Welcome to the Accounts Receivable Course

- Instructor
- Instructor

- Welcome and Introductions
- Logistics
- Ground Rules
- Course Objectives
- Course Content

	Chapter Description	Time
1	**Definitions and Process Overview**	15 minutes
2	**Customer Master Data**	45 minutes
3	**Invoices and Credit Memos**	120 minutes
4	**Dunning Procedures**	60 minutes
5	**Management of Accounts Receivable**	90 minutes
6	**Reporting**	90 minutes
7	**Summary and Questions**	60 minutes

By the end of this class, you will be able to:

- Create customer master data

- Process customer invoices and credit memos

- Explain the job cost billing process

- Print invoices

- Generate dunning letter

- Maintain customer accounts

- Run account receivable reports

	Chapter Description	Time
1	**Definitions and Process Overview**	15 minutes
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6	**Reporting**	90 minutes
7	**Summary and Questions**	60 minutes

By the end of this chapter, you will be able to:

- Describe the relationships between the different organizations that manage customers, process invoices, and collect payments
- Identify the key changes and benefits that will occur with the implementation of LRP

Relationships Between Organizations Involved with Receivables

Billing and Invoicing　　　**Cash and Banking**

Job cost billing feeds Accounts Receivable
Transportation

Accounts Receivable processing	Print invoices	Payment processing and cash application
General Accounting (AR)	General Accounting (AR)	CRU

Grant billing and invoicing
SFP Accounting
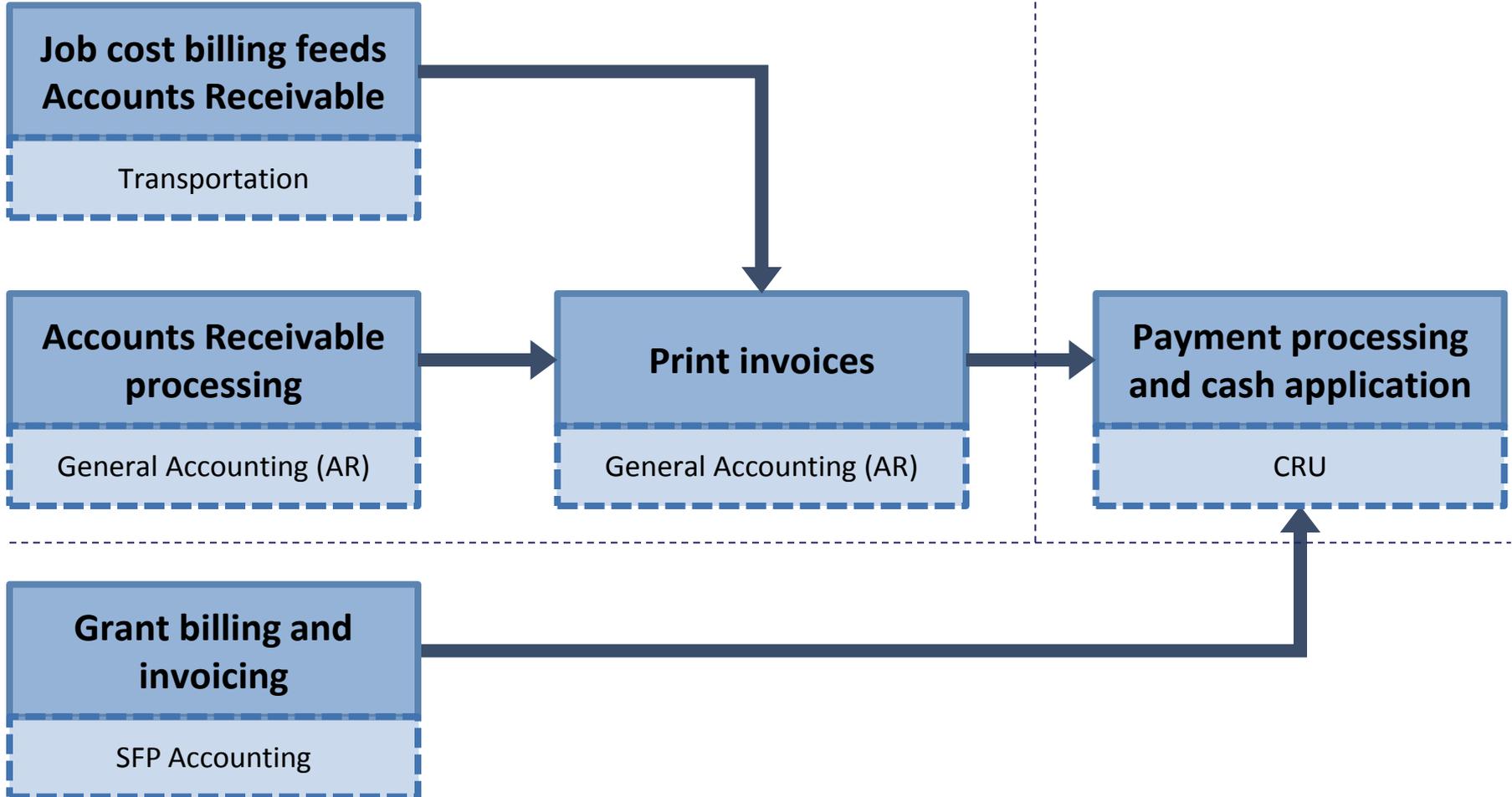
Relationships Between Organizations with Receivables (cont.)

