SAP Accounts Receivable Guide

Table of Contents

SAP Accounts Receivable Process ............................................................................................................. 2

Sponsor Programs Accounts Receivable One Line Summary Report (ZF109AR) .. 4

To generate the report on the Sponsor Programs Accounts Receivable One Line Summary Report selection screen: .................................................................................................................. 4
To review the Sponsored Programs: One Line Summary report: .......................................................... 6
To freeze the columns for horizontal scrolling: ....................................................................................... 8
To sort and subtotal by the Parent column: ............................................................................................. 9
To drill down and view more details for A/R for one WBS Element (Project): ............................... 10
To view a copy of the invoice sent to the Sponsor from a Document Type YI or DR: 12

A/R - Aged Debt Report (ZFAR003) ........................................................................................................ 14

To generate the report on the A/R - Aged Debt Report selection screen: ........................................ 14
To review the A/R – Aged Debt Report: ............................................................................................... 17
To freeze the columns for horizontal scrolling: ..................................................................................... 20

Customer Line Item Display (FBL5N) ..................................................................................................... 22

To add extra fields to the selection (select by a seven digit WBS Element/ Project): 24
To view notes provided for invoices with Collection Codes added in the Extra Text field: ......................... 28
To see how payments were applied to invoices: .................................................................................... 30
To see additional information on a transaction from the drill-down to a document: .......................... 30
To export the List of Customer Line Items ............................................................................................. 31
Helpful Hints: ......................................................................................................................................... 32

Appendix .................................................................................................................................................. 33

Collection Codes Related to Accounts Receivable .................................................................................. 33
SAP Accounts Receivable Process

Overview:
As of early July, 2012, an Accounts Receivable process has been implemented at Duke. The Accounts Receivable module in SAP has been implemented to facilitate process facilitates the billing of invoices to Sponsors by the Office of Sponsored Programs (OSP), as well as the billing and collections of invoices by Duke Clinical Research Institute (DCRI). In addition, a new department, Corporate Accounts Receivable (A/R), has been created to handle cash posting and collection activity for sponsored research at Duke.

Revenue is now posted on a Sponsored Project / WBS Element at the time that OSP creates the invoice to send to the Sponsor, as opposed to when the payment is actually received from the Sponsor. In addition, the revenue is posted on the Parent and Sub level of projects / WBS Elements (if applicable), instead of being posted at only at the Parent level. The Corporate A/R department is now in place to collect and post cash for Sponsor invoices, and to monitor the outstanding receivables. With this new department handling the collection process, OSP and departments don’t need to be as involved with the collection process.

In addition, SAP tools were developed to help departments monitor the billing of projects and view the revenue posting documents and outstanding receivables.

This new process will provide all areas involved in the management of post-award activities with full transparency around the billing and cash receiving processes, while also enhancing the efficiency of OSP, DCRI, and A/R in conducting these activities.

Highlights of the Business Process and Policy Changes:

- In the past, revenue was posted as a credit on a project when the payment for the invoice was received by OSP from the Sponsor, and was only posted at the Parent level of related Sponsored Projects. Now, revenue is posted as a credit on a project when the invoice is created by OSP, and is posted at the Parent and Sub levels of the related Sponsored Projects, as applicable.

- OSP handles the billing/invoicing to the Sponsor through the Accounts Receivable module in SAP, and the newly created Corporate A/R team is responsible for managing the collection of the cash for those invoices issued through SAP.

- DCRI will use the new Accounts Receivable module in SAP to handle all billing and collections activity for their entity.
SAP Accounts Receivable Process (cont.)

- A new report, Sponsored Programs Accounts Receivable One Line Summary Report (Transaction Code ZF109AR), has been provided in SAP for those who support and manage post-award activity to identify when sponsors have been invoiced. Previously, departments had no easy way to determine if invoices had been billed to the Sponsor, so now the process is more transparent. This report is similar to the ZF109 Sponsored Projects One Line Summary with two additional columns: one column displays the parent code for all project codes to be included in the report and the other additional column displays the postings for Accounts Receivable (billed and uncollected invoices). In addition to the selection criteria offered on the ZF109 report, the ZF109AR report can be run by parent code, to include all sub codes.

