) to pay the debt.

A. Sufficient Funds

It turned out that the party cost only \$1000.00. The purchase order was amended and the goods receipt posting was corrected to reflect the reduction in cost. After reviewing the Command's customer sub-ledger, it was determined that there are enough funds to pay the all of the party costs to the third-party vendor. The Command has \$700.00 in allocation funds and \$900.00 from fundraisers on deposit with MWR.

Third-party Vendor Event

DR (PK 09 "D")	Customer Account (203001)	1000.00
CR (PK 50)	Deposits Payable (203000)	1000.00

B. Insufficient Funds

The party cost \$1600.00 as stated in the purchase order. After reviewing the Command's customer sub-ledger, it was determined that there are not enough funds to pay the all of the party costs to the third-part vendor. The Command only has \$700.00 in allocation funds available and no other funds on deposit with MWR. Since the Command did not pay for any portion of the party, an ordinary receivable for \$900.00 will also have to be recorded.

Third-party Vendor Event

DR (PK 09 "D")	Customer Account (203001)	700.00	
DR (PK 01)	Customer Account (131005)	900.00	
CR (PK 50)	Deposits Payable (203000)		1600.00

Scenario One: Command Deposits Funds with MWR from a Fundraiser

The following procedure is a standard DAR posting for a customer, except that special g/l indicator “D’ is used to record the funds received from the customer a Deposit Payable.

Menu Path: Accounting > Financial Accounting > General Ledger > Document Entry > GL Accounting Posting

Transaction Code: **F-02**

First screen: *Enter G/L Account Posting: Header Data*

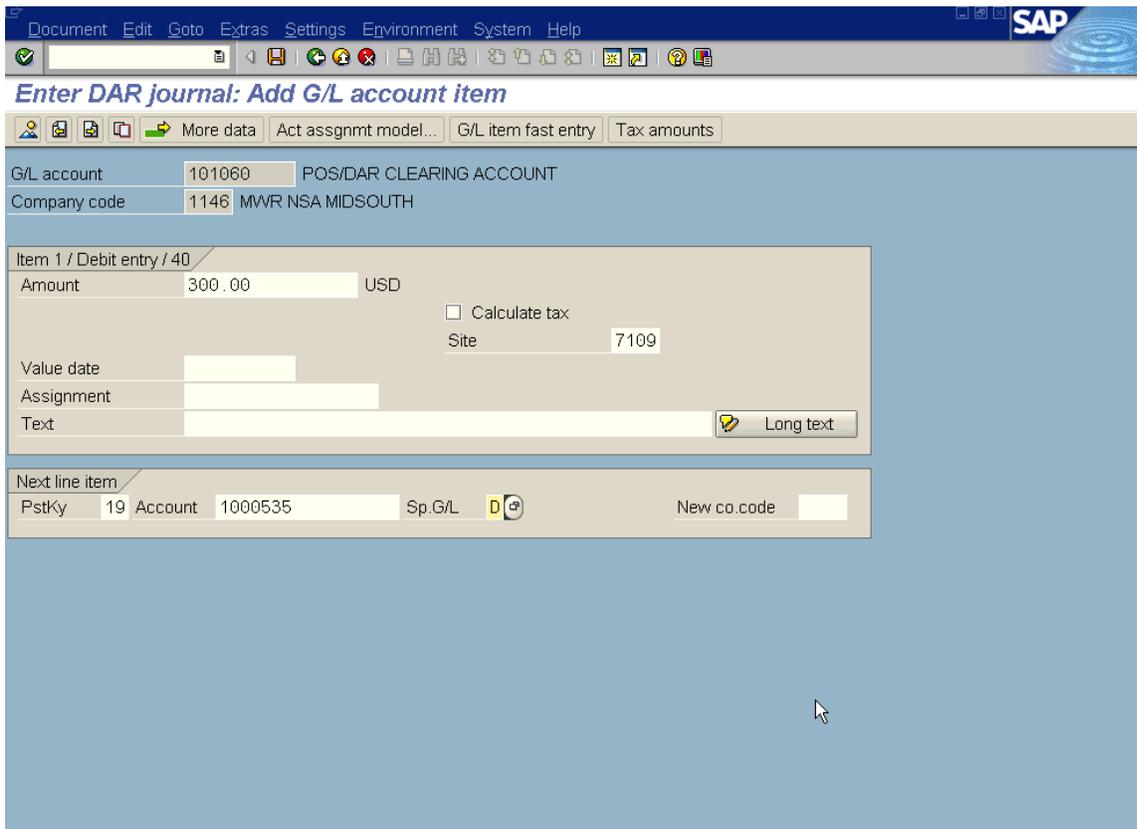
Use the following table to guide you with the correct entries for the window above.

Field Name	The proper entry
Document Date	Date of the DAR
Document type	SD – DAR
Posting Date	Same as the Document date
Reference	Use standard DAR reference numbering per

	local MWR business office procedure
Doc. Header text	Use standard DAR document header text per local MWR business office procedure
At the bottom of the window in the First line item section	
PstKy (Posting Key)	40 – Debit
Account	101060 – DAR/POS Clearing Account

Press the Enter key or click on the Green checkmark  icon.

Second Screen: Enter DAR Journal: Add G/L Account Item



Use the following table for guidance:

The Field Name	The Proper Entry
Amount	Amount of the Deposit
Site	Enter the Site Number from the DAR
Move to the Next Line Item section	
PstKy (Posting Key)	19 – Special GL Credit (for Customers)
Account	Customer Account Number
Sp. G/L	D – Deposits Payable (VERY IMPORTANT)

Using the special G/L Indicator “D” with the customer account number causes the system to redirect the posting to **Deposits Payable 203001** rather than Accounts Receivable 131005.

Press the Enter key or click on the Green checkmark  icon to proceed to the detail screen for the next line item.

Third Screen: Enter DAR Journal: Add Customer Item

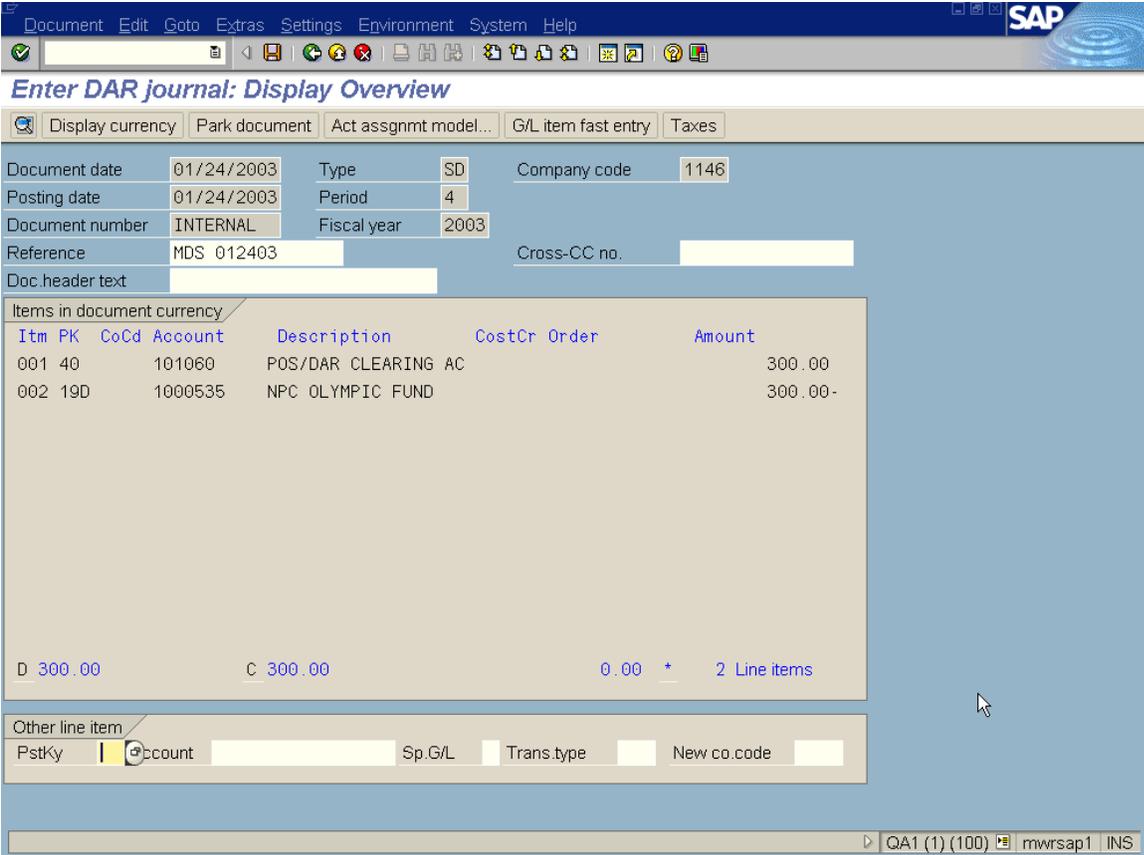
Use the following table for guidance:

The Field Name	The Proper Entry
Amount	Amount of the Deposit
Due on	Same as the Document date
Text	We recommend: **UNIT FUNDS DEPOSIT RECEIVED FROM FUNDRAISER**

Press the Enter key or click on the Green checkmark  to check the entries in the current line item.

Now click on the “Document Overview” push-button  to view a summary of the DAR journal.

Fourth Screen: *Enter DAR Journal: Display Overview*



As you can see from the Display Overview screen the Debits equal the Credits and the document can be saved by clicking on the Save  icon. Of course, the 10-digit document number should be recorded on DAR paperwork.

Scenario Two: Command Issued Request for Full Withdrawal of Funds

Upon receiving the Fund Request Letter from the Command requesting the withdrawal of their funds (generated from fundraisers), the AR Technician should **review the Customer deposit balance** to ensure that the customer has a deposit balance that is greater and or equal to the amount of the request). **This step is very important to prevent over-refunding to the Commands.**

Menu Path: Accounting > Financial Accounting > Accounts Receivable > Account > Display/Change Line Items

Transaction Code: **FBL5N**

First screen: Customer Line Item Display

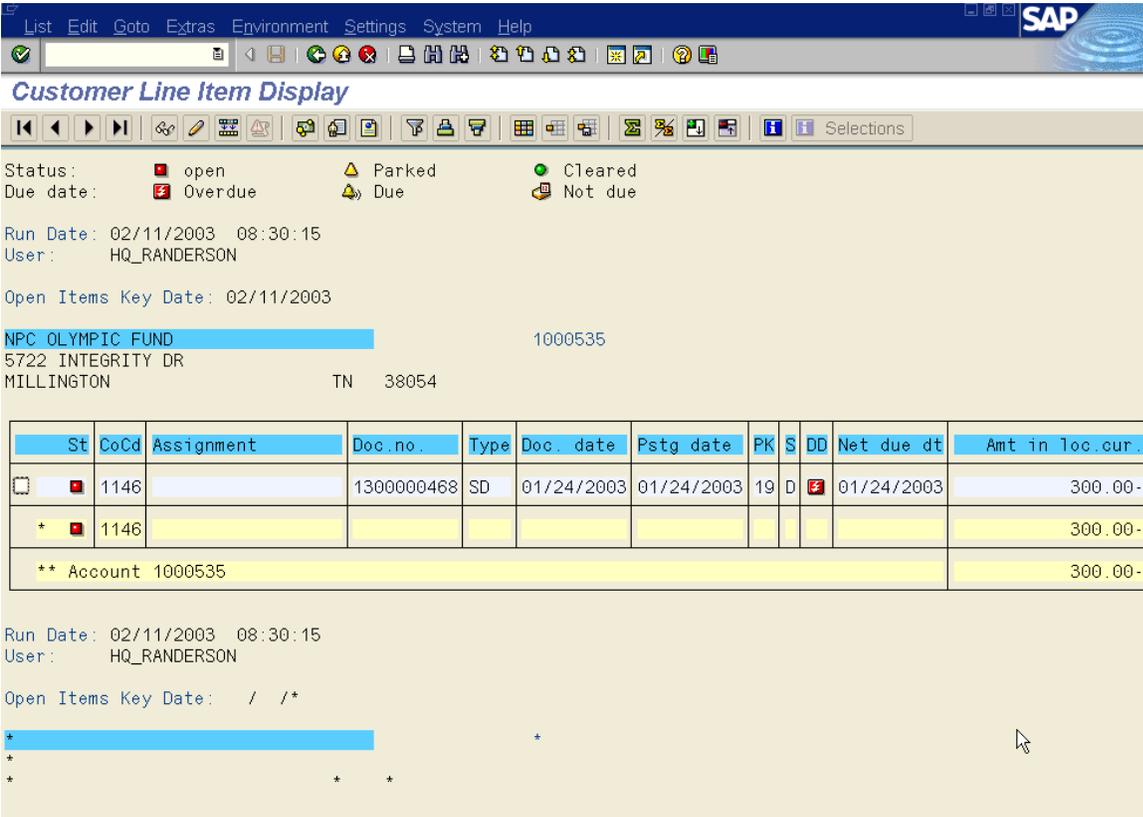
Use the following table for guidance:

The Field Name	The Proper Entry
Customer account	Enter the customer's account number
Company code	Company code in which the funds are deposited
All items	Flag this radio button

Dynamic Selections	
G/L Account	Enter 203001 for deposits

Press the Execute button to execute the report.

Report screen: Customer Line Item Display



The total deposit balance for the customer is displayed. The AR Technician can now determine whether the **Command has sufficient funds** for the amount requested. In addition, the AR Technician can determine whether this request is a **Full Withdrawal or a Partial**.

The AR Technician should indicate on the Payment Request form (or Command Request Fund Letter form, as explained above) whether the withdrawal is full or partial and whether sufficient funds exist by marked the appropriate checkboxes. The Payment Request form along with the Command’s Request Letter should be forwarded to the Accounts Payable Department for payment processing.

The designated AP Technician responsible for Unit Refunds needs to know the following information in order to process the refund payment:

- **Customer Number – required when making a payment to a customer**

- **Full or Partial Payment** – used to determine payment type (automatic payment or “hot” check) (in this scenario - FULL)
- **Special G/L Indicator** – used to ensure that payment is for a deposit and is posted to the correct g/l account

The designated AP Technician **must be able to execute the payment program and print checks.**

The AP Technician receives the documentation from the AR Technician and can proceed to process the payment request. Since the Command is requesting a Full Withdrawal of funds, the automatic payment program can be used to create the check payment.

The payment program parameters need to be adjusted to include the Command’s customer number. The payment proposal, once created, will need to be edited since all customer master records are blocked for payments. The customer’s payment proposal item must be unblocked manually by the AP Technician. The edited proposal can be saved and the payment run executed.

After the payment has been made, the line item display for this Command’s customer account will appear as displayed below:

The screenshot shows the SAP 'Customer Line Item Display' window. At the top, there is a menu bar with options like 'List', 'Edit', 'Goto', 'Extras', 'Environment', 'Settings', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main area displays the following information:

Status: open Parked Cleared
 Due date: Overdue Due Not due

Run Date: 02/11/2003 08:37:51
 User: HQ_RANDERSON

Open Items Key Date: 12/31/9999

NPC OLYMPIC FUND 1000535
 5722 INTEGRITY DR
 MILLINGTON TN 38054

St	CoCd	Assignment	Doc.no.	Type	Doc. date	Pstg date	PK	S	DD	Net due dt	Amt in loc.cur.
<input type="checkbox"/>	1146		1300000468	SD	01/24/2003	01/24/2003	19	D		01/24/2003	300.00-
<input type="checkbox"/>	1146		8000000048	ZC	02/11/2003	02/11/2003	09	D		02/11/2003	300.00
*	1146										0.00
** Account 1000535											0.00

Run Date: 02/11/2003 08:37:51
 User: HQ_RANDERSON

Open Items Key Date: / / *

*
 *
 *

Scenario Three: Command Issued Request for Partial Withdrawal of Funds

This scenario is similar to Scenario Two, except that the payment type for a Partial Withdrawal is **always** a “hot” check.

