

COMMON SCENARIOS FOR THE BANK OF AMERICA LOCKBOX

Each business day CRU should confirm that the Bank of America lockbox file loaded successfully to SAP and to ensure that incoming payments have been cleared. The majority of the bank file line items will be cleared and will show a status of "Applied." No further processing is required for these items.

If a bank file line item does not clear successfully it will be in one of the following two statuses:

- On account – The payment was applied to a customer account but did not clear against an invoice. This will occur if the invoice number in the bank file matches the customer invoice number in SAP but the amounts differ and exceed the tolerance threshold of 1%.
- Unprocessed – SAP did not recognize the customer invoice number in the bank file and the credit to the cash clearing account remains open.

To monitor lockbox activity for items that have not been applied successfully use the **Payment Advice Overview** transaction.

1. Select the menu path *Accts Recv* → *Manage Information* → *Payment Advice Overview*.
2. Enter "1000" in the **Company Code** field.
3. In the **Created on** fields enter a date range covering the previous business day and today.

Payment Advice Overview			
 			
Company code	<input type="text" value="1000"/>	to	<input type="text"/>
Account type	<input type="text" value="D"/>	to	<input type="text"/>
Account	<input type="text"/>	to	<input type="text"/>
Payment advice number	<input type="text"/>	to	<input type="text"/>
Further selections			
Created on	<input type="text" value="06/26/2013"/>	to	<input type="text" value="06/27/2013"/>
Created by	<input type="text"/>	to	<input type="text"/>

4. Click .



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5. If all lockbox items have been applied successfully the report will display the message “List contains no data.”

Payment Advice Overview							
CoCd	Account	A	Pmt advice	Header txt	Pymnt Amnt	Cash disc.	Created On
List contains no data							

6. If any items have not been applied they will show up on the report screen.
 - a. Items that are “On account” will display the customer number in the **Account** column.
 - b. Items that are “Unprocessed” will display an asterisk in the **Account** column.

Payment Advice Overview								
CoCd	Account	A	Pmnt advice no.	Adv.header text	Pymnt Amnt	Cash disc.	Created by	Created on
1000	*	0	010002532000005	No customer with MICR num	5,000.00	0.00	AROSENBAUM	06/27/2013
1000	*	0	010002532000006	No customer with MICR num	6,000.00	0.00	AROSENBAUM	06/27/2013
1000	20000125	0	0100001134	Customer identified via i	3,200.00	0.00	AROSENBAUM	06/27/2013
1000	20000125	0	0100001135	Customer identified via i	4,300.00	0.00	AROSENBAUM	06/27/2013

7. To apply these items you will need to use the **Post Process Lockbox** transaction.



POST PROCESS LOCKBOX TRANSACTION

1. Run the **Post Process Lockbox** transaction select the menu path *Accts Recv/Cash Mgmt* → *Period End Closing* → *Post Process Lockbox*.
2. On the *Postprocessing Lockbox Data* screen click LBox overview.
3. A pop-up window will appear. Double click on the date of the lockbox file you wish to view.

1459551148	0111000025	0743370	05/24/2013	12:40:00	00025311
1459551148	0111000025	0743370	05/25/2013	12:40:00	00025312
1459551148	0111000025	0743370	05/26/2013	12:40:00	00025313

4. A summary of the lockbox data will appear on the *Lockbox Data Overview* screen. Double click on the number in the “Checks” column to display a detailed view of the lockbox data.

Date	Lockbox Batch	Checks	Applied	Part.appl	On account	Unprocess.
05/25/2013	0743370 001	6	2	0	2	2



Check number	Amount	Status	Customer	Name
014 00001132	1,000.00	Applied	20000116	Riverside Drive PTA 32
014 00001133	2,000.00	Applied	20000116	Riverside Drive PTA 32
014 00001134	3,200.00	On accou	20000116	Riverside Drive PTA 32
014 00001135	4,300.00	On accou	20000116	Riverside Drive PTA 32
014 00001136	5,000.00	Unproces	*	
014 00001137	6,000.00	Unproces	*	



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Use the instructions below to resolve line items that have a status of “On account” or “Unprocessed.”