- When drilling down to the line item report detail, several new documents have been created to identify the posting of revenue to Projects/WBS Elements when OSP bills the Sponsor. Those Document types are outlined below:
  - **Document Type YI** = cost reimbursement invoices, created in SAP, and billed to Sponsors (document numbers begin with 22).
  - **Document Type DR** = manual invoices, created in SAP, and billed to Sponsors (document numbers begin with 18).
  - **Document Type DG** = credit memos (document numbers begin with 16).
  - **Document Type DZ** = payments received from Sponsors (document numbers begin with 14).

- Two of these document types, YI and DR, will allow Grants Managers and others reviewing financial statements to identify the Accounts Receivable postings of revenue (posted at the time of billing) and to drill-down from reports and view these revenue posting documents.

- For Document Types YI and DR, images of the invoices sent to the sponsors are available for viewing in SAP. Once in the documents from the drill-down of a report, the attached rendered invoice may be displayed, similar to Accounts Payable Documents (example YD, KN, and RN Document Types). Previously, departments had no easy way to determine if invoices had been billed to the Sponsor, so now the process is more transparent.

- Another report the A/R Aged Debt Report (Transaction Code ZFAR003), is also available in SAP to provide an aging schedule of outstanding receivables. This report displays the payments still outstanding at the Parent level projects / WBS Elements, since that is where the cash payment is posted.

- Additionally, the Customer Line Item Display (Transaction Code FBL5N) allows departments to use their WBS Elements and display the status of all invoices – both billed invoices and payments posted.

Please refer to the steps in the next pages for information about how to use and interpret the new tools available in the Accounts Receivable process.
Sponsor Programs Accounts Receivable One Line Summary Report (ZF109AR)

Via User Menu: Financials → University Reporting (or Grant Manager Reporting) → Organizational Reporting → Sponsor Projects Accounts Receivable One Line Summary

1. Follow the menu path above or use the Transaction Code ZF109AR in the Command field to display the selection screen shown below.

To generate the report on the Sponsor Programs Accounts Receivable One Line Summary Report selection screen:

2. Choose one of the three field options below, and enter a value(s) in ONE of the these fields as outlined below:
   - Enter the desired top or lower level BFR code (10 digits) in the first Org Unit Selection field to select all the WBS Elements (project numbers) associated with that BFR code (DO NOT ENTER A RANGE).

Continued on next page.
Accounts Receivable One Line Summary (cont.)

- OR enter one or more **WBS Elements (Project numbers)** in the (or) **Project Selection:** field (use the range field or the Multiple Selection button to enter multiple numbers if needed).

- OR enter one **Parent Level WBS Element (Project number)** in the (or) **Parent Selection:** field to select all the Sub-level WBS Elements (project numbers) associated with that Parent Code (use the Multiple Selection button to enter multiple numbers for Parent Level WBS Elements if needed – **DO NOT USE MULTIPLE SELECTION S TO ENTER A RANGE OF PARENT CODES**).

3. **Optional:** If entering a BFR code or range of WBS Elements, enter a number in the **Responsible Person** field to narrow the report to WBS Elements (Projects) for that person.

   **Note:** If the number of the Responsible Person is unknown, use the Drop down for that field to perform a search based on the name of the Responsible Person and select the corresponding number from the resulting list.

4. **Required:** Enter the desired **Fiscal year**.

5. **Required:** Enter the **Fiscal Period**.

   **Note:** This report is project to date and contains plan (budget) data, so the last closed fiscal period that you would like included is recommended versus a current open period. If running reports for prior fiscal years, **Period 16** is recommended to obtain all postings for June periods 12, 13, 14, and period 15 adjustments from outside auditors.