Upon receiving the Fund Request Letter from the Command requesting the withdrawal of their funds (generated from fundraisers), the AR Technician should **review the Customer deposit balance** to ensure that the customer has a deposit balance that is greater than or equal to the amount of the request). **This step is very important to prevent over-refunding to the Commands.**

Menu Path: Accounting > Financial Accounting > Accounts Receivable > Account > Display/Change Line Items
Transaction Code: **FBL5N**

First screen: Customer Line Item Display

The screenshot displays the SAP 'Customer Line Item Display' (FBL5N) interface. The window title is 'Customer Line Item Display'. The main content area is divided into several sections:

- Customer selection:** Fields for 'Customer account' (1000535) and 'Company code' (1146) are visible, along with 'to' fields for range selection.
- Selection using search help:** Fields for 'Search help ID', 'Search string', and 'Complex search help' are present.
- Line item selection:** A 'Status' section with radio buttons for 'Open items' (selected), 'Cleared items', and 'All items'. Below are 'Open at key date' (02/11/2003), 'Clearing date', and 'Posting date' fields with 'to' fields for range selection.
- Type:** Checkboxes for 'Normal items' and 'Special G/L transactions' are both checked.

Use the following table for guidance:

The Field Name	The Proper Entry
Customer account	Enter the customer's account number
Company code	Company code in which the funds are deposited
All items	Flag this radio button
Dynamic Selections	
G/L Account	Enter 203001 for deposits

Press the Execute push-button to execute the report.

Report screen: *Customer Line Item Display*

Customer Line Item Display

Status: open Parked Cleared
 Due date: Overdue Due Not due

Run Date: 02/11/2003 08:53:53
 User: HQ_RANDERSON

Open Items Key Date: 02/11/2003

NPC OLYMPIC FUND 1000535
 5722 INTEGRITY DR
 MILLINGTON TN 38054

St	CoCd	Assignment	Doc.no.	Type	Doc. date	Pstg date	PK	S	DD	Net due dt	Amt in loc.cur.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1146	1300000469	SD	02/11/2003	02/11/2003	19	D	<input checked="" type="checkbox"/>	02/11/2003	100.00-
*	<input checked="" type="checkbox"/>	1146									100.00-
** Account 1000535											100.00-

Run Date: 02/11/2003 08:53:53
 User: HQ_RANDERSON

Open Items Key Date: / / *

* * *

The total deposit balance for the customer is displayed. The AR Technician can now determine whether the **Command has enough funds** for the amount requested. In addition, the AR Technician can determine whether this request is a **Full Withdrawal or a Partial Withdrawal**.

The AR Technician should indicate on the Payment Request form (or Command Request Fund Letter form, as explained above) whether the withdrawal is full or partial and whether sufficient funds exist by marked the appropriate checkboxes. The Payment Request form along with the Command's Request Letter should be forwarded to the Accounts Payable Department for payment processing.

The designated AP Technician responsible for Unit Refunds needs to know the following information in order to process the refund payment:

- **Customer Number** – required when making a payment to a customer
- **Full or Partial Payment** – used to determine payment type (automatic payment or “hot” check) (in this scenario – PARTIAL)
- **Special G/L Indicator** – used to ensure that payments is for a deposit and is posted to the correct g/l account

The designated AP Technician **must be able to create “hot” checks.**

The AP Technician receives the documentation from the AR Technician and can proceed to process the payment request. Since the Command is requesting a Partial Withdrawal of funds, only the “hot” check process can be used to make this payment. The “hot” check process allows the AP Technician to make a partial payment against an open item.

The “hot” check must be created for the Command's customer account with processing of open items. Do not simply post a payment on account. The open item(s) (outstanding deposit(s)) will need to be selected using the residual item tab screen. The amount of the partial withdrawal should be entered as the payment against the open item(s). The “hot” check can then be posted and printed. A residual open item will be posted for the difference.

After the payment has been made, the line item display for this Command's customer account will appear as displayed below:

The screenshot shows the SAP 'Customer Line Item Display' window. At the top, there is a menu bar with 'List', 'Edit', 'Goto', 'Extras', 'Environment', 'Settings', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main area displays the following information:

Status: open Parked Cleared
 Due date: Overdue Due Not due

Run Date: 02/11/2003 09:12:48
 User: HQ_RANDERSON

Open Items Key Date: 02/11/2003

NPC OLYMPIC FUND 1000535
 5722 INTEGRITY DR
 MILLINGTON TN 38054

St	CoCd	Assignment	Doc.no.	Type	Doc. date	Pstg date	PK	S	DD	Net due dt	Amt in loc.cur.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1146	1300000469	SD	02/11/2003	02/11/2003	19	D	<input checked="" type="checkbox"/>	02/11/2003	100.00-
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1146	8000000049	ZC	02/11/2003	02/11/2003	06		<input checked="" type="checkbox"/>	02/11/2003	50.00
*	<input checked="" type="checkbox"/>	1146									50.00-
** Account 1000535											50.00-

Run Date: 02/11/2003 09:12:48
 User: HQ_RANDERSON

Open Items Key Date: / / *

*
 *
 *

Scenario Four: Command Issued Request for Allocation Funds

Upon receiving the Fund Request Letter from the Command requesting their annual or quarterly allocation funds, the AR Technician should **review the Customer deposit balance** to ensure that the customer has not already received their allocation funds for the relevant fiscal/quarter. **This step is very important to prevent double-allocating funds to the Commands.**

Menu Path: Accounting > Financial Accounting > Accounts Receivable > Account > Display/Change Line Items

Transaction Code: **FBL5N**

First screen: Customer Line Item Display

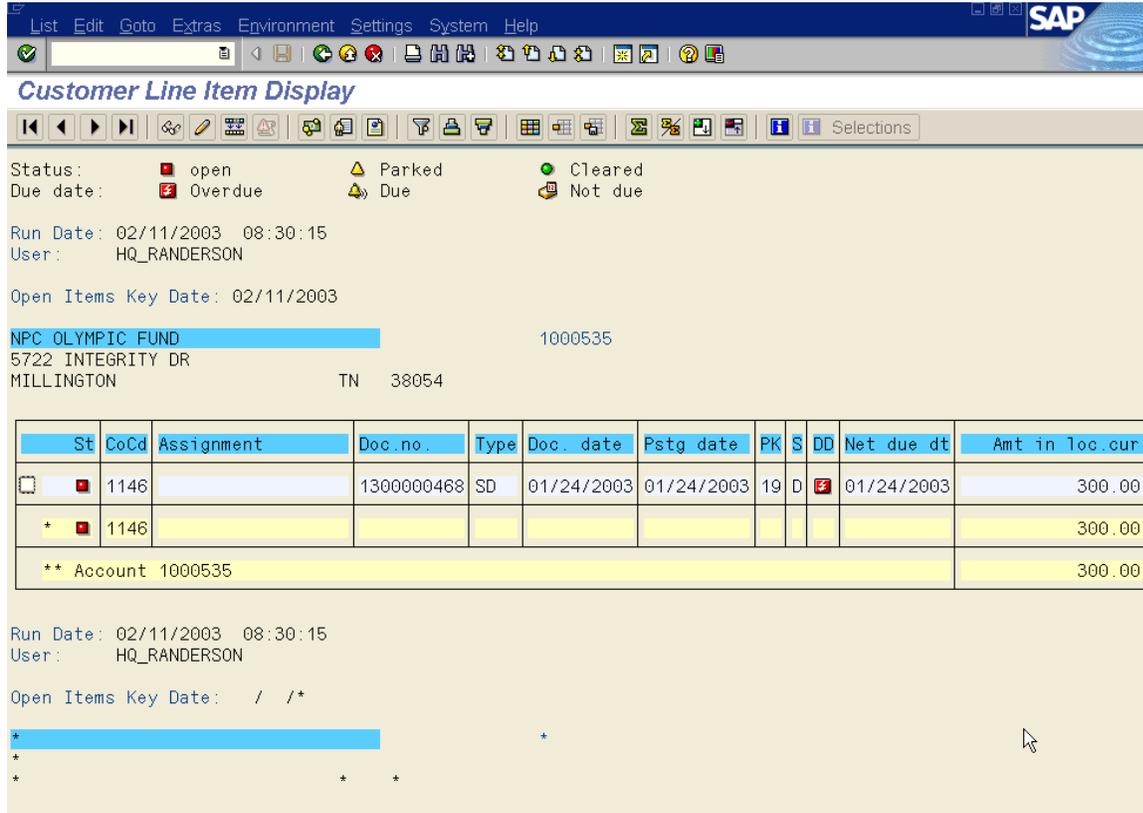
Use the following table for guidance:

The Field Name	The Proper Entry
Customer account	Enter the customer's account number
Company code	Company code in which the funds are deposited
All items	Flag this radio button

Dynamic Selections	
G/L Account	Enter 203001 for deposits

Press the Execute push-button to execute the report.

Report screen: Customer Line Item Display



The total deposit balance for the customer is displayed. The AR Technician can now determine whether the **Command is already received their unit allocation funds for the fiscal year/quarter.**

The AR Technician should indicate on the Command Fund Request Letter form that they have verified the Command’s entitlement to the allocation funds requested.

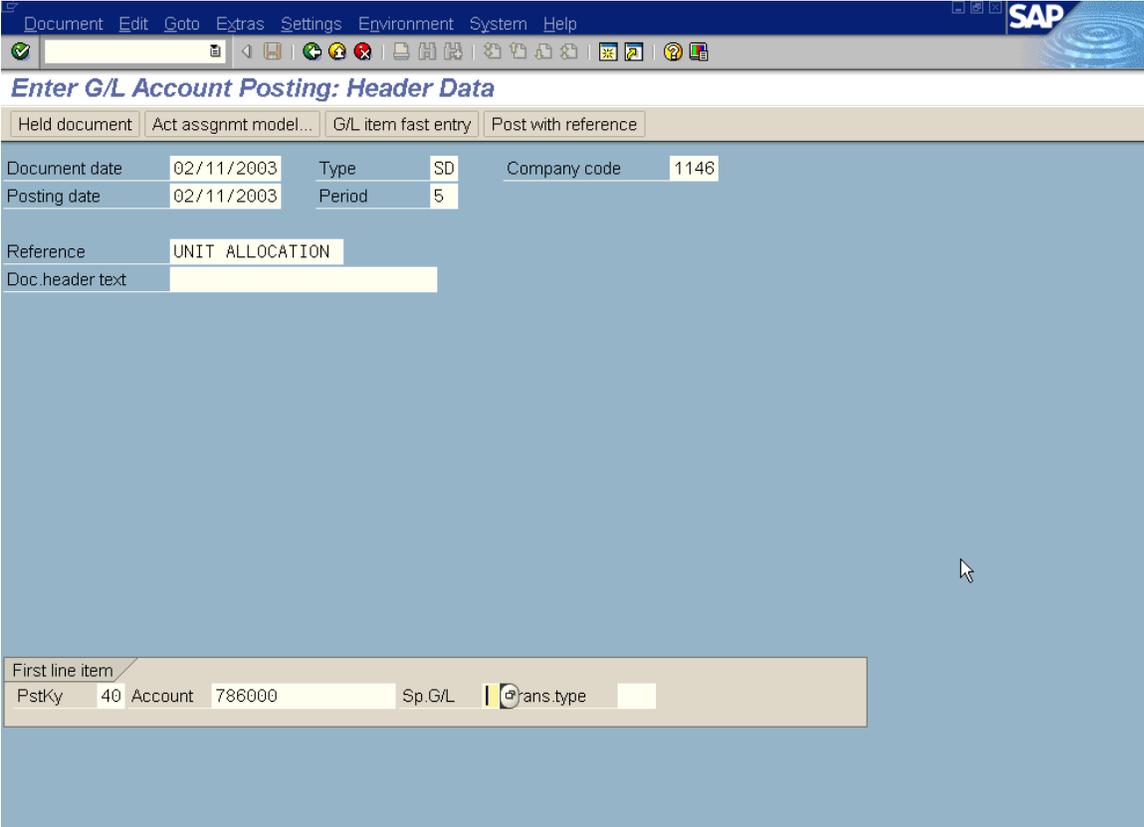
A customer GJV must now be posted to expense the allocation amount to Unit Allocations Expense (786000) account. The offset to this expense item is the Command’s customer sub-ledger using special G/L indicator “D”, which will redirect the credit amount to the Deposits Payable (203001) account.

To make the Unit Allocation Fund journal, the designated AR Technician must perform the following:

Menu Path: Accounting > Financial Accounting > General Ledger > Document Entry > GL Accounting Posting

Transaction Code: **F-02**

First screen: *Enter G/L Account Posting: Header Data*



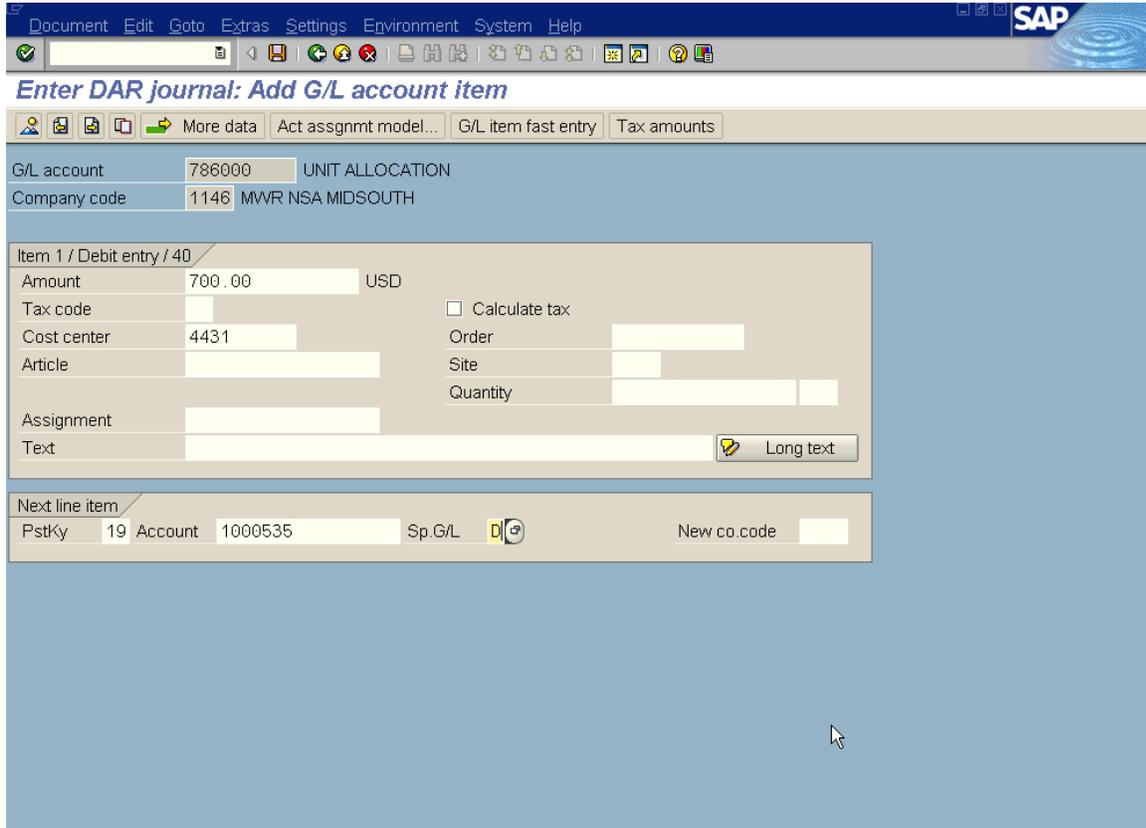
Use the following table to guide you with the correct entries for the window above.