ON ACCOUNT

On the *Lockbox Data Overview* screen items with the status of “On account” include the customer account number. You will need to research the customer account using the **Display Customer Line Items** transaction to determine the invoice number that this item will be cleared against.

Date	05/25/2013	Area	Subledger accounting		
Lockbox	0743370	Mode	Display incorrect screens		
Batch	001				
Check number	Amount	Status	Customer	Name	
014 00001132	1,000.00	Applied	20000116	Riverside Drive PTA 32	
014 00001133	2,000.00	Applied	20000116	Riverside Drive PTA 32	
014 00001134	3,200.00	On accou	20000116	Riverside Drive PTA 32	
014 00001135	4,300.00	On accou	20000116	Riverside Drive PTA 32	
014 00001136	5,000.00	Unproces	*		
014 00001137	6,000.00	Unproces	*		

1. Run the **Display Customer Line Items** transaction and display open items for the customer.
2. Locate the payment document as well as the invoice document that the payment should clear.
 - a. An invoice document starts with “27” and its document type is DR
 - b. A payment document starts with “28” and its document type is DZ
3. Note the invoice document number. You will use this number in the clearing transaction.

St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Amt in loc.cur.
<input type="checkbox"/>	0002531200004	2800023060	DZ	05/25/2013		☒	4,300.00-
<input type="checkbox"/>	0002531200003	2800023059	DZ	05/25/2013		☒	3,200.00-
<input type="checkbox"/>	Misc charge	2700025468	DR	05/16/2013		☒	3,000.00
<input type="checkbox"/>	Misc charge	2700025469	DR	05/16/2013		☒	4,000.00
<input type="checkbox"/>	Misc charge	2700025470	DR	05/16/2013		☒	5,000.00
<input type="checkbox"/>	Misc charge	2700025471	DR	05/16/2013		☒	6,000.00

4. Return to the *Lockbox Data Overview* screen.
5. Double click on the lockbox line item that you will clear against the customer invoice.

014 00001133	2,000.00	Applied	20000116	Riverside Drive PTA 32	
014 00001134	3,200.00	On accou	20000116	Riverside Drive PTA 32	
014 00001135	4,300.00	On accou	20000116	Riverside Drive PTA 32	



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- On the *Change Payment Advice: Overview* screen click on the first line item. Note that this line item contains the customer invoice number in the **Value** field.

Company Code	1000	Pmnt Advice No.	0100001134	
Account	20000116			
Cumulative totals				
Currency	USD			
Pymnt Amnt	3,200.00	Deduction	cannot be determin	
Item total	cannot be determin	Gross itms	cannot be determin	
Balance	cannot be determin	Discounts	cannot be determin	
Payment Advice Items				
itm	Altern.acct	Alt...	Selection field	Value
1	20000116	1000	BELNR	2700025468
2	20000116	1000	BELNR	2800023059

- On the *Change Payment Advice: Line Item Data* screen enter the payment amount into the **Item 1 – Payment Amount** field and confirm that the invoice number is in the **Additional Data – Document Number** field.

Cumulative totals			
Pymnt Amnt	3,200.00	USD	Gross itms cannot be determin
Item total	cannot be determin	Deduction	cannot be determin
Balance	cannot be determin	Discounts	cannot be determin
Item 1			
Payment Amount	3200	Deduction amt	
Gross amount		Reason code	
Discount amnt		Ext.rs.cde	
Additional Data			
Document Number	2700025468	Altern.acct	20000116
Billing Doc.		Alt. CoCd	1000 Alt.AcTyp D
Reference		Business Area	



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8. Click .
9. You will return to the *Lockbox Data Overview* screen. Click .
10. On the *Post With Clearing Display Overview* screen the transaction line items are displayed. The first line item, which represents the difference between the payment amount and the invoice amount, is highlighted in blue. Double click on the blue line item.

Items in document currency						
PK	BusA	Acct	USD	Amount	Tax	amnt
001	16	0020000116 Riverside Drive PTA		200.00-		
002	08	0020000116 Riverside Drive PTA		3,200.00		
003	15	0020000116 Riverside Drive PTA		3,000.00-		

11. On the *Post With Clearing Correct Customer Item* screen enter the check number into the **Text** field.

Item 1 / Payment difference / 16

Amount USD

Calculate tax

Bus. Area

Payt Terms Days/percent / /

Blinc Date Disc. Amount

Disc. base Invoice ref. / /

Pmnt Block Pmt Method Pmt meth.supl.