6. Enter a 0 (Current) in the **Plan version** field.

7. To view only released projects, do not click in the check box beside **Closed Projects** (if unchecked, only released projects will be displayed).

   **Note:** If you need to see closed projects as well as released, click on the check box.
8. **Optional:** To **automatically download** the report into a software like Excel at the time the report is executed:
   - Click in the box beside **Download Checkbox** to select.
   - Enter a location (directory) and file name in the **PC File name** field. *(see next page)*

9. Click the **Execute** button (F8) to display the **Sponsored Programs Accounts Receivable One Line Summary** report.

To review the **Sponsored Programs: One Line Summary** report:

![Screenshot of the Sponsored Programs: One Line Summary report]

**Note:** To freeze a column and aid in scrolling to view all columns, right mouse click on a column heading (like Parent) and choose **Freeze to column**.

10. Use the **horizontal scroll bar** to view all columns outlined:

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project</td>
<td>The seven digit Project number (i.e., fund code).</td>
</tr>
<tr>
<td>Parent</td>
<td>The seven digit fund code of the Parent</td>
</tr>
<tr>
<td>Description</td>
<td>The description of the Project.</td>
</tr>
<tr>
<td>Org Unit</td>
<td>The ten digit Organizational Unit number for the Project (i.e., BFR code - replaces Component).</td>
</tr>
<tr>
<td>PI</td>
<td>The name of the Principal Investigator for the Project.</td>
</tr>
<tr>
<td>Begin Date</td>
<td>The beginning date of the Project.</td>
</tr>
<tr>
<td>End Date</td>
<td>The ending date of the Project. If end date indicates year 2024 and has status REL (released) – Project has no true end date; CLSD (closed) – generic End Date was used.</td>
</tr>
</tbody>
</table>
| Award Amount (applies to 30x – 38x codes and 20x – 28x, except for 36x and 26x codes) | The amount obligated by the Sponsor per the award document. If the Award Amount indicates 0.00: and the status is REL (released) – a) project does not have an Award Amount, b) project was set up in advance and Award has not yet been received by OSP; c) budget at OSP does not equal Award Amount; If the Award Amount is 0.00 and the status is CLSD (closed) –a) code ended prior to 07/01/98 Award Amount and legacy data was not available to upload to R3.

*Continued on next page.*
## Accounts Receivable One Line Summary (cont.)

<table>
<thead>
<tr>
<th>Accounts Receivable</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ITD Revenue</strong></td>
<td>Inception to Date Revenue – Revenue received from the beginning of the project to Report Selection dates. For projects with no Award Amount and effective prior to 07/01/98: ITD Revenue is the fund balance as of 06/30/98 plus revenue received from 07/01/98.</td>
</tr>
<tr>
<td><strong>ITD Expenses</strong></td>
<td>Inception to Date Expenses – Expenses incurred from the beginning of the project to Report Selection dates. For projects with no Award Amount and effective prior to 07/01/98: ITD Expenses begins with expenses incurred as of 07/01/98.</td>
</tr>
<tr>
<td><strong>Award vs Expense</strong> (for Projects with Award Amounts)</td>
<td>Award Amount less ITD Expenses for the Project. For Projects with Award Amounts, this column indicates the balance remaining for the entire Project (equivalent to the amount in the Balance column for the Total Project Costs on the drill down report, i.e., the Project/WBS Inception to Date with Plan report). A positive amount indicates a favorable balance; a negative amount indicates expenses have exceeded the Award amount.</td>
</tr>
<tr>
<td><strong>Rev vs Expense</strong> (for Projects without Award Amounts—applies to 36x, 39x, 26x, and 29x)</td>
<td>ITD Revenue less ITD Expenses for the Project. For Projects without Award Amounts, this column indicates amount left to spend / remaining balance for the entire Project (equivalent to the amount in the ITD Actual column for the Cost Element Group total on the on the drill down report, i.e., the Project/WBS Inception to Date with Plan report). A negative amount indicates a favorable balance; a positive amount indicates expenses have exceeded revenue.</td>
</tr>
<tr>
<td><strong>Cur Month Exp</strong></td>
<td>Total of the current month’s expenses (direct and indirect) for the Project for the Fiscal Year and Fiscal Month selected in the Report Selections field.</td>
</tr>
<tr>
<td><strong>A/R</strong></td>
<td>Represents uncollected invoices. When an invoice is generated, revenue is recorded at the code level (i.e., Parent and Sub levels), and the receivable is recorded at the parent level. When a payment is received for a Sponsor invoice, the receivable is relieved. Receipt of the payment no longer impacts the recording of revenue.</td>
</tr>
<tr>
<td><strong>Commitments</strong></td>
<td>Total of all commitments (i.e., encumbrances) pending for the Project. This data is a “moving target” as it indicates commitments as of the date the report is executed, irregardless of the Fiscal Year and Fiscal Month selected in the Report Selections field.</td>
</tr>
</tbody>
</table>