Field Name	The proper entry
Document Date	Date of the Unit Allocation Funds Request
Document type	SA – GJV
Posting Date	Same as the Document date
Reference	Use standard GJV reference numbering per local MWR business office procedure
Doc. Header text	Use standard GJV document header text per local MWR business office procedure
At the bottom of the window in the First line item section	
PstKy (Posting Key)	40 – Debit

Account	786000 – UNIT ALLOCATION
---------	---------------------------------

Press the Enter key or click on the Green checkmark  icon.

Second Screen: Enter General JV Journal: Add G/L Account Item



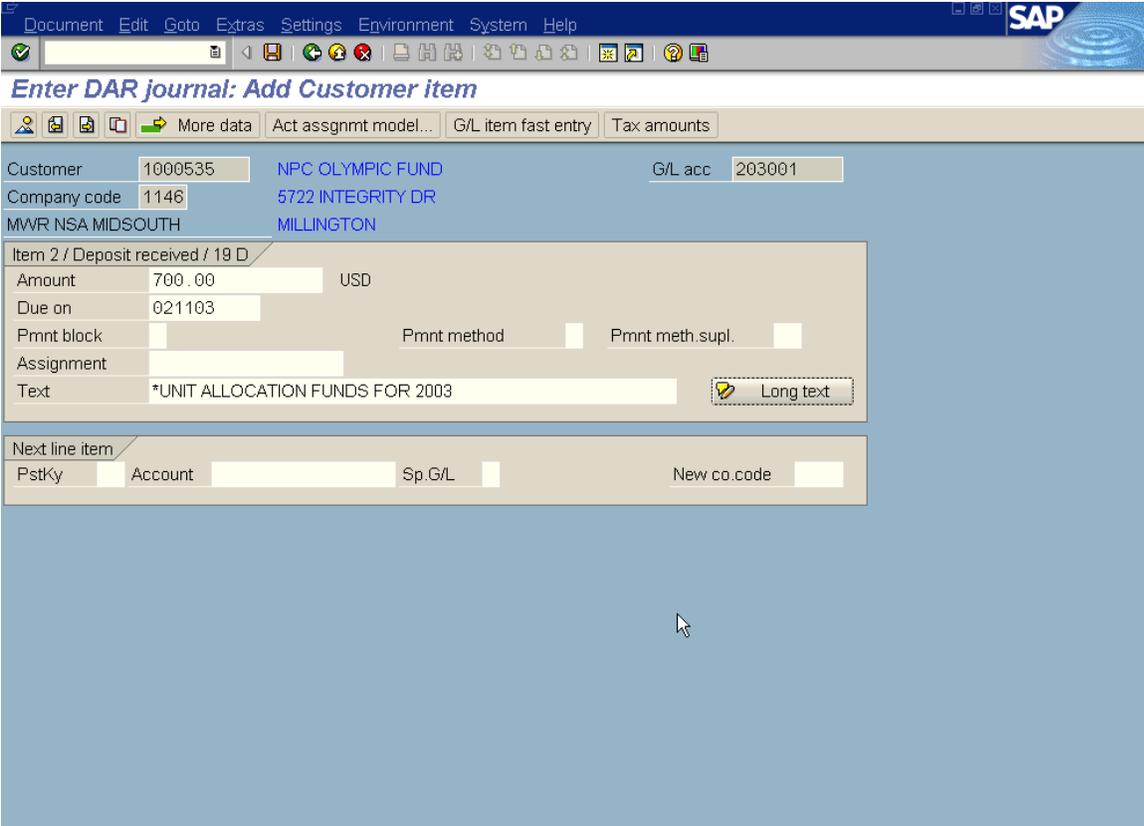
Use the following table for guidance:

The Field Name	The Proper Entry
Amount	Amount of the Unit Allocation Funds
Cost Center	Cost center to which unit allocation expense is to be assigned (Unit allocation G&A)
Move to the Next Line Item section	
PstKy (Posting Key)	19 – Special GL Credit (for Customers)
Account	Customer Account Number
Sp. G/L	D – Deposits Payable (VERY IMPORTANT)

Using the special G/L Indicator “D” with the customer account number causes the system to redirect the posting to **Deposits Payable 203001** rather than Accounts Receivable 131005.

Press the Enter key or click on the Green checkmark  icon to proceed to the detail screen for the next line item.

Third Screen: Enter General JV Journal: Add Customer Item



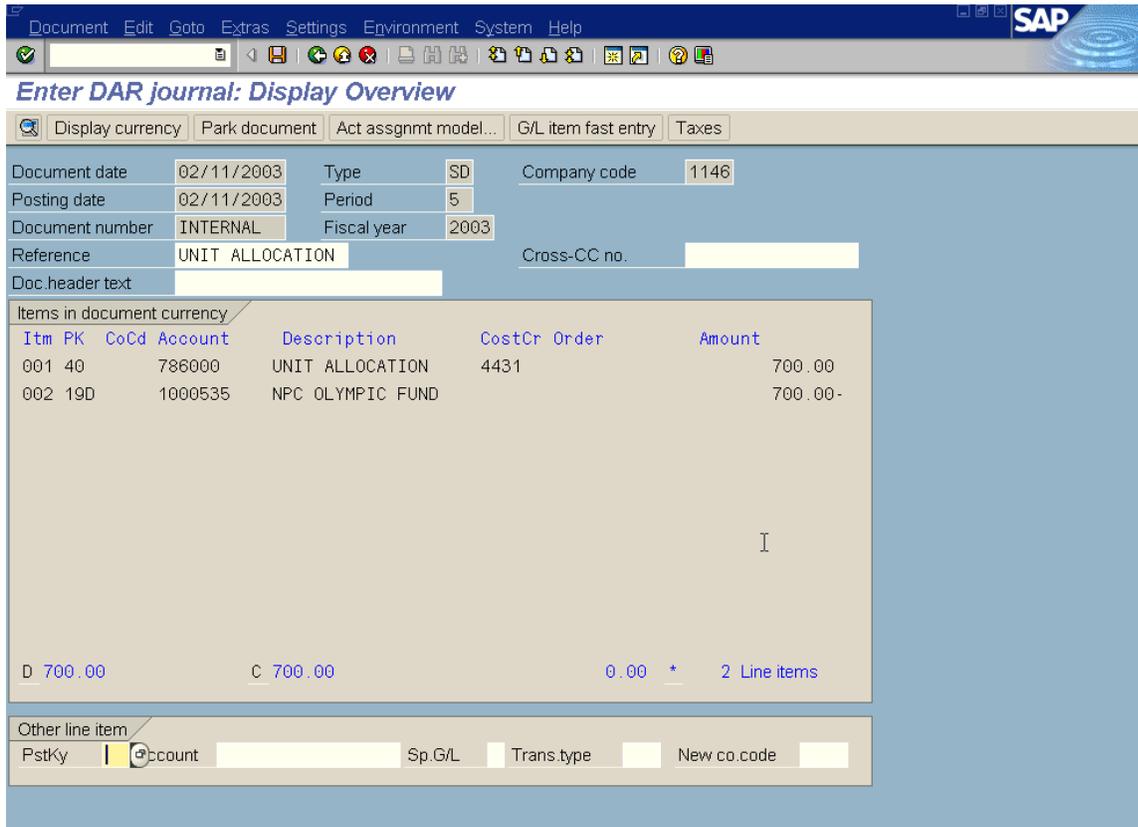
Use the following table for guidance:

The Field Name	The Proper Entry
Amount	Amount of the Unit Allocations Funds
Due on	Same as the Document date
Text	We recommend: “*UNIT ALLOCATION FUNDS FOR 2001”

Press the Enter key or click on the Green checkmark  to check the entries in the current line item.

Now click on the “Document Overview” push-button  to view a summary of the unit allocation GJV.

Fourth Screen: Enter General JV Journal: Display Overview



As you can see from the Display Overview screen, the Debits equal the Credits and the document can now be saved by clicking on the Save  icon. Of course, the 10-digit document number should be recorded on Payment request form.

After the transfer of the Unit Allocation Funds to the Command customer account, the designated AR Technician should proceed immediately to process the request for withdrawal of allocation funds. MWR policy prohibits allocating and expensing of Unit Allocations without a request by the Command to withdraw the funds for the specific purpose that they outline in the request letter.

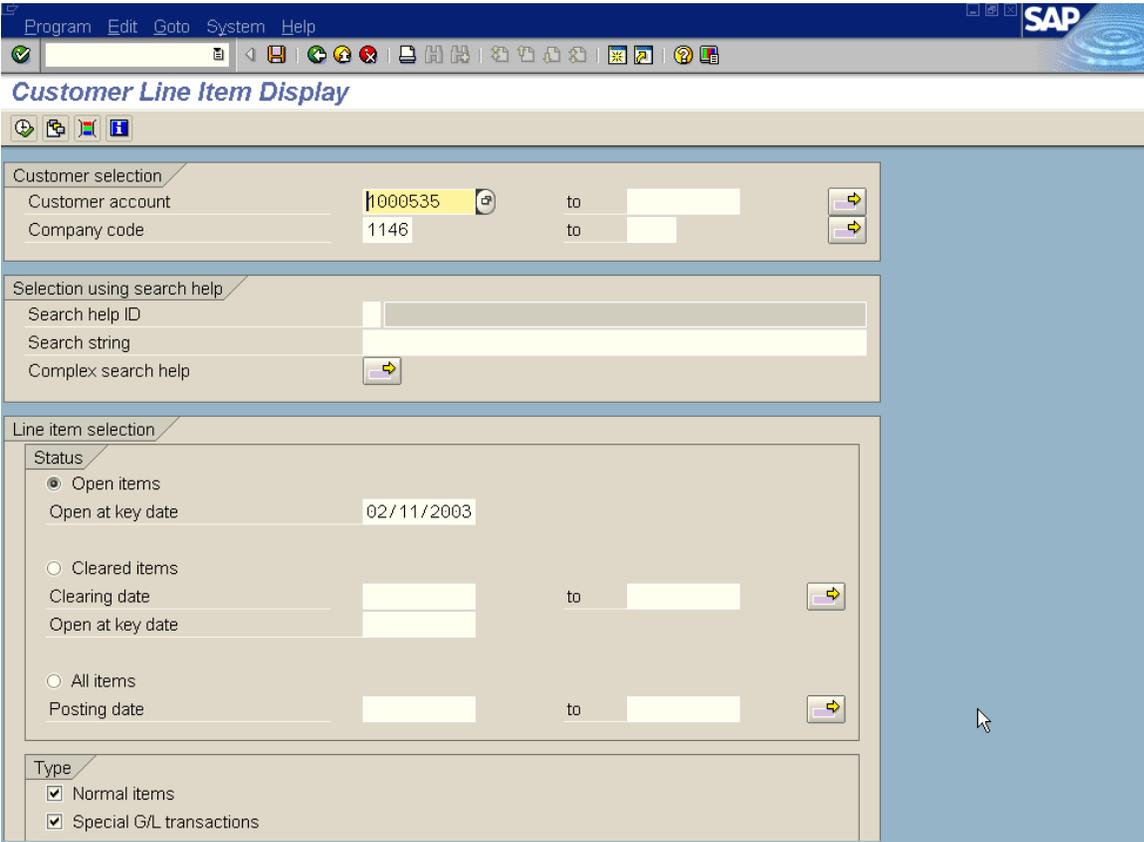
Scenario Five: Command Issued Request for Withdrawal of Allocation Funds

Upon receiving the Fund Request Letter from the Command requesting the withdrawal of their allocation funds, the AR Technician should **review the Customer deposit balance** to determine whether that the customer has a deposit balance that is greater than the allocation funds request. **This situation will occur when the Command also has funds (from fundraisers) being held on their behalf. This step is very important to prevent over-refunding to the Commands.**

Menu Path: Accounting > Financial Accounting > Accounts Receivable > Account > Display/Change Line Items

Transaction Code: **FBL5N**

First screen: Customer Line Item Display



Use the following table for guidance:

The Field Name	The Proper Entry
Customer account	Enter the customer's account number
Company code	Company code in which the funds are deposited
All items	Flag this radio button
Dynamic Selections	
G/L Account	Enter 203001 for deposits

Press the Execute push-button to execute the report.

Report screen: *Customer Line Item Display*

Customer Line Item Display

Status: open Parked Cleared
 Due date: Overdue Due Not due

Run Date: 02/11/2003 09:48:54
 User: HQ_RANDERSON

Open Items Key Date: 02/11/2003

NPC OLYMPIC FUND 1000535
 5722 INTEGRITY DR
 MILLINGTON TN 38054

St	CoCd	Assignment	Doc.no.	Type	Doc. date	Pstg date	PK	S	DD	Net due dt	Amt in loc. cur.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1146	1300000469	SD	02/11/2003	02/11/2003	19	D	<input type="checkbox"/>	02/11/2003	100.00-
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1146	1300000470	SD	02/11/2003	02/11/2003	19	D	<input type="checkbox"/>	02/11/2003	700.00-
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1146	8000000049	ZC	02/11/2003	02/11/2003	06		<input type="checkbox"/>	02/11/2003	50.00
*	<input checked="" type="checkbox"/>	1146									750.00-
** Account 1000535											750.00-

Run Date: 02/11/2003 09:48:54
 User: HQ_RANDERSON

Open Items Key Date: / / *

The total deposit balance for the customer is displayed. The AR Technician can now determine whether the **Command has additional “non-allocation” funds on deposit with MWR**. If there are other funds on deposit with MWR, in addition to the allocation funds then a **Partial Withdrawal** must be made. If the only funds on deposit are the unit allocation funds outlined in Scenario Four, then a **Full Withdrawal** can be made.

The AR Technician should indicate on the Payment Request form (or Command Request Fund Letter form, as explained above) whether this will be a full withdrawal or partial withdrawal of funds and that sufficient funds exist by marking the appropriate checkboxes. The AR Technician should also **record the document number of the Unit Allocation GJV so that the AP Technician can easily determine the unit allocation open item when processing a Partial Payment.**

The Payment Request form along with the Command's Request Letter should be forwarded to the Accounts Payable Department for payment processing.

The payment type (FULL or PARTIAL) will determine the procedures that the AP Technician will follow.

FULL WITHDRAWAL – proceed with Scenario Two (replace funds from a fundraiser with unit allocation funds)

PARTIAL WITHDRAWAL – proceed with Scenario Three (replace funds from a fundraiser with unit allocation funds)

The designated AP Technician responsible for Unit Refunds needs to know the following information in order to process the refund payment:

- **Customer Number – required when making a payment to a customer**
- **Full or Partial Payment – used to determine payment type (automatic payment or “hot” check)**
- **Special G/L Indicator – used to ensure that payments is for a deposit and is posted to the correct g/l account**
- **Unit Allocation GJV Document Number**

Scenario Six: Command Issued Request for “Payment” of Funds to MWR Activity

A Request for Withdrawal of Funds form may indicate that the Command wishes to apply its allocation funds and/or other funds on deposit with MWR to cover the cost of an event held at an MWR facility. If this occurs, the designated AR Technician should review the deposit balance of the Command customer account and determine whether the MWR facility involved has submitted paperwork relating to this event.

Menu Path: Accounting > Financial Accounting > Accounts Receivable > Account > Display/Change Line Items

Transaction Code: **FBL5N**

First screen: Customer Line Item Display

Use the following table for guidance:

The Field Name	The Proper Entry
Customer account	Enter the customer’s account number
Company code	Company code in which the funds are deposited

All items	Flag this radio button
Dynamic Selections	
G/L Account	Enter 203001 for deposits

Press the Execute push-button to execute the report.