Department	Activities
General Accounting - AR	• Process invoices and credit memos • Print invoices • Print and issue dunning letters • Customer account maintenance • Reporting
Transportation	• Generates billing and invoices for job cost billing • All job cost external billing processing feeds AR
SFP Accounting	• Processes grant billing • Generates and prints grant invoices • BP maintenance
CRU	• Processes incoming payments both manually and through automated bank uploads • Customer account clearing • Cash reporting

- New customer master data processes will save time and reduce data redundancy

- Invoices will contain multi-line revenue account detail

- Dunning letters will be generated automatically in SAP eliminating the manual process used today

- An automated bank file will be uploaded to SAP and used to clear open customer invoices

- Open items in customer accounts will automatically be cleared nightly if they are within the tolerance of 1% up to $10.00

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6	**Reporting**	90 minutes
7	**Summary and Questions**	60 minutes

By the end of this chapter you will be able to:

- Explain the current AR customer master data process and pain points
- Explain the new AR customer master data process
- Explain the difference between business partners (BP) and AR customers
- Define types of customer account groups used in SAP
- Explain the customer numbering logic that has been configured in SAP

AR Customer

- An organization or person from whom receivables are due
- A customer master record is required for billing and invoicing

Business partner (BP)

- An organization that provides funds for a grant
- A BP is linked to an AR customer master record for billing purposes

Current AR Customer Processes

Currently all customers are created as Business Partners (BP) in SAP regardless of whether they are grant or non-grant

- BPs are centrally maintained by two areas in the General Accounting
  - Specially Funded Programs (SFP) Accounting for grantors
  - Accounts Receivable (AR) Unit in General Ledgers for non-grant customers
- When the BP is created the AR customer master record- is automatically created
- SAP assigns the BP and customer numbers
- There are approximately 3,000 customer master records in SAP today and all are assigned an eight digit numeric code between 10000000-19999999

AR will be responsible for creating and maintaining non-grant customers

- All new non-grant customers (including job cost billing customers) will be set up as AR customers only

- Non-grant customers will no longer have a corresponding BP

- SFP will continue to create and maintain BPs and this will automatically generate their corresponding grant AR customers

- There will there be a standard form for customer master data

- AR Customer Master Data Processor role will maintain customer master data

A customer account group is a category of AR customers

- Two account groups will be used for AR customers and the customer number is assigned automatically by SAP based on the account group