11. To vertically scroll through this report, use the following buttons on the top tool bar:
   - First Page (Ctrl+Page up) to scroll to the top cover page.
   - Next Page (Page down) to scroll to the next page.
   - Previous Page (Page up) to scroll to the previous page.
   - Last Page (Ctrl+Page down) to scroll to the last page.

12. Use other report functions via menu path or button, such as Print, Sort Ascending or Descending, Export, etc., as you would on any other SAP report (see next pages for other recommendations).
To freeze the columns for horizontal scrolling:

13. Click on a column heading to choose and highlight the entire column (one suggestion is the Parent column heading).

14. **Right** mouse click and click on **Freeze to Column**.

15. Scroll to the right side of the report using the horizontal scroll bar to see that the column chosen along with all columns to the left of this column are staying visible on the report.

16. To unfreeze the column, repeat the above steps and choose **Unfreeze Columns**.
17. Click on a column heading to choose and highlight the entire column (one suggestion is the Parent column heading).

18. **Click** on the **Subtotals...** button on the tool bar.

19. Review the subtotals on the report which are now displayed for Parent and subs, if applicable.
To drill down and view more details for A/R for one WBS Element (Project):

1. Double click anywhere on the line (row) of the desired WBS Element (Project) to access a Cost Element report specific to the chosen WBS Element.

2. In the ITD Project report (the drill-down report), continue to double click on desired line items, like a revenue G/L Account to display the line item transactions that comprise the balance for that G/L Account.
3. In the *Display Actual Cost Line Items for Projects* report (the drill-down from the ITD Project report), review the line item transactions of detailed amounts that were posted to the G/L Account. For Accounts Receivable items, the revenue for the invoice billed to the Sponsor is posted with one of the two Document Types listed below:

- **Document Type YI** = cost reimbursement invoices to Sponsors (document numbers begin with 22).
- **Document Type DR** = manual invoices to Sponsors (document numbers begin with 18).

4. Double click on a line item for a document (like Document Type YI) to display the details of the original document or any supporting documents.

   *Note:* Click on the desired option on the *Choose Report* dialog box (e.g. Actual Line Items or Plan Line Items). Once in the line item report, review the columns of information available.
To view a copy of the invoice sent to the Sponsor from a Document Type YI or DR:

5. Click on the drop-down portion of the Services for Objects button located on the Title Bar of the screen.

6. Click on the Attachments list option in the resulting callout box.

7. In the resulting Services: Attachment List window, double click on the line for the Sponsored Research Invoice to display the invoice.

Note: If a SAPGUI Security window prompts to grant access to the file, use the Drop-down in the field to select Always Allow and click OK to view the invoice.
8. Review the attached invoice and print or download per your web browser options as desired and exit the document when done.