Report screen: Customer Line Item Display

The screenshot shows the SAP 'Customer Line Item Display' report. The title bar includes 'List Edit Goto Extras Environment Settings System Help' and the SAP logo. The main window displays the following information:

- Status: open (red square), Parked (yellow triangle), Cleared (green circle)
- Due date: Overdue (red square), Due (yellow triangle), Not due (blue square)
- Run Date: 02/11/2003 11:20:22
- User: HQ_RANDERSON
- Open Items Key Date: 02/11/2003
- Account: NPC OLYMPIC FUND 1000535
- Address: 5722 INTEGRITY DR, MILLINGTON, TN 38054

St	CoCd	Assignment	Doc.no.	Type	Doc. date	Pstg date	PK	S	DD	Net due dt	Amt in loc.cur.
	1146		1300000469	SD	02/11/2003	02/11/2003	19	D	⚠	02/11/2003	100.00-
	1146		1300000470	SD	02/11/2003	02/11/2003	19	D	⚠	02/11/2003	700.00-
	1146		8000000049	ZC	02/11/2003	02/11/2003	06		⚠	02/11/2003	50.00
*	1146										750.00-
**	Account 1000535										750.00-

Run Date: 02/11/2003 11:20:22
User: HQ_RANDERSON
Open Items Key Date: / / *

The total deposit balance for the customer is displayed. The AR Technician can now, by reviewing the paperwork submitted by the MWR facility involved, determine whether the **Command has sufficient funds to cover the entire cost of the event or insufficient funds and must be invoiced for the remaining cost of the event.**

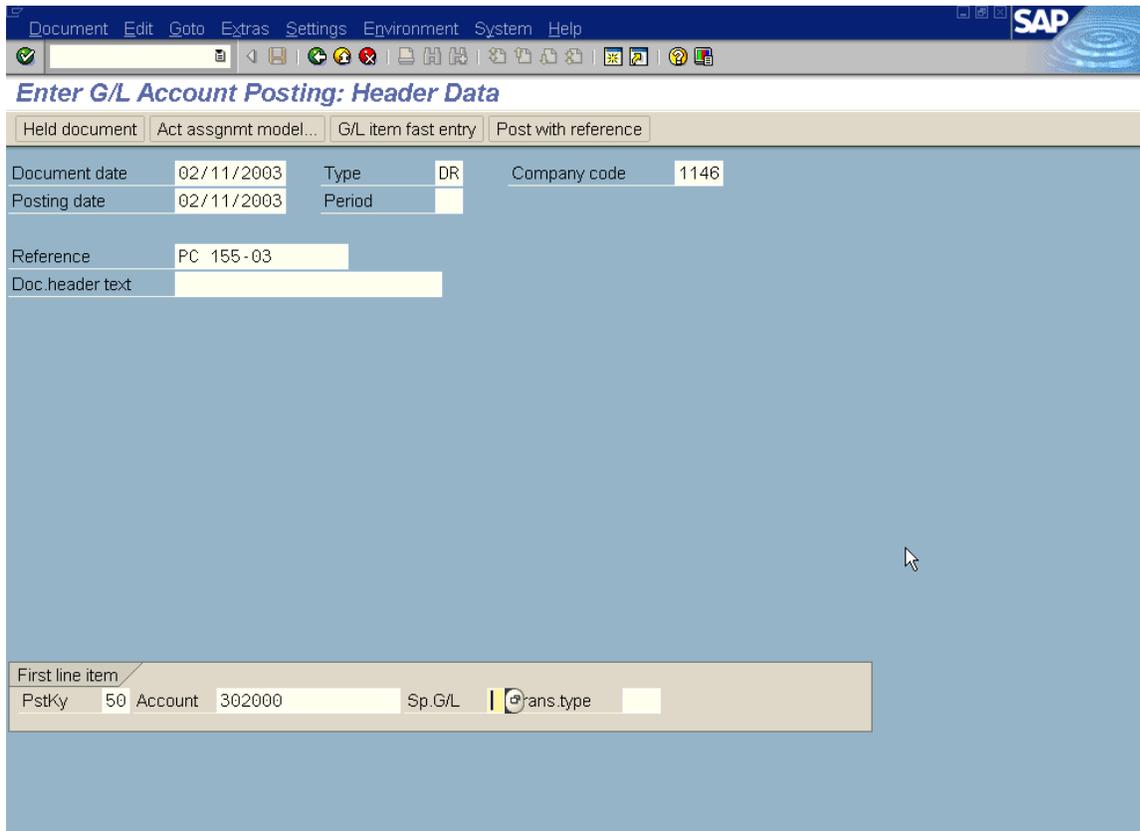
Sufficient Funds

A journal will need to be posted that will record the revenue the facility derived from the Command's event and application of the Command's funds on deposit.

Menu Path: Accounting > Financial Accounting > Accounts Receivable > Document Entry > Invoice

Transaction Code: **F-22**

First screen: Enter Customer Invoice: Header Data

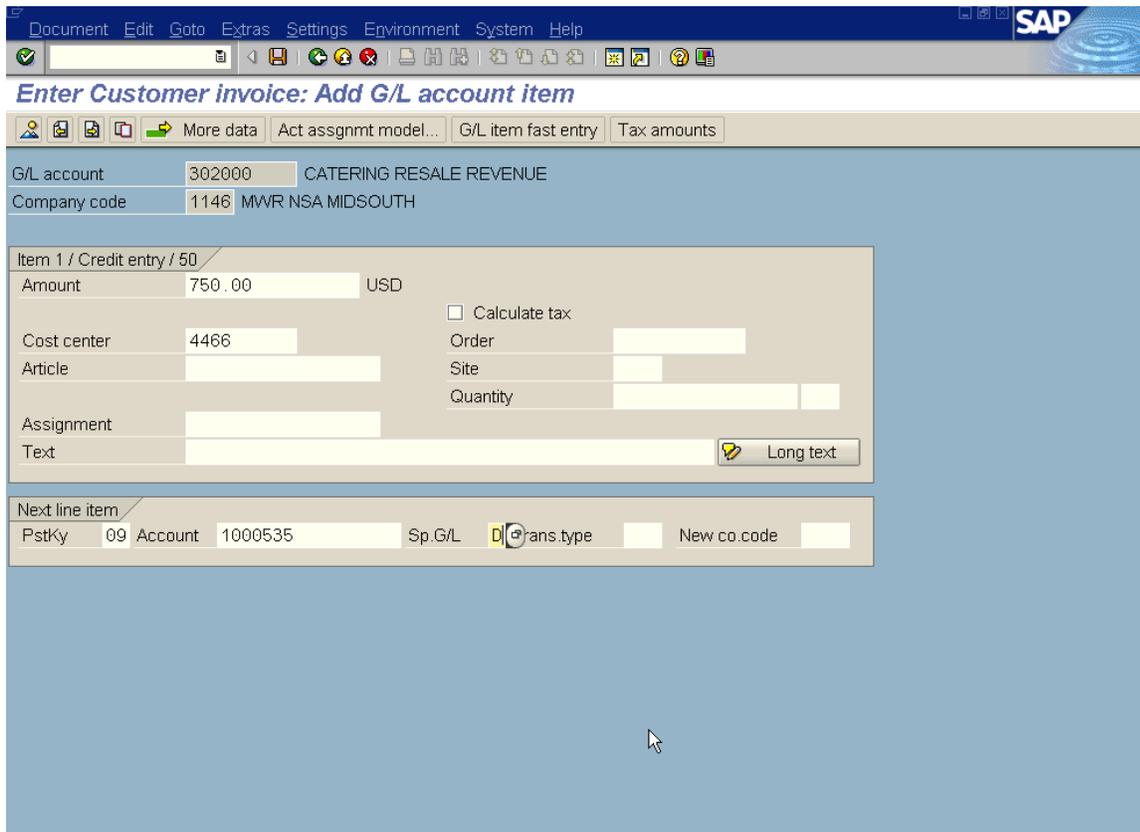


Use the following table to guide you with the correct entries for the window above.

Field Name	The proper entry
Document Date	Date of the Unit Funds Request
Document type	DR – Customer Invoice
Posting Date	Same as the Document date
Reference	Use standard customer invoice reference numbering per local MWR business office procedure
Doc. Header text	Use standard customer invoice document header text per local MWR business office procedure
At the bottom of the window in the First line item section	
PstKy (Posting Key)	50 - Credit
Account	Revenue account (e.g. catering 302000)

Press the Enter key or click on the Green checkmark  icon.

Second Screen: Enter Customer Invoice: Add G/L Account Item



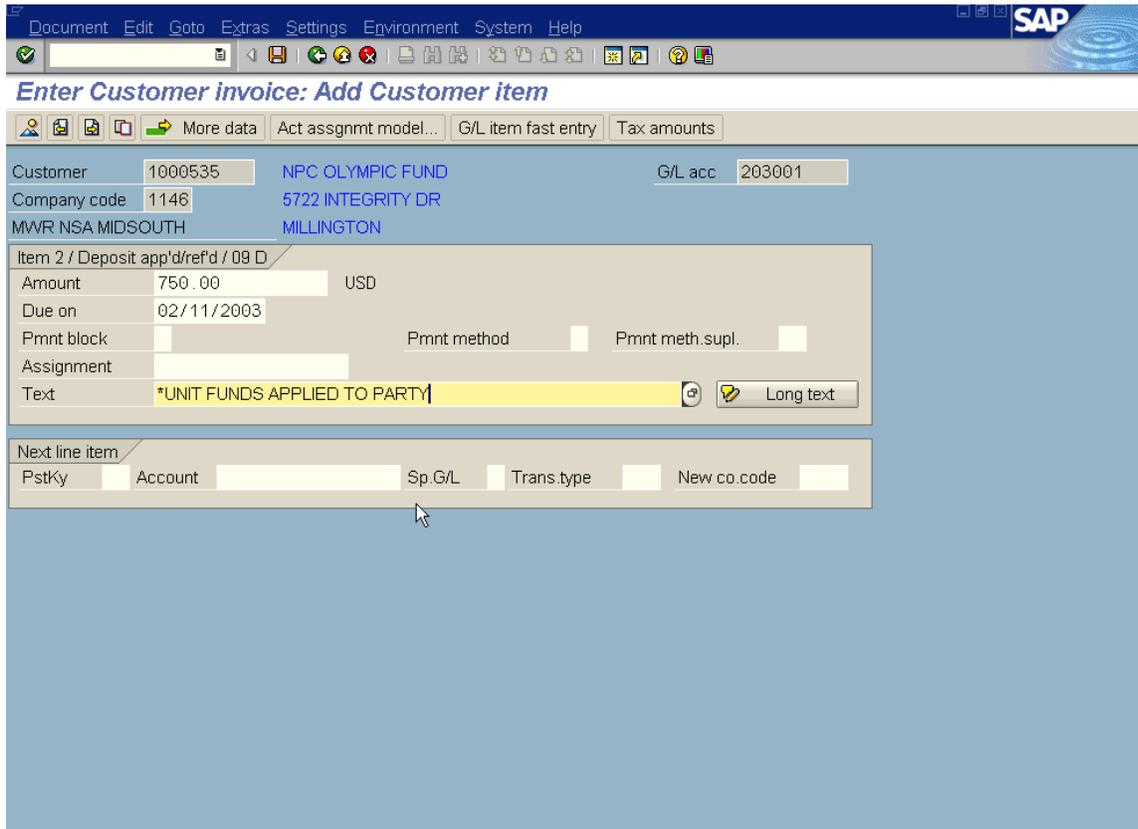
Use the following table for guidance:

The Field Name	The Proper Entry
Amount	Amount of the party contract
Cost center	Cost center of facility
Move to the Next Line Item section	
PstKy (Posting Key)	09 – Special GL Debit (for Customers)
Account	Customer Account Number
Sp. G/L	D – Deposits Payable (VERY IMPORTANT)

Using the special G/L Indicator “D” with the customer account number causes the system to redirect the posting to **Deposits Payable 203001** rather than Accounts Receivable 131005.

Press the Enter key or click on the Green checkmark  icon to proceed to the detail screen for the next line item.

Third Screen: Enter Customer Invoice: Add Customer Item



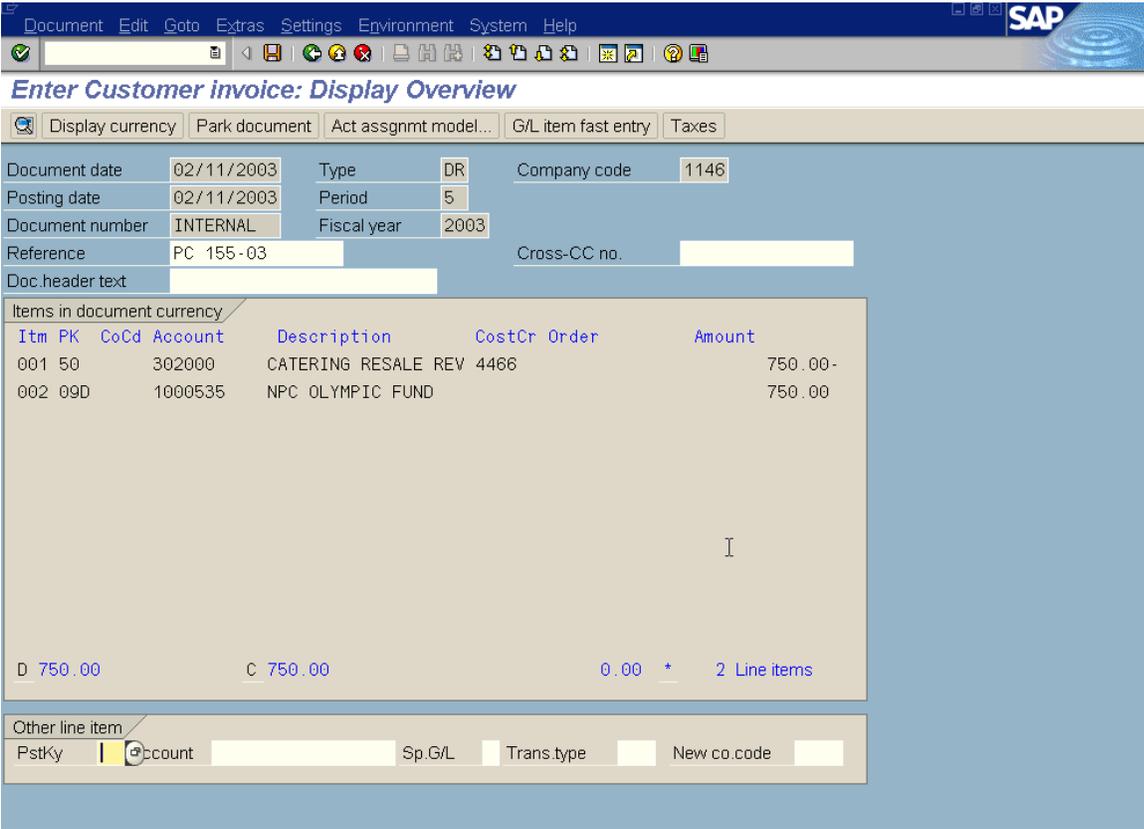
Use the following table for guidance:

The Field Name	The Proper Entry
Amount	Amount of the Deposit
Due on	Same as the Document date
Assignment	Party Contract number
Text	We recommend: “*UNIT FUNDS APPLIED TO COMMAND PARTY AT O’CLUB”

Press the Enter key or click on the Green checkmark  to check the entries in the current line item.

Now click on the “Document Overview” push-button  to view a summary of the Customer invoice journal.

Fourth Screen: *Enter Customer Invoice: Display Overview*



As you can see from the Display Overview screen the Debits equal the Credits and the document can now be saved by clicking on the Save  icon. Of course, the 10-digit document number should be recorded on DAR paperwork.

