Customer Line Item Display (FBL5N)

Overview of the Customer Line Item Display Transaction

This transaction displays the status of Sponsor invoices - both billed invoices and payments posted. The transaction allows users to select by WBS Element and provides data by the Customer number. The customer number identifies each Sponsor with a unique billing address (for Sponsors with more than one billing address, there is a corresponding customer number for each address). Treasury Billing Services (TBS) is responsible for sending the billing invoices to most of the Sponsors, although some departments such as Duke Clinical Research Institute (DCRI) do their own billing. Corporate Accounts Receivable is responsible for collecting payments from Sponsors for those invoices.
Customer Line Item Display (cont.)

Accessing the Report and Selecting the Basic Criteria

1. Use the Transaction Code **FBL5N** in the Command field to display the selection screen shown below.

   Note: Use the menu path Favorites > Insert Transaction Code to save the transaction code **FBL5N** to your Favorites folder on the User Menu, if desired.

On the **Customer Line Item Display** selection screen:

7 To select by other criteria like WBS Element, use the Dynamic Selections button.

- 8
- 2
- 3
- 4
- 5
- 6
Customer Line Item Display (cont.)

Note: To display a list of open items requires a Company Code and a Status selection. It is preferable to use additional criteria to isolate just the invoices that need to be reviewed, as outlined in the next steps.

2. Leave the Customer account field blank OR enter a value or range of values as follows:
   - TBS Customer Number Range: 7000000 – 7999999
   - DCRI Customer Number Range: 6000000 - 6999999

3. Ensure the value of 0010 is displayed in the Company Code field (default).

4. Under the Status section:
   - Select the radio button for either Open Items, Cleared Items or All Items (RECOMMENDED: to see only outstanding invoices, select Open Items).
   - If Open Items is chosen, ensure the current date (the default setting) is and displayed in the Open at key date field.

5. Under the Type section:
   - Select the check box for Normal Items or Parked Items or both options (parked documents do not update the customer account balance and therefore are not automatically included on a standard report).

6. Use the value /OPENBYFUND in the Layout field to choose this custom layout that has been designed to support Sponsored Programs (enter the value or use the Drop-down function to choose the value).

Note: A Layout determines the display of the results, in other words, which columns are displayed, the order of columns, etc. Users may create layouts for their own use by following the steps in the SAP Advanced Reporting Guide – see Layouts.
Adding Extra Fields to the Selection (Like WBS Element/ Project)

7. Click on the **Dynamic selections** button to display more selection options at the top of the screen and follow the steps below:

   - Note the extra selection input fields that are already displayed on the right side of the screen (highlighted in green on left).

   **Note:** There are many fields on the left that may also be selected. The Dynamic Selections has by default displayed some recommended selection fields for your convenience. Refer to the **SAP Advanced Reporting Guide** for more on using the Dynamic Selection function.

   - Scroll down to find the Fund field (may need to maximize screen to use scroll bar on right in the top portion of the screen).

   - If desired, enter a seven digit WBS Element/ Project number in the Fund field (recommended for departments).

   **Note:** Once Dynamic Selection criteria has been added, you may wish to use the **Save Variant** and **Get Variant** buttons in the future to capture these additional fields and values. This would save keystrokes. Refer to the **SAP Advanced Reporting Guide** for more on saving and using Selection Screen Variants.

8. Once extra selection is complete, click the **Execute** button (F8) to display the *Customer Line Item* report.
Reviewing the Results

On the Customer Line Item Display results screen:

Review the line items and note the following:

Note: Depending on the layout chosen in the previous steps, the columns displayed and order of the columns may vary. The layout of /OPENBYFUND is the recommended layout.

1. A click in the box will select a record for review and multiple records may be selected, if needed.

2. Selecting the icon will display details of the line item.
3. Review the Document No. and Type columns which together tell you more about the line item as follows:

<table>
<thead>
<tr>
<th>Document No Begins With</th>
<th>Document Type</th>
<th>The Type of Document:</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>DR</td>
<td>TBS, OSP, or DCRI Invoice (manually created)</td>
</tr>
<tr>
<td>22</td>
<td>YI</td>
<td>TBS or OSP Invoice (automated)</td>
</tr>
<tr>
<td>14</td>
<td>DZ</td>
<td>Incoming Payment</td>
</tr>
<tr>
<td>16</td>
<td>DG</td>
<td>Credit Memo</td>
</tr>
</tbody>
</table>

4. Note the symbols and the corresponding meaning as outlined below:
   - ![icon] = the line item has NOT been cleared yet.
   - ![icon] = the line item has ALREADY been cleared.