9. Click on the Back button as many times as needed to exit the drill down and return to previous report screens.

   Note: If a dialog box prompts to exit the line item report, click the Yes button, unless otherwise preferred. If a dialog box prompts to save an extract, click the No button.

To exit the report when ready:

10. Click on the Exit button (Shift+F3) until the initial SAP R/3 screen is displayed.
A/R - Aged Debt Report (ZFAR003)

Via User Menu: Financials → University Reporting (or Grant Manager Reporting) → Organizational Reporting → A/R - Aged Debt Report

1. Follow the menu path above or use the Transaction Code ZFAR003 in the Command field to display the selection screen shown below.

To generate the report on the A/R - Aged Debt Report selection screen:

2. Choose one of the two field options below, and enter a value(s) in ONE of these fields as outlined below:

   • Enter one or more WBS Elements (Project numbers) in the WBSE (Fund) field (use the range field or the Multiple Selection button to enter multiple numbers if needed).

   • OR enter the desired top or lower level BFR code (10 digits) in the BFR (Funds Center) field to select all the WBS Elements (project numbers) associated with that BFR code (DO NOT USE MULTIPLE SELECTION – SELECT ONLY ONE).
A/R Aged Debt Report (cont.)

Note: The next steps involve entering master data values that are associated with a project/ WBS Element in SAP, and the values for a project can be found using the Project Work Breakdown Structure (Transaction Code CJ03), and then the menu path of Details → Project Definition Customer Fields.

3. Optional: If entering a BFR code or range of WBS Elements, enter a Duke Unique ID number of a Principal Investigator (PI) or Co-PI in the No. of Responsible Person field to narrow the report to WBS Elements (Projects) for that person.

Note: If the number of the Responsible Person is unknown, use the Drop down for that field to perform a search based on the name of the Responsible Person and select the corresponding number from the resulting list.

4. Optional: If entering a BFR code or range of WBS Elements, enter a number that identifies a particular Sponsor in the Applicant No. field to narrow the report to WBS Elements (Projects) for a particular Sponsor of the grant.

Note: To find the Applicant number for a project, use Project Work Breakdown Structure (Transaction Code CJ03), and look on the Details tab for that field.

Under the Optional Parameters section – use fields for additional selection choices as outlined below:

Note: These fields are more likely to be used by central administrative areas, but are available to departmental users if needed.

5. Optional: If known, enter a number that identifies a particular Customer (i.e. Sponsor) in the Customer field to narrow the report to WBS Elements (Projects) for a particular Customer (a Sponsor may have multiple billing addresses and there is one customer number per each address).
A/R Aged Debt Report (cont.)

6. **Optional**: Enter a desired **Project End Date** field to narrow the report to WBS Elements (Projects) for that end on a particular date, range or dates, or multiple selection of end dates.

   *Note:* To find the **Project End Date** for a project, use **Project Work Breakdown Structure** (Transaction Code **CJ03**), and follow the menu path **Details** → **Project Definition Customer Fields** to find values for that field.

7. **Optional**: Enter a desired value in the Billing Section field to narrow the report to WBS Elements (Projects) that belong to a particular billing section in OSP (most likely used by central administration).

   *Note:* To find the **Billing Section** value for a project, use **Project Work Breakdown Structure** (Transaction Code **CJ03**), and follow the menu path **Details** → **Project Definition Customer Fields** to find values.

8. **Optional**: If known, enter a desired **value for Dunning level** in the **Dunning level** field to narrow the report to WBS Elements (Projects) for that selection value (most likely used by central administration).

9. **Optional**: If known, enter a desired **amount for a Letter of Credit value in the Amount in LC field** to narrow the report to WBS Elements (Projects) for that selection value (most likely used by central administration).

10. Click the **Execute** button (**F8**) to display the **A/R - Aged Debt** report screen.
To review the A/R – Aged Debt Report:

**Example 1** – shows first columns to the left of the report (use horizontal scroll bar at bottom of report to view all columns).