After the invoice has been posted, the line item display for this Command's customer account will appear as displayed below:

Customer Line Item Display

Status: open Parked Cleared
 Due date: Overdue Due Not due

Run Date: 02/11/2003 11:25:00
 User: HQ_RANDERSON

Open Items Key Date: 02/11/2003

NPC OLYMPIC FUND 1000535
 5722 INTEGRITY DR
 MILLINGTON TN 38054

St	CoCd	Assignment	Doc.no.	Type	Doc. date	Pstg date	PK	S	DD	Net due dt	Amt in loc.cur.
<input checked="" type="checkbox"/>	1146		1300000469	SD	02/11/2003	02/11/2003	19	D	<input type="checkbox"/>	02/11/2003	100.00-
<input type="checkbox"/>	1146		1300000470	SD	02/11/2003	02/11/2003	19	D	<input type="checkbox"/>	02/11/2003	700.00-
<input type="checkbox"/>	1146		2300000003	DR	02/11/2003	02/11/2003	09	D	<input type="checkbox"/>	02/11/2003	750.00
<input type="checkbox"/>	1146		8000000049	ZC	02/11/2003	02/11/2003	06		<input type="checkbox"/>	02/11/2003	50.00
*	1146										0.00
** Account 1000535											0.00

Run Date: 02/11/2003 11:25:00
 User: HQ_RANDERSON

Open Items Key Date: / / *

The customer should then be cleared manually (**FOLLOW INSTRUCTIONS FROM PAGE III-116 in your SAP Manual**) and any necessary residual items created.

Insufficient Funds

A journal will need to be posted that will record the revenue the facility derived from the Command's event, the application of the Command's funds on deposit and the creation of a separate ordinary accounts receivable item for the cost of the event that was not covered by the available funds on deposit.

Menu Path: Accounting > Financial Accounting > Accounts Receivable > Document Entry > Invoice

Transaction Code: **F-22**

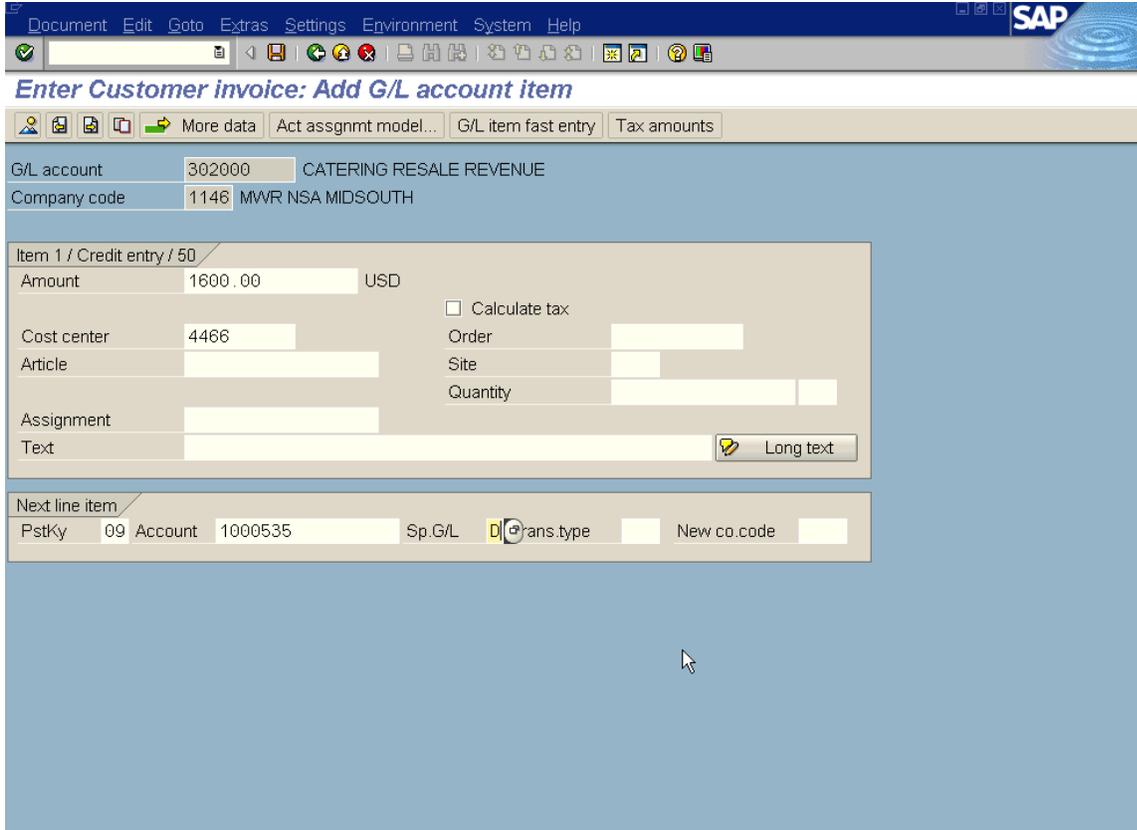
First screen: Enter Customer Invoice: Header Data

Use the following table to guide you with the correct entries for the window above.

Field Name	The proper entry
Document Date	Date of the Unit Funds Request
Document type	DR – Customer Invoice
Posting Date	Same as the Document date
Reference	Use standard customer invoice reference numbering per local MWR business office procedure
Doc. Header text	Use standard customer invoice document header text per local MWR business office procedure
At the bottom of the window in the First line item section	
PstKy (Posting Key)	50 - Credit
Account	Revenue account (e.g. catering 302000)

Press the Enter key or click on the Green checkmark  icon.

Second Screen: *Enter Customer Invoice: Add G/L Account Item*



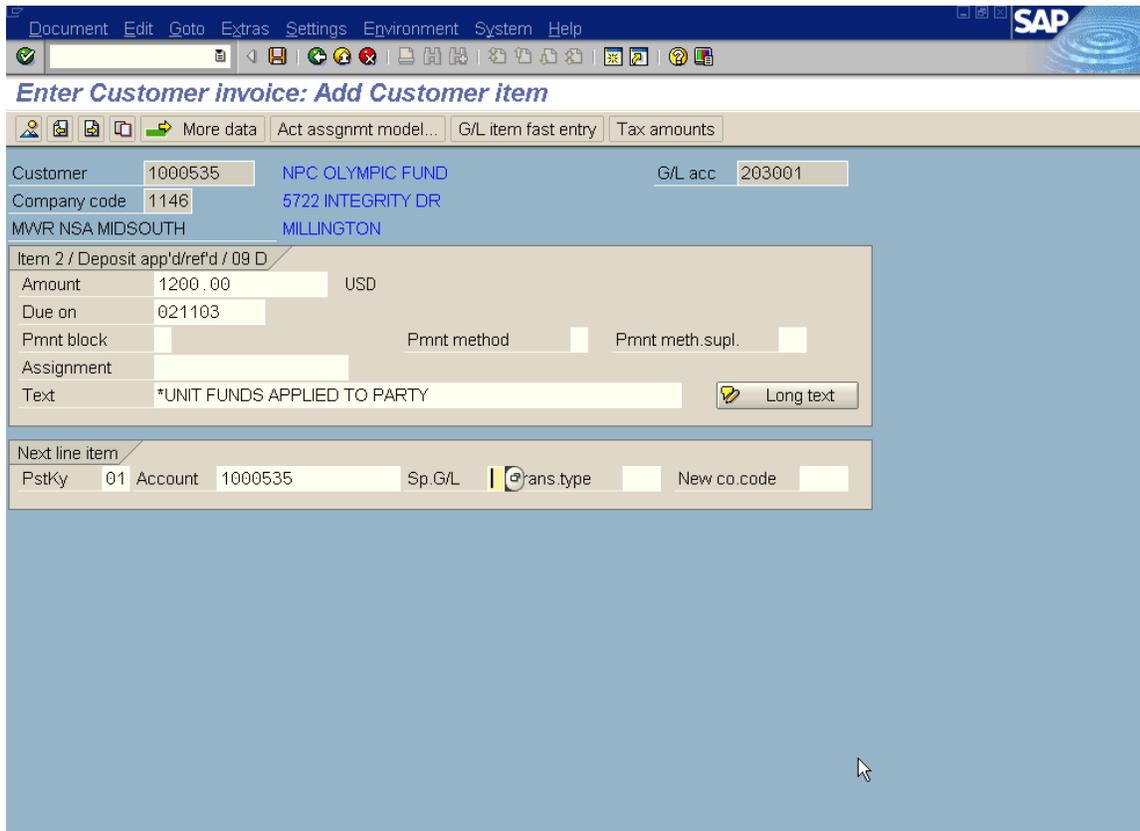
Use the following table for guidance:

The Field Name	The Proper Entry
Amount	Amount of the party contract
Cost center	Cost center of facility
Move to the Next Line Item section	
PstKy (Posting Key)	09 – Special GL Debit (for Customers)
Account	Customer Account Number
Sp. G/L	D – Deposits Payable (VERY IMPORTANT)

Using the special G/L Indicator “D” with the customer account number causes the system to redirect the posting to **Deposits Payable 203001** rather than Accounts Receivable 131005.

Press the Enter key or click on the Green checkmark  icon to proceed to the detail screen for the next line item.

Third Screen: Enter Customer Invoice: Add Customer Item

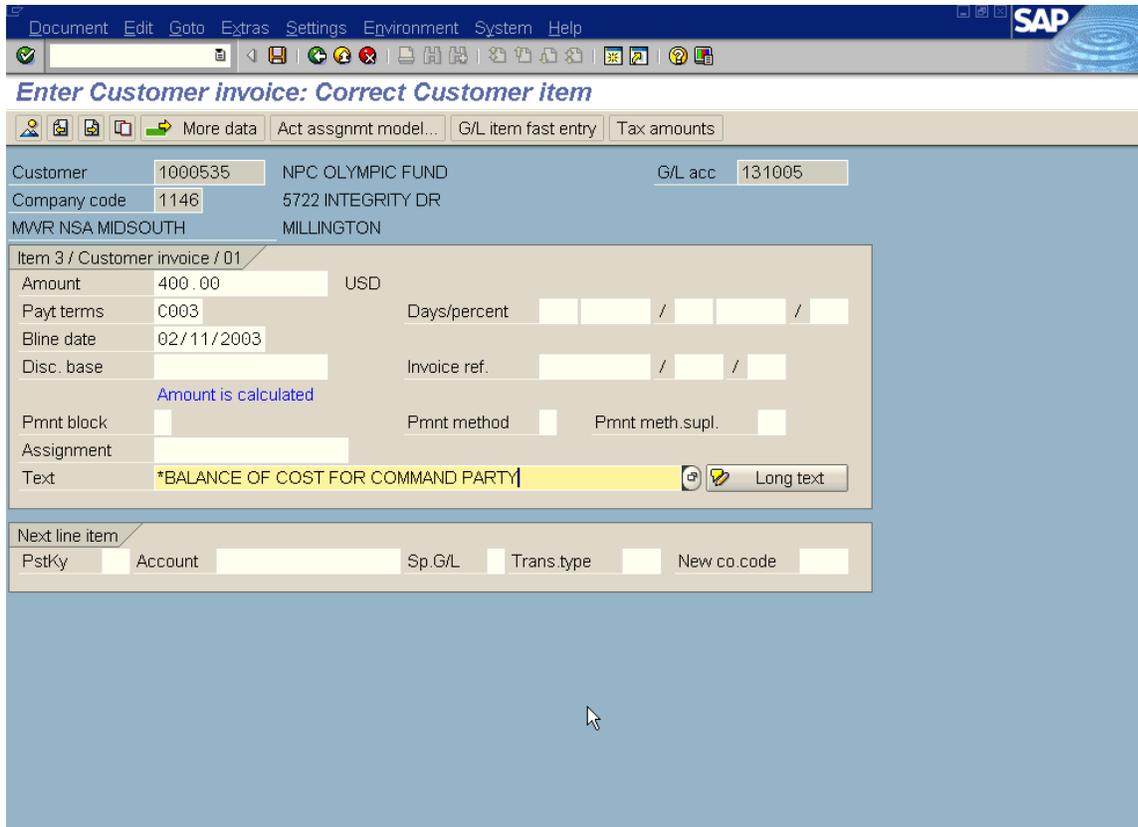


Use the following table for guidance:

The Field Name	The Proper Entry
Amount	Amount of the Deposit
Due on	Same as the Document date
Assignment	Party Contract number
Text	We recommend: “*UNIT FUNDS APPLIED TO COMMAND PARTY AT O’CLUB”

Press the Enter key or click on the Green checkmark  icon to proceed to the detail screen for the next line item.

Fourth Screen: Enter Customer Invoice: Add Customer Item

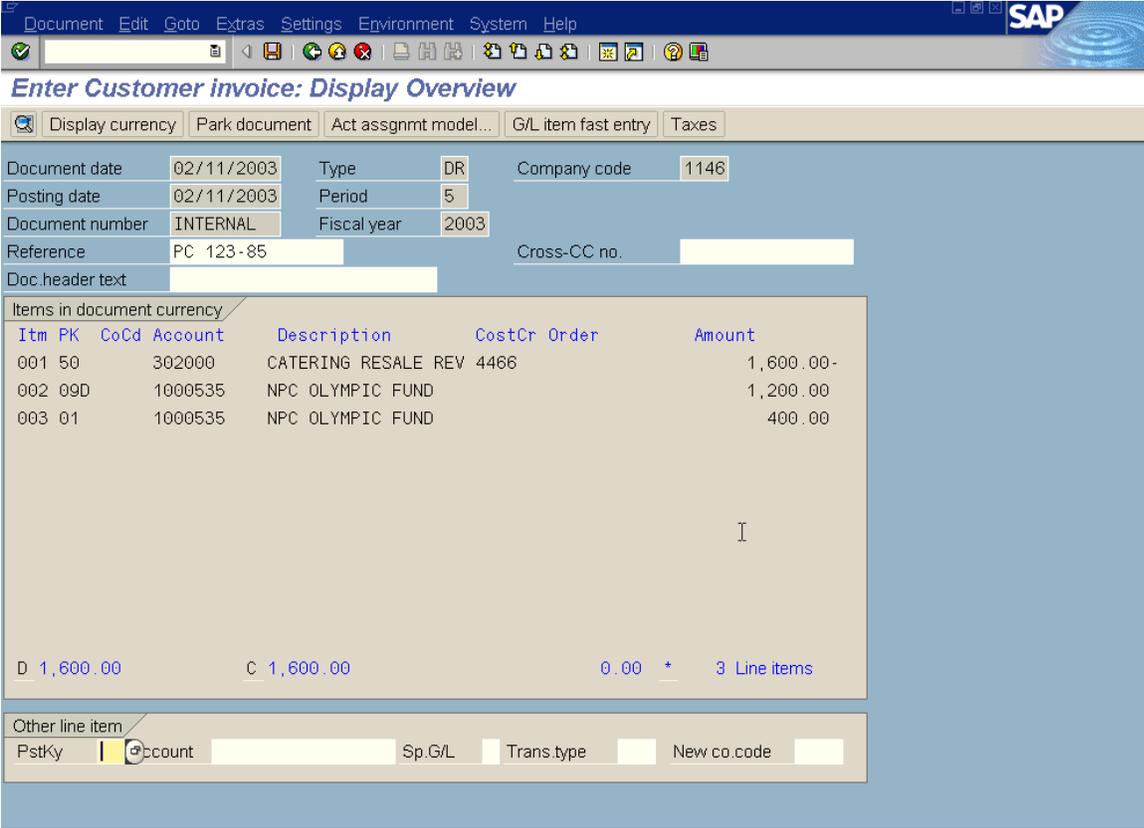


Use the following table for guidance:

The Field Name	The Proper Entry
Amount	Amount of the difference between the cost of the event and deposit balance
Due on	Same as the Document date
Text	We recommend: “*BALANCE OF COST FOR COMMAND PARTY AT O’CLUB”

Press the Enter key or click on the Green checkmark  to check the entries in the current line item.