5. Note that in the example above, the invoice (document # 1800067352) and the Incoming Payment (document # 1400011476) have the same Clearing Document number (1400011476).

6. Review the Arrears column (displayed in /OPENBYFUND layout) to see the number of days an invoice is Past Due and note:
   - Since most vendors have a Net 30 day payment term, **most invoices will have a negative number or a zero in this**
field when the invoices are less than or equal to 30 days old.
Customer Line Item Display (cont.)

7. Review the Text column for the applicable rows and note the following:
   - When the invoices are created, the Text field for a row is populated with the **billing period**.
   - Once the Corporate A/R department has contacted the sponsor to inquire about payment, a **3 character alphanumeric “Collection Code” is added** to the beginning of the text.
   - Note in the example above that the Collection Code of C02 has been added to two invoices.
   - The **legend for the Collection Codes** is available on-line at (under the **Appendix** link):
     [http://finance.duke.edu/systems/training/steps.php#arprocess](http://finance.duke.edu/systems/training/steps.php#arprocess)

8. If a Collection Code is displayed for an invoice line, double click on the invoice line to drill down into the invoice document and view any notes that may be added per the next steps in this Guide.
Customer Line Item Display (cont.)

Viewing Extra Text Notes Added For Invoices with Collection Codes

Note: In general, if there is a Collection Code on the invoice, there are more detailed notes regarding the collection activity or A/R correspondence with the Sponsor stored in the Extra Text field of the invoice. Use the next steps to view this information.

Note: To access any collection notes in the Extra Text field, double click on the line for the invoice in question to drill-down into the document (from the Display Document: Line Item # screen).

9. Once in the document, follow the menu path (via menu bar at top of the screen) **Extras > Texts** to view the **Texts in Accounting Document** window.
10. To view the detailed notes, **double click on the text field under the 1st line column for the Correspondence row.**

```
From: Sandra Corbett [mailto:scorbett@cra.org]
Sent: Tuesday, October 09, 2012 10:09 AM
To: Accounts Receivable
Subject: RE: 3833505 #CIF-D-005

Hello Mary,

We are now in receipt of this invoice and our system shows payment will be issued on 10/15/2012.

Thank you

Sandra Corbett
Computing Research Association (CRA)
1828 L Street, NW, Suite 800
Washington, DC 20036
Work No: (202) 266-2938
Fax No: (202) 667-1066
scorbett@cra.org

From: Accounts Receivable [mailto:accountsreceivable@duke.edu]
Sent: Tuesday, October 09, 2012 9:49 AM
To: hholland@cra.org
Cc: scorbett@cra.org
Subject: 3833505 #CIF-D-005

Per your request, attached is a copy of the outstanding invoice.

Please let me know if you have questions or require anything further.

Mary Kenney
Duke University
Accounts Receivable
919-684-4293
```

11. In the resulting *Display Correspondence*... window, review any email exchanges or notes on communications with the sponsor that are displayed.

12. When done, close the windows and return to the Customer Line Item report.
Customer Line Item Display (cont.)

Viewing How Payments Were Applied to Invoices


2. Review the information provided on the Customer Line Items: Clearing Procedures screen.

3. Click on the Back button to return to previous screen.
Customer Line Item Display (cont.)

Viewing Additional Data from the Drill-down to a Document

1. On the Customer Line Item report, double-click on a line to drill-down into the document, then on the Display Document screen for the line item, click on the **Additional Data** button.

2. Review the information and close the window when done.
Customer Line Item Display (cont.)

Exporting the List of Customer Line Items

1. To export the list of Customer Line Items, use the menu path: **List → Export → Local File**, select a format, and select a destination (the default is the user’s SapWorkDir).

2. When prompted, select a format (Spreadsheet is recommended).

3. When prompted, select a destination (the default is the user’s SapWorkDir) – use Drop-down to choose a different path if desired.
Customer Line Item Display (cont.)

Using Other Functions in the Report

1. Within the line item display, use any of the following buttons as needed:
   - Click if you want to **filter** specific document out of the report.
   - Click if you want to **sort in ascending order**.
   - Click if you want to **sort in descending order**.
   - Click if you want to change the **layout of the report** (columns, etc.).
   - Click if you want to **select a saved report line layout**.
   - Click if you want to **save a new report layout**.
   - Click if you want to **sum a specific column**.
   - Click if you want to **sub-total by specific column**.