**Example 2** – shows last columns to the right of the report (use horizontal scroll bar at bottom of report to view all columns).
11. **Use the horizontal scroll bar** to view all columns outlined:

*Note:* The Accounts Receivable amount for an invoice billed to a Sponsor is posted at the Parent level of a project / WBS Element. Therefore, this report displays only Parent level projects. No Sub level projects associated with the parent are displayed.

| Customer # | The Customer number field is assigned in SAP to identify the Sponsor. Each unique billing address for a Sponsor is a separate customer number (7 digits) as follows:
| Customer Name | The name of the Sponsor associated with a customer number.
| Fund | The seven digit Fund code (i.e., WBS Element) of the Parent level code where the Accounts Receivable was posted.
| Fund Center | The ten digit Organizational Unit / BFR Code number for the Parent level Project / WBS Element.
| PI ID | The Duke Unique ID of the Principal Investigator for the Project.
| PI Name | The name of the Principal Investigator for the Project.
| Invoice # | The document number for the invoice that was billed or sent to the Sponsor.
| Invoice Date | The date that appears on the invoice sent to the Sponsor (i.e., the date the invoice was created in SAP).
| Original Invoice Amt. | The original amount of the invoice sent to the Sponsor and the amount of the original Accounts Receivable posted to the Parent code.
| Payments | The total amount of cash payments received and posted against the invoice by the Corporate A/R Department.
| Balance Outstanding | The difference between the Original Invoice Amount and the Payments that have been received. This outstanding balance indicates what remains to be collected on the invoice sent to the Sponsor.
| Customer Line Item Text | Text that provides information about the invoice as follows:
| Project End Date | The ending date of the Project for reference. Note: if end date indicates year 2024 and has status REL (released) – Project has no true end date; CLSD (closed) – generic End Date was used.
| Days Past Due | Indicates the number of days the payment is past due for the Sponsor’s invoice.
A/R Aged Debt Report (cont.)

12. To vertically scroll through this report, use the following buttons:
- **First Page (Ctrl+Page up)** to scroll to the top cover page.
- **Next Page (Page down)** to scroll to the next page.
- **Previous Page (Page up)** to scroll to the previous page.
- **Last Page (Ctrl+Page down)** to scroll to the last page.

13. To view the details of a line item on the report in a window versus scrolling across the report:
   - Click on the box to the far left of the line to select the line and highlight in a gold color.
   - Click on the **Details** button.
   - Review the data listed in the window displayed.

14. Use other report functions via menu path or button, such as **Print**, **Sort Ascending or Descending** (click on Column heading), **Export**, etc., as you would on any other SAP report. **See next pages for recommendations.**
A/R Aged Debt Report (cont.)

To freeze the columns for horizontal scrolling:

15. Click on a column heading to choose and highlight the entire column (one suggestion is the Fund column heading).
16. **Right mouse click** to show options and click on **Freeze to Column**.
17. Scroll to the right side of the report using the horizontal scroll bar to see that the column chosen along with all columns to the left of this column are staying visible on the report.

18. To unfreeze the column, repeat the above steps and choose Unfreeze Columns.

To exit the report when ready:
19. Click on the Exit button (Shift+F3) until the initial SAP R/3 screen is displayed.
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:**

7 To select by other criteria like WBS Element, use the Dynamic Selections button.
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:
   - 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.
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.
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.
10. To view the detailed notes, **double click on the text field under the first 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).

