Customer Line Item Display (FBL5N)

Use the Transaction Code FBL5N in the Command field to access this transaction in SAP.

1. Note the following about this transaction:
   - Displays the status of all Sponsor invoices - both billed invoices and payments posted.
   - Allows selection by WBS Element
   - Customer number = Sponsor with a unique billing address (for Sponsors with more than one billing address, there is a corresponding customer number for each address).

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

1. **Customer account**
2. **Company code**
3. **Search help**
   - Search help ID
   - Search string
4. **Line item selection**
   - Status
     - Open items
     - Open at key date 10/12/2012
5. **Type**
   - Normal items
   - Special GL transactions
   - Matched items
   - Parked items
   - Vendor items
6. **List Output**
   - Maximum number of items
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:
   - OSP 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.
Customer Line Item Display (cont.)

To add extra fields to the selection (select by a seven digit 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.
Customer Line Item Display (cont.)

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 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>OSP or DCRI Invoice</td>
</tr>
<tr>
<td>22</td>
<td>YI</td>
<td>OSP Invoice</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.**
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 alpha-numeric “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.)

To view notes provided for invoices with Collection Codes added in the Extra Text field:

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.
Customer Line Item Display (cont.)

10. To view the detailed notes, **double click on the text field under the 1st line column for the Correspondence row.**

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.)

To see how payments were applied to invoices:

1. Use the Menu path to go to Environment → Clearing Transactions.

2. Click on the Back button to return to previous screen.

To see additional information on a transaction from the drill-down to a document:

1. Drill into the document, then click on the Additional Data button.

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

To export 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.
Helpful Hints:

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 reporting columns (report line layout).
   - 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.