Assignment

Text

12. Click .



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13. On the *Lockbox Data Overview* screen the status of the line item has been changed to “Applied.”

Lockbox Data Overview								
		Edit payment advice		Select Account		Change method	Lockbox totals	Batch
Date	05/25/2013	Area	Subledger accounting					
Lockbox	0743370	Mode	Display incorrect screens					
Batch	001							
Check number	Amount	Status	Customer	Name				
014 00001132	1,000.00	Applied	20000116	Riverside Drive PTA 32				
014 00001133	2,000.00	Applied	20000116	Riverside Drive PTA 32				
014 00001134	3,200.00	Applied	20000116	Riverside Drive PTA 32				
014 00001135	4,300.00	On accou	20000116	Riverside Drive PTA 32				
014 00001136	5,000.00	Unproces	*					
014 00001137	6,000.00	Unproces	*					

14. Run the **Display Customer Line Items** transaction. You will see that the amount of the difference between the payment and invoice remains open while the original payment and invoice documents have been cleared.

Stat	Assignment	DocumentNo	Type	Doc. Date	SG	DD	LC amnt	LCurr	Clrng doc.	Text
<input type="checkbox"/>		0002531200004	2800023060	DZ	05/25/2013		4,300.00-	USD		00001135
<input type="checkbox"/>		Misc charge	2700025469	DR	05/16/2013		4,000.00	USD		
<input type="checkbox"/>		Misc charge	2700025470	DR	05/16/2013		5,000.00	USD		
<input type="checkbox"/>		Misc charge	2700025471	DR	05/16/2013		6,000.00	USD		
<input type="checkbox"/>		Misc charge	2800023092	DZ	05/25/2013		200.00-	USD		1134
*							10,500.00	USD		
<input type="checkbox"/>		1132	2800023057	DZ	05/25/2013		1,000.00-	USD	2800023057	00001132
<input type="checkbox"/>		Misc charge	2700025466	DR	05/16/2013		1,000.00	USD	2800023057	
<input type="checkbox"/>		1133	2800023058	DZ	05/25/2013		2,000.00-	USD	2800023058	00001133
<input type="checkbox"/>		Misc charge	2700025467	DR	05/16/2013		2,000.00	USD	2800023058	
<input type="checkbox"/>		0002531200003	2800023059	DZ	05/25/2013		3,200.00-	USD	2800023092	00001134
<input type="checkbox"/>		1134	2800023092	DZ	05/25/2013		3,200.00	USD	2800023092	00001134
<input type="checkbox"/>		1134	2800023092	DZ	05/25/2013		3,000.00-	USD	2800023092	00001134
<input type="checkbox"/>		Misc charge	2700025468	DR	05/16/2013		3,000.00	USD	2800023092	



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UNASSIGNED

When a payment status is "Unassigned" you will need to locate the image of the physical check that Bank of America provides to CRU. Once you locate the check that corresponds to the unassigned lockbox item you will be able to search for the customer number based on the name and address printed on the check.

Date	05/23/2013	Area	Subledger accounting		
Lockbox	0743370	Mode	Display incorrect screens		
Batch	001				
Check number	Amount	Status	Customer	Name	
014 00001132	1,000.00	Applied	20000114	Riverside Drive PTA 30	
014 00001133	2,000.00	Applied	20000114	Riverside Drive PTA 30	
014 00001134	3,200.00	On accou	20000114	Riverside Drive PTA 30	
014 00001135	4,300.00	On accou	20000114	Riverside Drive PTA 30	
014 00001136	5,000.00	Unproces			
014 00001137	6,000.00	Unproces			

1. Run the **Display Customer Line Items** transaction to display open items for the customer.
2. In the customer account locate the open invoice that matches the unprocessed lockbox line item.