   ![Save list in file dialog](image)

   - In which format should the list be saved?
     - unconverted
     - Spreadsheet
     - Rich text format
     - HTML Format
     - In the clipboard

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

   ![Customer Line Item Display](image)

   - Directory: C:\Documents and Settings\kab66\SapWorkDir
   - File Name: XLS

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.
## Appendix

### Collection Codes Related to Accounts Receivable

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A00</td>
<td>Customer contacted, left voice message (no response yet)</td>
</tr>
<tr>
<td>A01</td>
<td>Customer contacted by email (no response yet)</td>
</tr>
<tr>
<td>A02</td>
<td>Customer contacted by voicemail and email (no response yet)</td>
</tr>
<tr>
<td>B00</td>
<td>Billing received late/past due date, refusing to pay</td>
</tr>
<tr>
<td>B01</td>
<td>Customer requested detail backup for invoice</td>
</tr>
<tr>
<td>B02</td>
<td>Invoice was incorrect - OSP to correct</td>
</tr>
<tr>
<td>B03</td>
<td>Banking fees (foreign currency, wires, etc) - uncollectible</td>
</tr>
<tr>
<td>B04</td>
<td>Requires further research</td>
</tr>
<tr>
<td>B05</td>
<td>Financial Report was incorrect, OSP to correct (nochg req’d to invoice)</td>
</tr>
<tr>
<td>B06</td>
<td>Resubmitting through Payweb (OSP and AR working with feds)</td>
</tr>
<tr>
<td>B07</td>
<td>Invoiced late – customer not yet contacted</td>
</tr>
<tr>
<td>C01</td>
<td>Customer researching payment</td>
</tr>
<tr>
<td>C02</td>
<td>Customer never received bill, sent to customer</td>
</tr>
<tr>
<td>C03</td>
<td>Customer has promised to pay</td>
</tr>
<tr>
<td>C04</td>
<td>Customer reviewing invoices/reports/approval signature(s)</td>
</tr>
<tr>
<td>C05</td>
<td>Customer disputing document</td>
</tr>
<tr>
<td>C06</td>
<td>Customer waiting funds from external source to pay</td>
</tr>
<tr>
<td>C07</td>
<td>Customer working with Duke's PI/Dept.</td>
</tr>
<tr>
<td>C08</td>
<td>Customer not responding</td>
</tr>
<tr>
<td>C09</td>
<td>Customer request invoice where none is required</td>
</tr>
<tr>
<td>C10</td>
<td>Elevated to Customer's higher level of management</td>
</tr>
<tr>
<td>C11</td>
<td>Company in Bankruptcy</td>
</tr>
<tr>
<td>C12</td>
<td>Converted to LOC</td>
</tr>
<tr>
<td>C13</td>
<td>In Process @ DFAS operating location</td>
</tr>
<tr>
<td>C14</td>
<td>Receiving Report, Obligation or Computation Required</td>
</tr>
<tr>
<td>C15</td>
<td>Scheduled for payment</td>
</tr>
<tr>
<td>C16</td>
<td>Referred to Duke legal counsel</td>
</tr>
<tr>
<td>C17</td>
<td>Company financially unable to pay – not yet in bankruptcy</td>
</tr>
<tr>
<td>C18</td>
<td>Customer to make final payment once project is complete</td>
</tr>
<tr>
<td>D01</td>
<td>Customer indicated they are waiting on a technical report</td>
</tr>
<tr>
<td>D02</td>
<td>Customer indicated they are waiting on patent paperwork</td>
</tr>
<tr>
<td>D03</td>
<td>Customer indicated they are waiting on SOMETHING else from the PI</td>
</tr>
<tr>
<td>D04</td>
<td>Dept to charge-off</td>
</tr>
<tr>
<td>D05</td>
<td>Customer refusing to pay due to academic issues</td>
</tr>
<tr>
<td>D06</td>
<td>Referred to Management Center (SOM) or School (Provost)</td>
</tr>
</tbody>
</table>
### Collection Codes Related to Accounts Receivable CONTINUED

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E01</td>
<td>Referred to Development to follow up with Sponsor</td>
</tr>
<tr>
<td>F01</td>
<td>Treasury Offset – Not chargeable to fringe pool</td>
</tr>
<tr>
<td>F02</td>
<td>Payment withheld/delayed due to sequestration</td>
</tr>
</tbody>
</table>