Now click on the “Document Overview” push-button  to view a summary of the Customer invoice journal.



As you can see from the Display Overview screen the Debits equal the Credits and the document can now be saved by clicking on the Save  icon. Of course, the 10-digit document number should be recorded on DAR paperwork.

After the invoice has been posted, the line item display for this Command's customer account will appear as displayed below:

The screenshot shows the SAP 'Customer Line Item Display' window. At the top, there is a menu bar with 'List', 'Edit', 'Goto', 'Extras', 'Environment', 'Settings', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main area displays the following information:

Status: open Parked Cleared
 Due dae: Overdue Due Not due

Run Date: 02/11/2003 15:24:01
 User: HQ_RANDERSON

Open Items Key Date: 02/11/2003

NPC OLYMPIC FUND 1000535
 5722 INTEGRITY DR
 MILLINGTON TN 38054

t	CoCd	Assignment	Doc.no.	Type	Doc. date	Pstg date	PK	S	DD	Net due dt	Amt in loc. cur.
<input type="checkbox"/>	1146		1000000174	SA	02/10/2003	02/10/2003	19	D	<input checked="" type="checkbox"/>	02/10/2003	700.00-
<input type="checkbox"/>	1146		1300000471	SD	02/10/2003	02/10/2003	19	D	<input checked="" type="checkbox"/>	02/10/2003	500.00-
<input type="checkbox"/>	1146		2300000004	DR	02/11/2003	02/11/2003	01		<input checked="" type="checkbox"/>	02/11/2003	400.00
<input type="checkbox"/>	1146		2300000004	DR	02/11/2003	02/11/2003	09	D	<input checked="" type="checkbox"/>	02/11/2003	1,200.00
*	1146										400.00
** ccount 1000535											400.00

Run Date: 02/11/2003 15:24:01
 User: HQ_RANDERSON

Open Items Key Date: / / *

The customer should then be cleared manually (FOLLOW INSTRUCTIONS FROM PAGE III-116 in your SAP Manual) and any necessary residual items created.

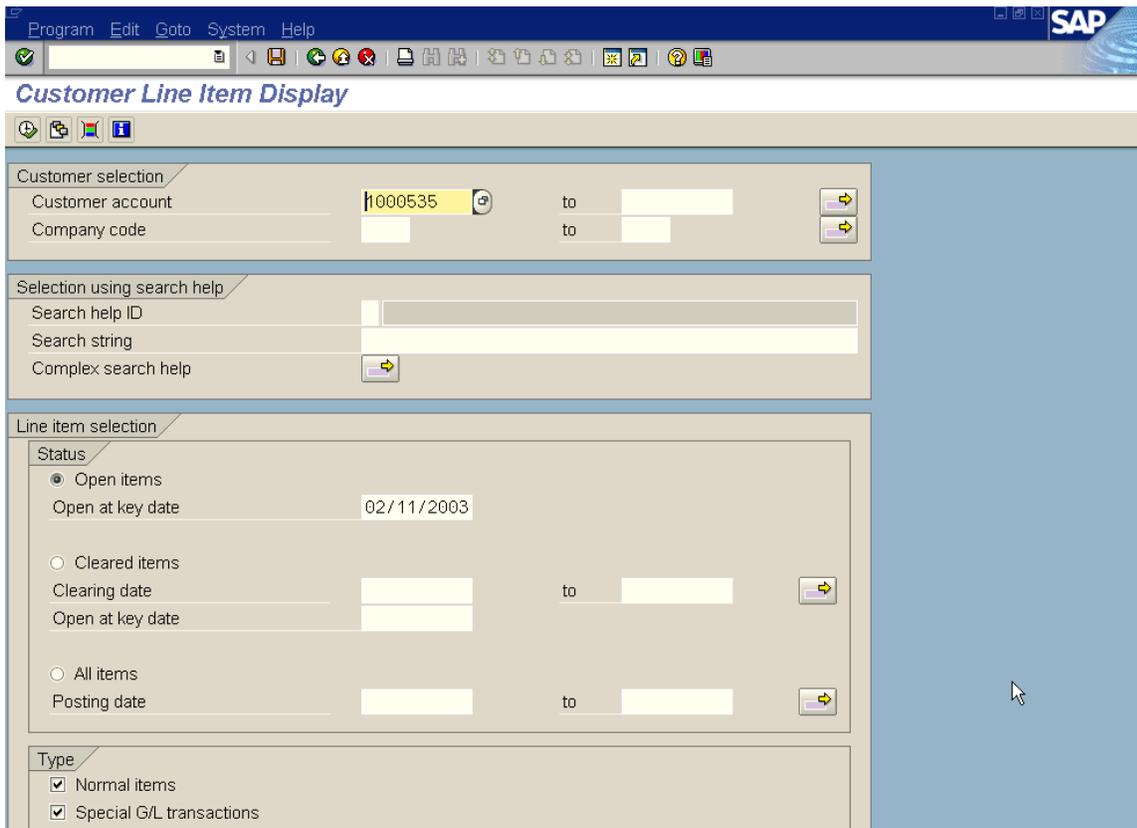
Scenario Seven: Command Issued Request for Payment of Funds to Third-party Vendor

A Request for Withdrawal of Funds form may indicate that the Command wishes to apply its allocation funds and/or other funds on deposit with MWR to cover the cost of an event held at a third-party vendor’s facility. If this occurs the designated AR Technician should review the deposit balance of the Command customer account and determine whether the Command successfully held the event.

Menu Path: Accounting > Financial Accounting > Accounts Receivable > Account > Display/Change Line Items

Transaction Code: **FBL5N**

First screen: Customer Line Item Display



Use the following table for guidance:

The Field Name	The Proper Entry
Customer account	Enter the customer’s account number
Company code	Company code in which the funds are deposited
All items	Flag this radio button

Dynamic Selections	
G/L Account	Enter 203001 for deposits

Press the Execute push-button to execute the report.

Report screen: Customer Line Item Display

The screenshot shows the SAP 'Customer Line Item Display' report. At the top, the menu bar includes 'List', 'Edit', 'Goto', 'Extras', 'Environment', 'Settings', 'System', and 'Help'. The title bar reads 'Customer Line Item Display'. Below the title bar is a toolbar with various icons. The main area displays the following information:

Status: open Parked Cleared
 Due date: Overdue Due Not due

Run Date: 02/11/2003 15:34:37
 User: HQ_RANDERSON

Open Items Key Date: 02/11/2003

NPC OLYMPIC FUND 1000535
 5722 INTEGRITY DR
 MILLINGTON TN 38054

St	CoCd	Assignment	Doc.no.	Type	Doc. date	Pstg date	PK	S	DD	Net due dt	Amt in loc.cur.
	<input checked="" type="checkbox"/>	1146	1000000175	SA	02/05/2003	02/05/2003	19	D	<input checked="" type="checkbox"/>	02/05/2003	700.00-
	<input checked="" type="checkbox"/>	1146	1300000473	SD	02/01/2003	02/01/2003	19	D	<input checked="" type="checkbox"/>	02/01/2003	300.00-
*	<input checked="" type="checkbox"/>	1146									1,000.00-
** Account 1000535											1,000.00-

Run Date: 02/11/2003 15:34:37
 User: HQ_RANDERSON

Open Items Key Date: / / *

*
 *
 *

The total deposit balance for the customer is displayed. The AR Technician can now, by reviewing the paperwork submitted by the MWR facility involved, determine whether the **Command has sufficient funds to cover the entire cost of the event or insufficient funds and must be invoiced for the remaining cost of the event.**

Sufficient Funds

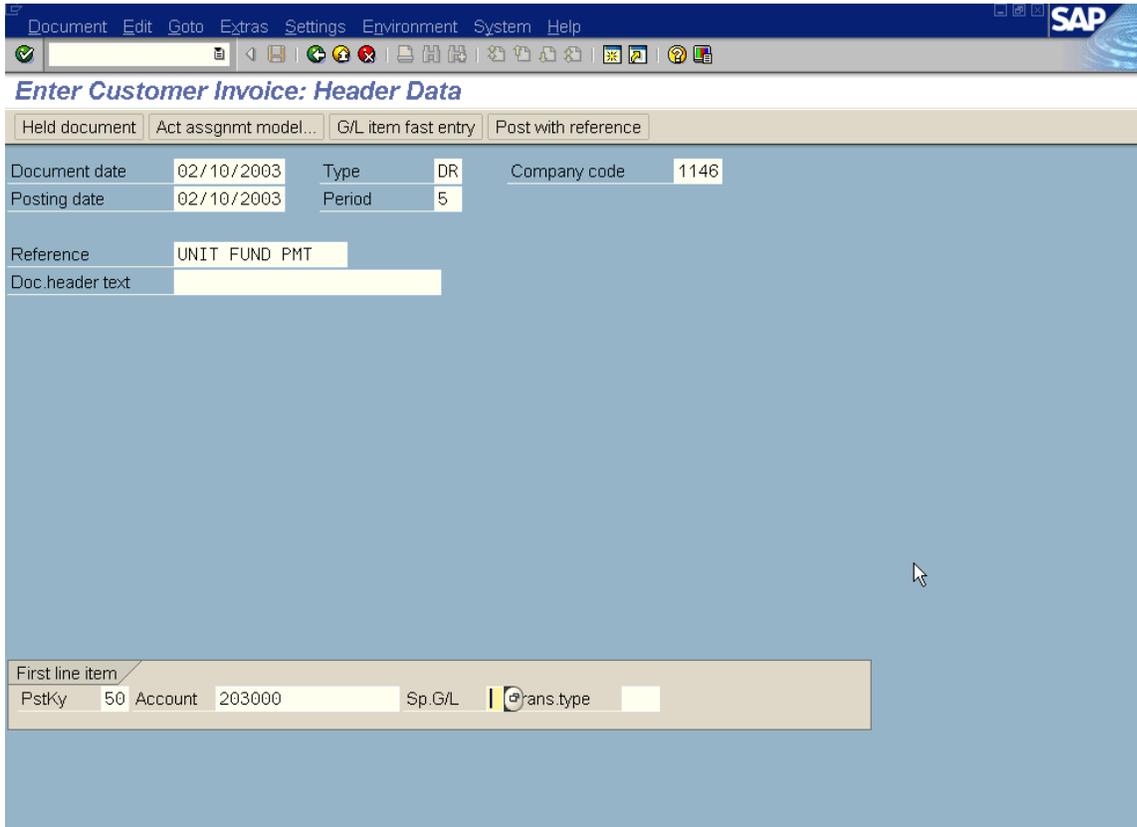
A journal will need to be posted that will record:

- reversal of the accrual created at the time of goods receipt (event was successfully held)
- application of the Command’s funds on deposit.

Menu Path: Accounting > Financial Accounting > Accounts Receivable > Document Entry > Invoice

Transaction Code: **F-22**

First screen: Enter Customer Invoice: Header Data

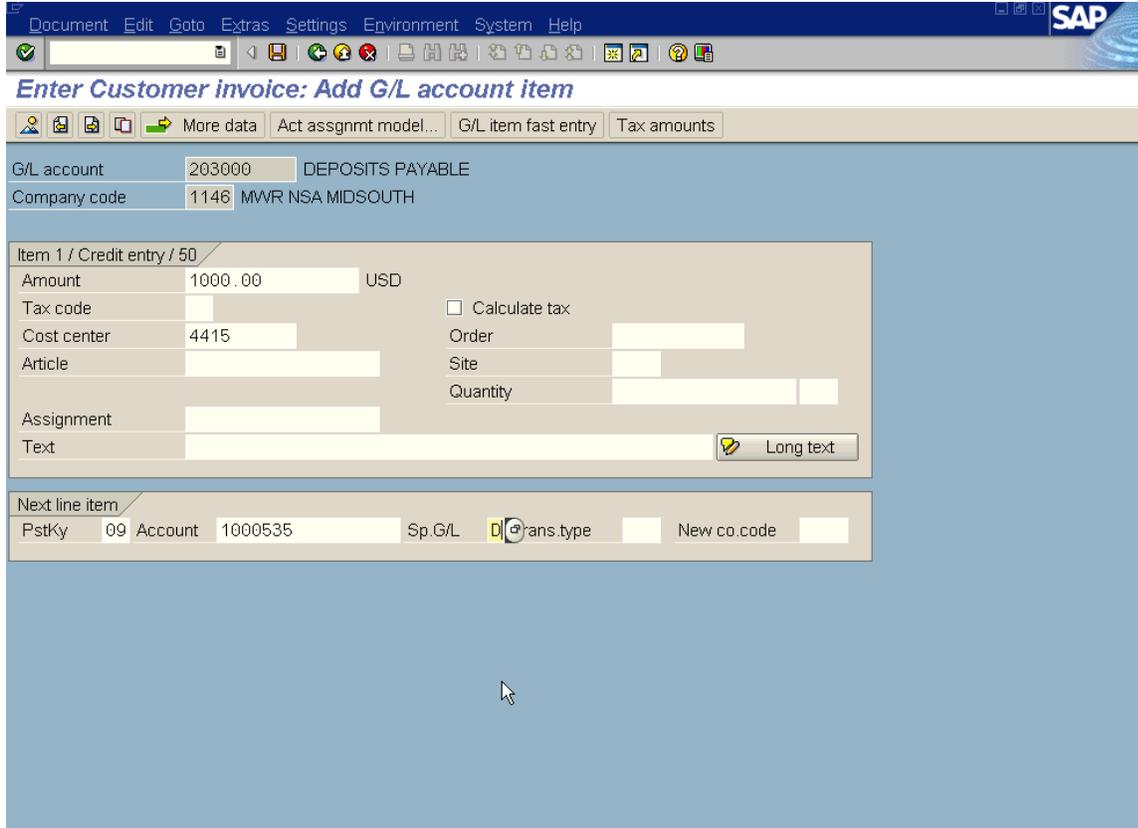


Use the following table to guide you with the correct entries for the window above.

Field Name	The proper entry
Document Date	Date of the Unit Funds Request
Document type	DR – Customer Invoice
Posting Date	Same as the Document date
Reference	Use standard customer invoice reference numbering per local MWR business office procedure
Doc. Header text	Use standard customer invoice document header text per local MWR business office procedure
At the bottom of the window in the First line item section	
PstKy (Posting Key)	50 - Credit
Account	Deposits Payable 203000 (account assigned on PO)

Press the Enter key or click on the Green checkmark  icon.