St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Amt in loc.cur.
<input type="checkbox"/>	<input checked="" type="radio"/> 0002531000003	2800023051	DZ	05/23/2013		<input checked="" type="checkbox"/>	3,200.00-
<input type="checkbox"/>	<input checked="" type="radio"/> 0002531000004	2800023052	DZ	05/23/2013		<input checked="" type="checkbox"/>	4,300.00-
<input type="checkbox"/>	<input checked="" type="radio"/> Misc charge	2700025456	DR	05/16/2013		<input checked="" type="checkbox"/>	3,000.00
<input type="checkbox"/>	<input checked="" type="radio"/> Misc charge	2700025457	DR	05/16/2013		<input checked="" type="checkbox"/>	4,000.00
<input type="checkbox"/>	<input checked="" type="radio"/> Misc charge	2700025458	DR	05/16/2013		<input checked="" type="checkbox"/>	5,000.00
<input type="checkbox"/>	<input checked="" type="radio"/> Misc charge	2700025459	DR	05/16/2013		<input checked="" type="checkbox"/>	6,000.00

3. Return to the *Lockbox Data Overview* screen.
4. Double click on the lockbox line item that you will clear against the customer invoice.

014 00001135	4,300.00	On accou	20000122	Riverside Drive PTA 38
014 00001136	5,000.00	Unproces	*	
014 00001137	6,000.00	Unproces	*	



- On the *Add to Payment Advice Account: Initial* screen enter the customer account number into the **Account** field.

New account

Account

- Click

- On the *Change Payment Advice: Overview* screen click Fast entry.

- On the *Change Payment Advice: Fast Entry* screen enter the customer invoice number into the **DocumentNo** field.

Payment Advice Items					
Pmt..	DocumentNo	Selection field	Alt.acct	Alte...	Ref
1	2700025458	Document Number	0020000114	1000	

- Click

- SAP returns you to the *Lockbox Data Overview* screen. The customer number now appears in the **Customer** column. The status still shows as "Unprocessed."

Date	05/23/2013	Area	Subledger accounting			
Lockbox	0743370	Mode	Display incorrect screens			
Batch	001					
Check number	Amount	Status	Customer	Name		
014 00001132	1,000.00	Applied	20000114	Riverside Drive PTA 30		
014 00001133	2,000.00	Applied	20000114	Riverside Drive PTA 30		
014 00001134	3,200.00	On accou	20000114	Riverside Drive PTA 30		
014 00001135	4,300.00	On accou	20000114	Riverside Drive PTA 30		
014 00001136	5,000.00	Unproces	0020000114			
014 00001137	6,000.00	Unproces	*			



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11. Click  to post. The status changes to "Applied."

Date	05/23/2013	Area	Subledger accounting		
Lockbox	0743370	Mode	Display incorrect screens		
Batch	001				
Check number	Amount	Status	Customer	Name	
014 00001132	1,000.00	Applied	20000114	Riverside Drive PTA 30	
014 00001133	2,000.00	Applied	20000114	Riverside Drive PTA 30	
014 00001134	3,200.00	On accou	20000114	Riverside Drive PTA 30	
014 00001135	4,300.00	On accou	20000114	Riverside Drive PTA 30	
014 00001136	5,000.00	Applied	0020000114		
014 00001137	6,000.00	Unproces	*		

12. Run the **Display Customer Line Items** transaction to display the cleared documents in the customer account. The report will show that the invoice has been cleared.

St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Amt in loc.cur.	LCurr	Clrng doc.
<input type="checkbox"/>	<input checked="" type="checkbox"/> 1132	2800023049	DZ	05/23/2013			1,000.00-	USD	2800023049
<input type="checkbox"/>	<input checked="" type="checkbox"/> Misc charge	2700025454	DR	05/16/2013			1,000.00	USD	2800023049
<input type="checkbox"/>	<input checked="" type="checkbox"/> 1133	2800023050	DZ	05/23/2013			2,000.00-	USD	2800023050
<input type="checkbox"/>	<input checked="" type="checkbox"/> Misc charge	2700025455	DR	05/16/2013			2,000.00	USD	2800023050
<input type="checkbox"/>	<input checked="" type="checkbox"/> 1136	2800023090	DZ	05/23/2013			5,000.00-	USD	2800023090
<input type="checkbox"/>	<input checked="" type="checkbox"/> Misc charge	2700025458	DR	05/16/2013			5,000.00	USD	2800023090