Second Screen: Enter Customer Invoice: Add G/L Account Item



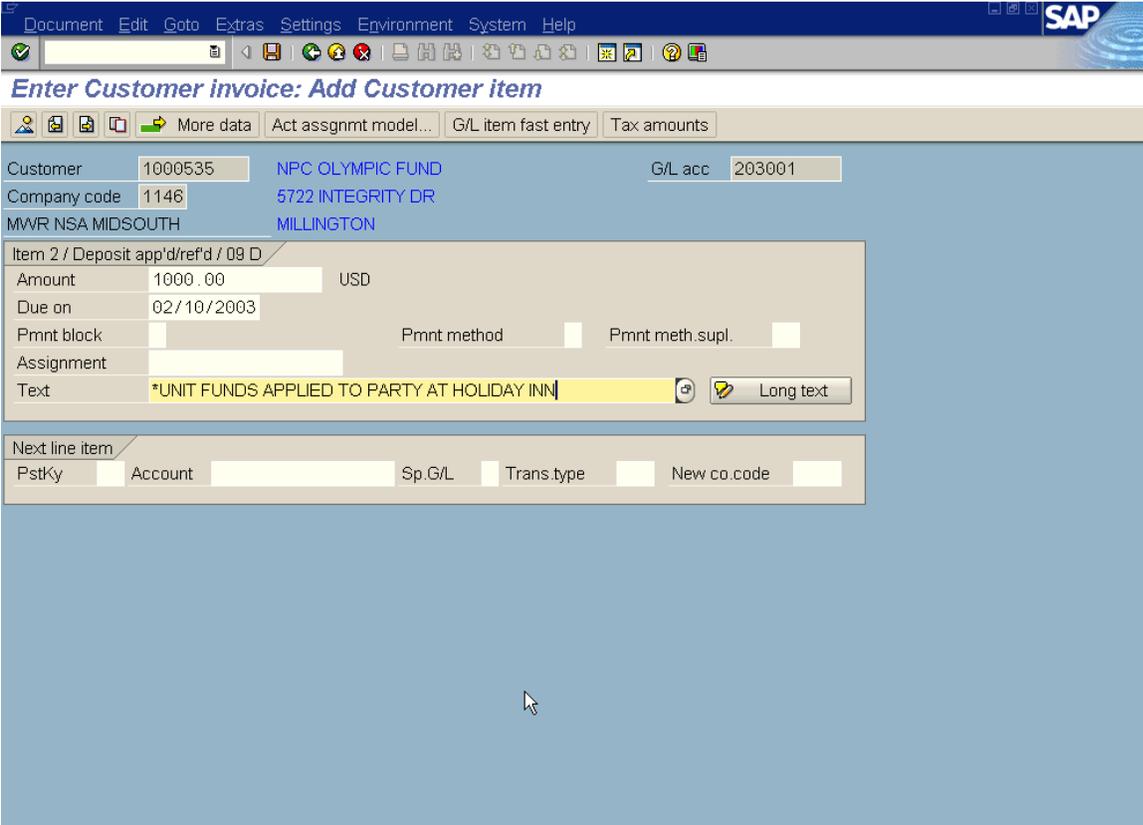
Use the following table to guide you with the correct entries for the window above

The Field Name	The Proper Entry
Amount	Amount of the party contract
Cost center	Cost center assigned on the purchase order
Move to the Next Line Item section	
PstKy (Posting Key)	09 – Special GL Debit (for Customers)
Account	Customer Account Number
Sp. G/L	D – Deposits Payable (VERY IMPORTANT)

Using the special G/L Indicator “D” with the customer account number causes the system to redirect the posting to **Deposits Payable 203001** rather than Accounts Receivable 131005.

Press the Enter key or click on the Green checkmark  icon to proceed to the detail screen for the next line item.

Third Screen: Enter Customer Invoice: Add Customer Item



Use the following table for guidance:

The Field Name	The Proper Entry
Amount	Amount of the Deposit
Due on	Same as the Document date
Assignment	Party Contract number
Text	We recommend: “*UNIT FUNDS APPLIED TO COMMAND PARTY AT HOLIDAY INN”

Press the Enter key or click on the Green checkmark  to check the entries in the current line item.

Now click on the “Document Overview” push-button  to view a summary of the Customer invoice journal.

Fourth Screen: Enter Customer Invoice: Display Overview

Document date 02/10/2003 Type DR Company code 1146
Posting date 02/10/2003 Period 5
Document number INTERNAL Fiscal year 2003
Reference UNIT FUND PMT Cross-CC no.
Doc.header text

Itm	PK	CoCd	Account	Description	CostCr	Order	Amount
001	50		203000	DEPOSITS PAYABLE	4415		1,000.00-
002	09D		1000535	NPC OLYMPIC FUND			1,000.00

D 1,000.00 C 1,000.00 0.00 * 2 Line items

Other line item
PstKy | Account Sp.G/L Trans.type New co.code

As you can see from the Display Overview screen the Debits equal the Credits and the document can now be saved by clicking on the Save  icon. Of course, the 10-digit document number should be recorded on DAR paperwork.

After the invoice has been posted, the line item display for this Command's customer account will appear as displayed below:

The screenshot shows the SAP 'Customer Line Item Display' window. At the top, the menu bar includes 'List', 'Edit', 'Goto', 'Extras', 'Environment', 'Settings', 'System', and 'Help'. The title bar reads 'Customer Line Item Display'. Below the title bar is a toolbar with various icons. The main display area shows the following information:

Status: open Parked Cleared
 Due date: Overdue Due Not due

Run Date: 02/11/2003 15:39:48
 User: HQ_RANDERSON

Open Items Key Date: 02/11/2003

NPC OLYMPIC FUND 1000535
 5722 INTEGRITY DR
 MILLINGTON TN 38054

St	CoCd	Assignment	Doc.no.	Type	Doc. date	Pstg date	PK	S	DD	Net due dt	Amt in loc. cur.	Cl
<input checked="" type="checkbox"/>	1146		1000000175	SA	02/05/2003	02/05/2003	19	D	<input checked="" type="checkbox"/>	02/05/2003	700.00-	
<input type="checkbox"/>	1146		1300000473	SD	02/01/2003	02/01/2003	19	D	<input checked="" type="checkbox"/>	02/01/2003	300.00-	
<input type="checkbox"/>	1146		2300000005	DR	02/10/2003	02/10/2003	09	D	<input checked="" type="checkbox"/>	02/10/2003	1,000.00	
*	1146										0.00	
** Account 1000535											0.00	

Run Date: 02/11/2003 15:39:48
 User: HQ_RANDERSON

Open Items Key Date: / / *

The customer should then be cleared manually (**FOLLOW INSTRUCTIONS FROM PAGE III-116 in your SAP Manual**) and any necessary residual items created.

Insufficient Funds

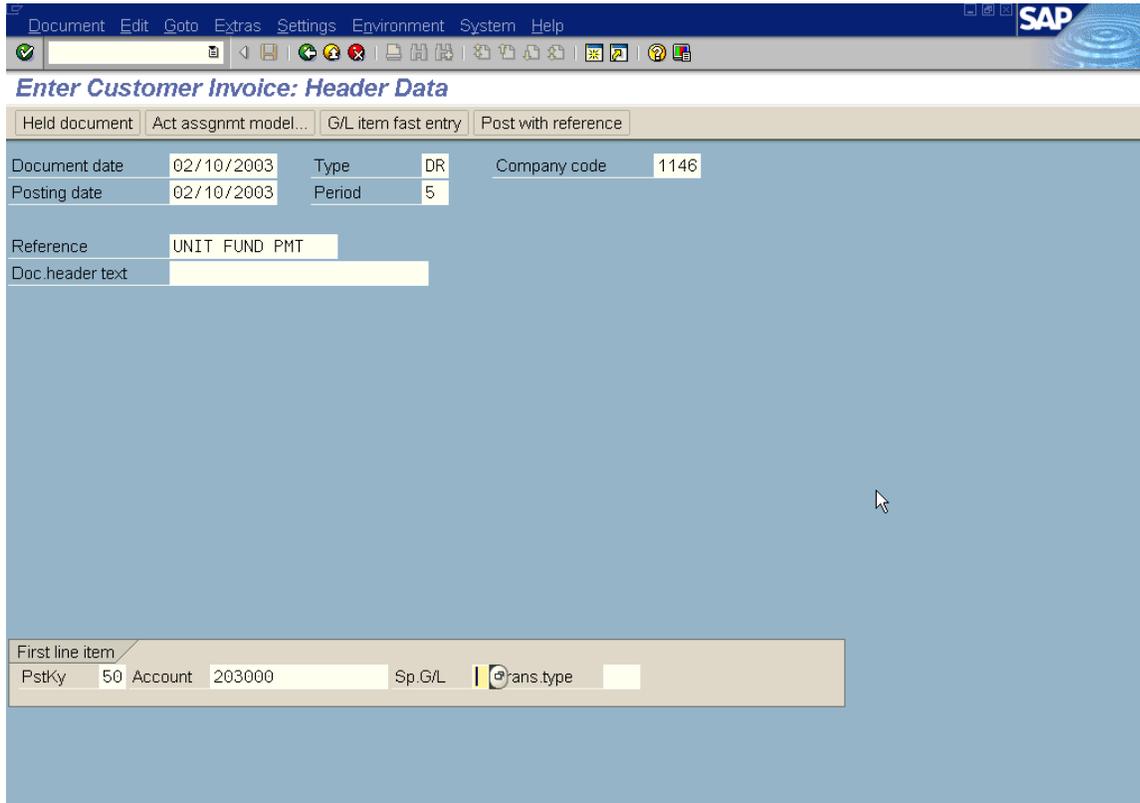
A journal will need to be posted that will record the:

- reversal of the accrual created at the time of goods receipt (event was successfully held)
- application of the Command's funds on deposit
- creation of a separate ordinary accounts receivable item for the cost of the event not covered by the available funds on deposit.

Menu Path: Accounting > Financial Accounting > Accounts Receivable > Document Entry > Invoice

Transaction Code: **F-22**

First screen: Enter Customer Invoice: Header Data



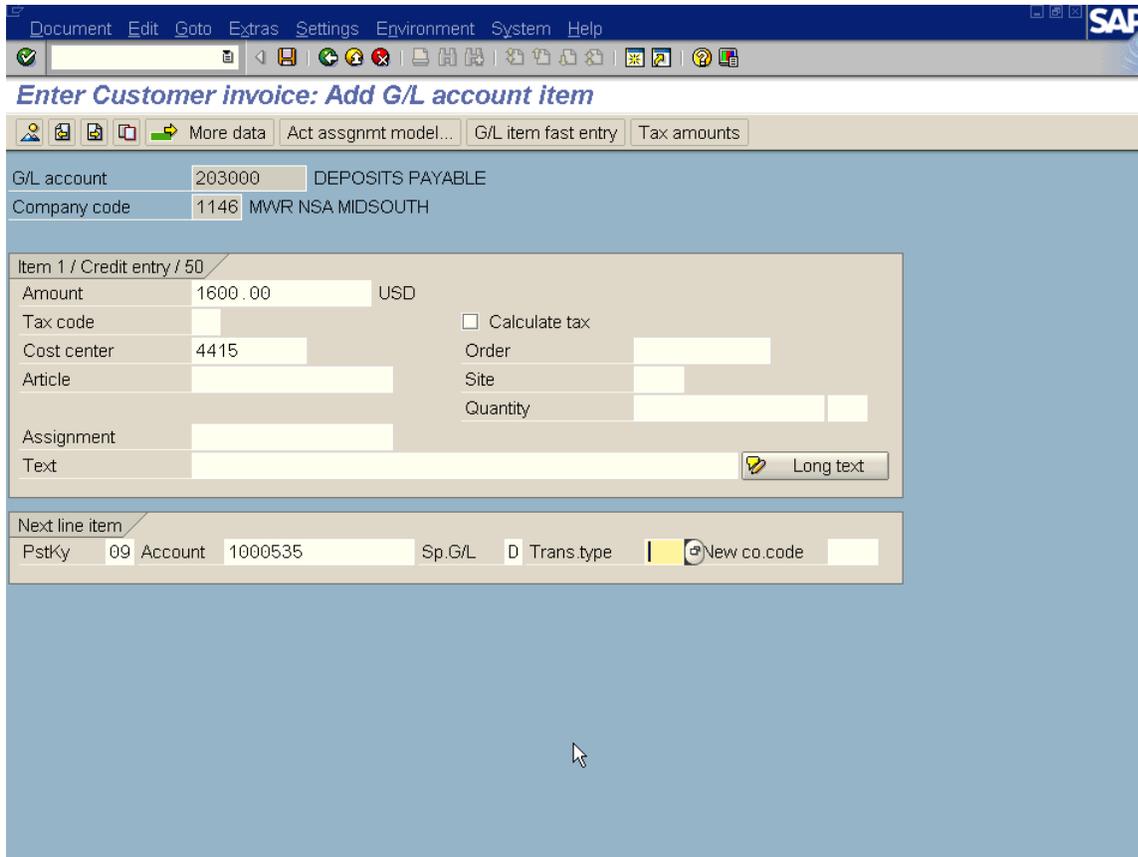
Use the following table to guide you with the correct entries for the window above.

Field Name	The proper entry
Document Date	Date of the Unit Funds Request
Document type	DR – Customer Invoice
Posting Date	Same as the Document date
Reference	Use standard customer invoice reference numbering per local MWR business office procedure
Doc. Header text	Use standard customer invoice document header text per local MWR business office procedure

At the bottom of the window in the First line item section	
PstKy (Posting Key)	50 - Credit
Account	Deposits Payable 203000 (account assigned on PO)

Press the Enter key or click on the Green checkmark  icon.

Second Screen: Enter Customer Invoice: Add G/L Account Item



Use the following table to guide you with the correct entries for the window above.

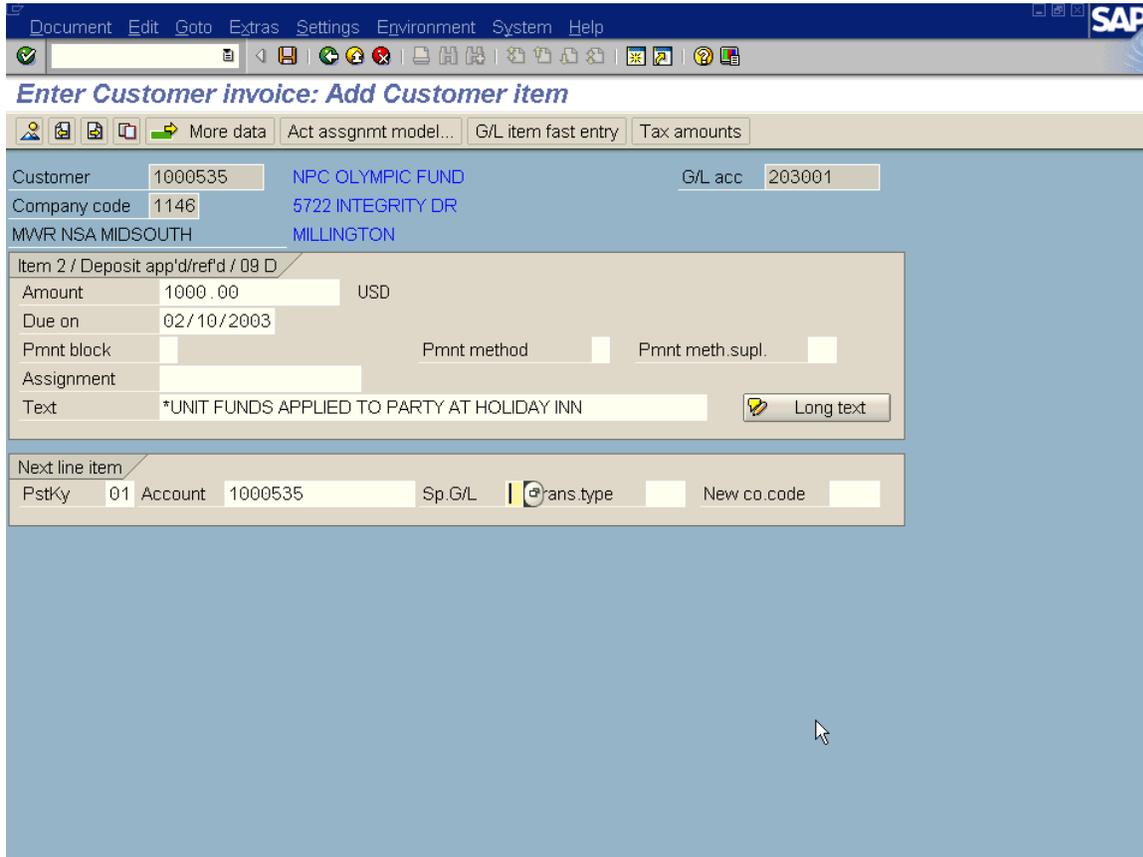
The Field Name	The Proper Entry
Amount	Amount of the party contract
Cost center	Cost center assigned on the purchase order
Move to the Next Line Item section	
PstKy (Posting Key)	09 – Special GL Debit (for Customers)
Account	Customer Account Number
Sp. G/L	D – Deposits Payable (VERY IMPORTANT)

Financial and Controlling

Using the special G/L Indicator “D” with the customer account number causes the system to redirect the posting to **Deposits Payable 203001** rather than Accounts Receivable 131005.

Press the Enter key or click on the Green checkmark  icon to proceed to the detail screen for the next line item.

Third Screen: Enter Customer Invoice: Add Customer Item



Document Edit Goto Extras Settings Environment System Help

Enter Customer invoice: Add Customer item

More data Act assignmt model... G/L item fast entry Tax amounts

Customer 1000535 NPC OLYMPIC FUND G/L acc 203001
 Company code 1146 5722 INTEGRITY DR
 MWR NSA MIDSOUTH MILLINGTON

Item 2 / Deposit app'd/ref'd / 09 D

Amount 1000.00 USD
 Due on 02/10/2003
 Pmnt block Pmnt method Pmnt meth.supl.
 Assignment
 Text *UNIT FUNDS APPLIED TO PARTY AT HOLIDAY INN Long text

Next line item

PstKy 01 Account 1000535 Sp.G/L Trans.type New co.code

Use the following table for guidance:

The Field Name	The Proper Entry
Amount	Amount of the Deposit
Due on	Same as the Document date
Assignment	Party Contract number
Text	We recommend: “*UNIT FUNDS APPLIED TO COMMAND PARTY AT HOLIDAY INN”

Press the Enter key or click on the Green checkmark  icon to proceed to the detail screen for the next line item.

Fourth Screen: *Enter Customer Invoice: Add Customer Item*

Press the Enter key or click on the Green checkmark  to check the entries in the current line item.

Now click on the “Document Overview” push-button  to view a summary of the Customer invoice journal.

Fifth Screen: *Enter Customer Invoice: Display Overview*

Document date 02/10/2003 Type DR Company code 1146
Posting date 02/10/2003 Period 5
Document number INTERNAL Fiscal year 2003
Reference UNIT FUND PMT Cross-CC no.
Doc.header text

Itm	PK	CoCd	Account	Description	CostCr	Order	Amount
001	50		203000	DEPOSITS PAYABLE	4415		1,600.00-
002	09D		1000535	NPC OLYMPIC FUND			1,000.00
003	01		1000535	NPC OLYMPIC FUND			600.00

D 1,600.00 C 1,600.00 0.00 * 3 Line items

Other line item
PstKy | Account | Sp.G/L | Trans.type | New co.code

As you can see from the Display Overview screen the Debits equal the Credits and the document can now be saved by clicking on the Save  icon. Of course, the 10-digit document number should be recorded on DAR paperwork.

After the invoice has been posted, the line item display for this Command's customer account will appear as displayed below:

The screenshot shows the SAP 'Customer Line Item Display' window. At the top, there is a menu bar with 'List', 'Edit', 'Goto', 'Extras', 'Environment', 'Settings', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main area displays the following information:

Status: open Parked Cleared
 Due date: Overdue Due Not due

Run Date: 02/11/2003 15:48:21
 User: HQ_RANDERSON

Open Items Key Date: 02/11/2003

NPC OLYMPIC FUND 1000535
 5722 INTEGRITY DR
 MILLINGTON TN 38054

St	CoCd	Assignment	Doc.no.	Type	Doc. date	Pstg date	PK	S	DD	Net due dt	Amt in loc. cur.	Cl
<input checked="" type="checkbox"/>	1146		1000000175	SA	02/05/2003	02/05/2003	19	D	<input checked="" type="checkbox"/>	02/05/2003	700.00-	
<input type="checkbox"/>	1146		1300000473	SD	02/01/2003	02/01/2003	19	D	<input checked="" type="checkbox"/>	02/01/2003	300.00-	
<input type="checkbox"/>	1146		2300000006	DR	02/10/2003	02/10/2003	01		<input checked="" type="checkbox"/>	02/10/2003	600.00	
<input type="checkbox"/>	1146		2300000006	DR	02/10/2003	02/10/2003	09		<input checked="" type="checkbox"/>	02/10/2003	1,000.00	
*	1146										600.00	
** Account 1000535											600.00	

Run Date: 02/11/2003 15:48:21
 User: HQ_RANDERSON

Open Items Key Date: / / *

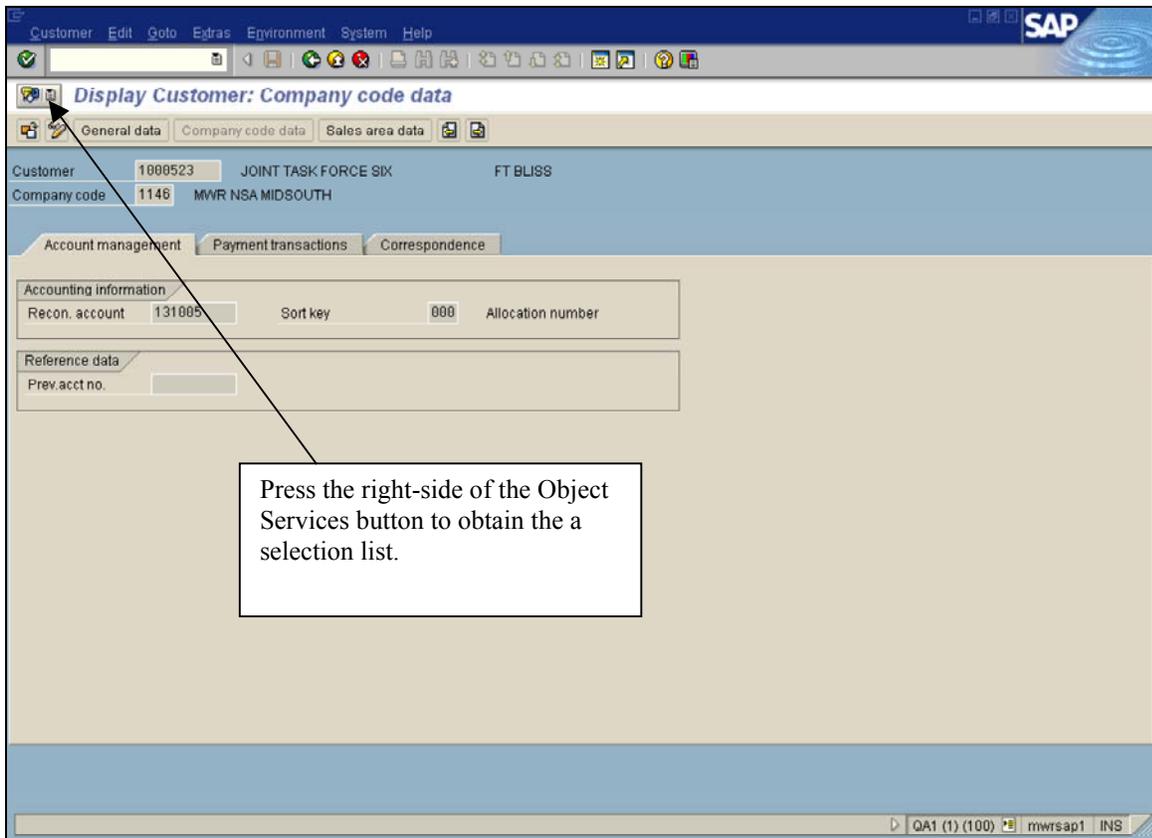
The customer should then be cleared manually (**FOLLOW INSTRUCTIONS FROM PAGE III-116 in your SAP Manual**) and any necessary residual items created.



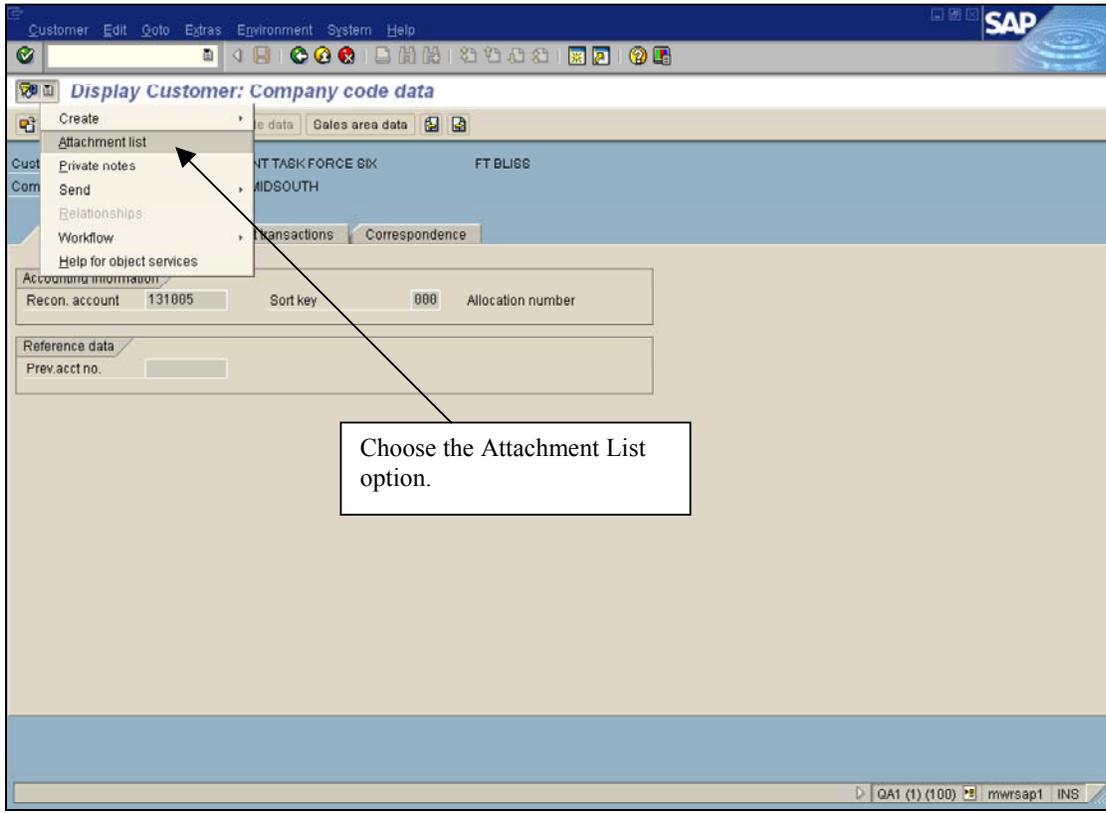
Displaying Archived Images of Customer Correspondence

In version 4.6C, it is now possible to view an image of virtually all correspondence output from SAP. This includes customer (and employee vendor) account statements, customer (and employee vendor) invoices, and dunning letters.

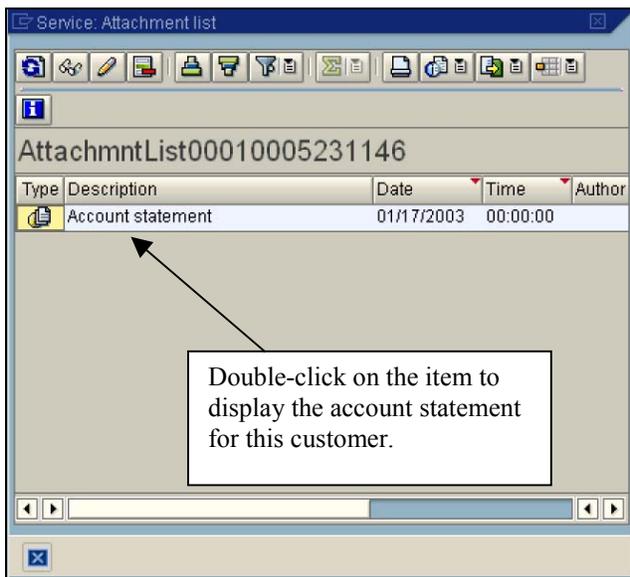
From the company code segment of the customer master record (tcode XD03), determine whether there are any attached archived images of correspondence by pressing the right-side of the Object Services button to obtain a selection list.



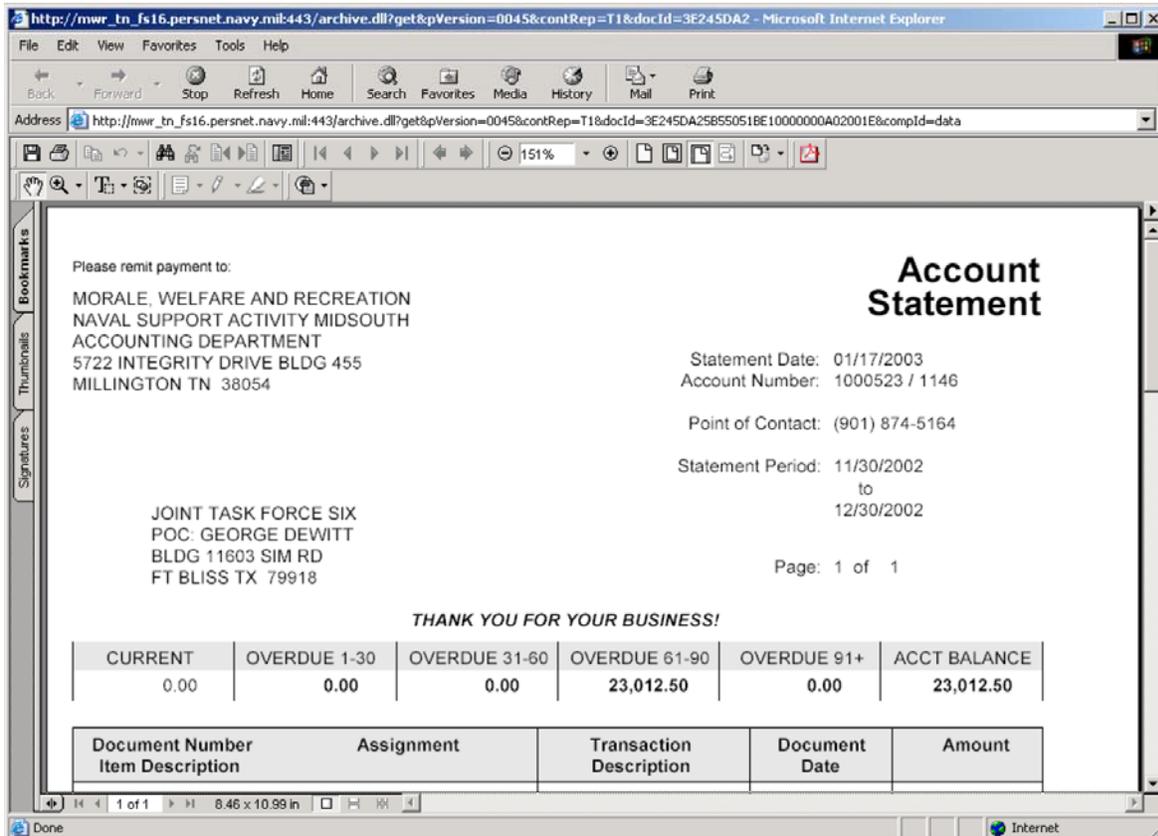
The selection list for Object Services is shown below.



By choosing the Attachment List option, a pop-up window will appear that contains all archived images that have been attached to the selected customer company code segment. In the example shown, the customer only has a single account statement, however in practice this customer may have many account statements and several dunning letters and invoice documents.



Once the item is selected, SAP will launch the viewer. For archived images the viewer is generally going to be Adobe Acrobat (via Internet Explorer) since each image is stored as a Portable Document Format (PDF) file.



All of the functions of Adobe Acrobat are now available to use, including printing, saving and emailing. It is recommended that Adobe Acrobat version 5 be installed on the client computer (although version 4 will also function correctly).