Account Group	Description	Customer Number
ZCUS	New AR Customers	20000000 – 29999999
GMEX	Business Partners	10000000 – 19999999

- AR will usually select account group ZCUS when creating a new customer
- GMEX customers will be created automatically when SFP creates a new BP
- GMEX customers may be used by AR for miscellaneous receivables (rare)

May 22, 2013
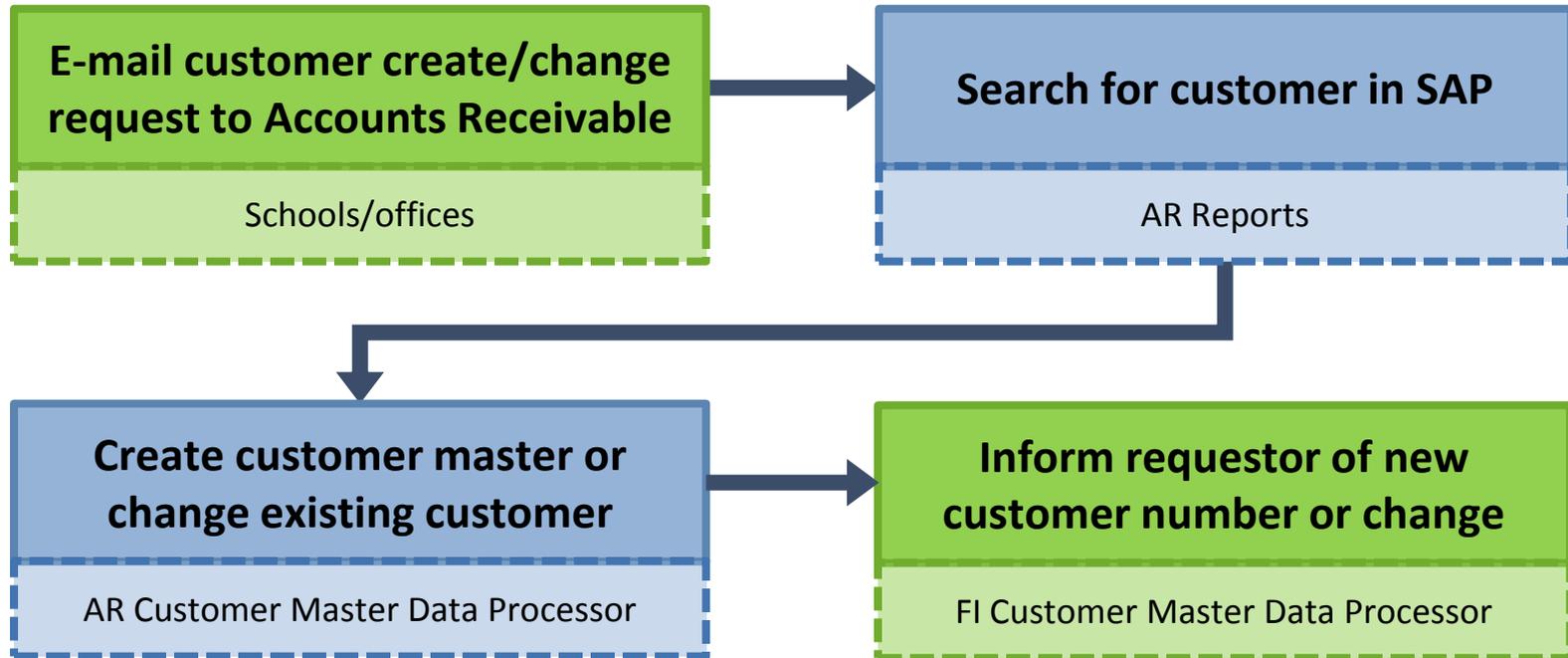
A customer master record includes the information required to conduct business transactions with a customer

- Name
- Address
- Phone/e-mail/fax
- Bank data
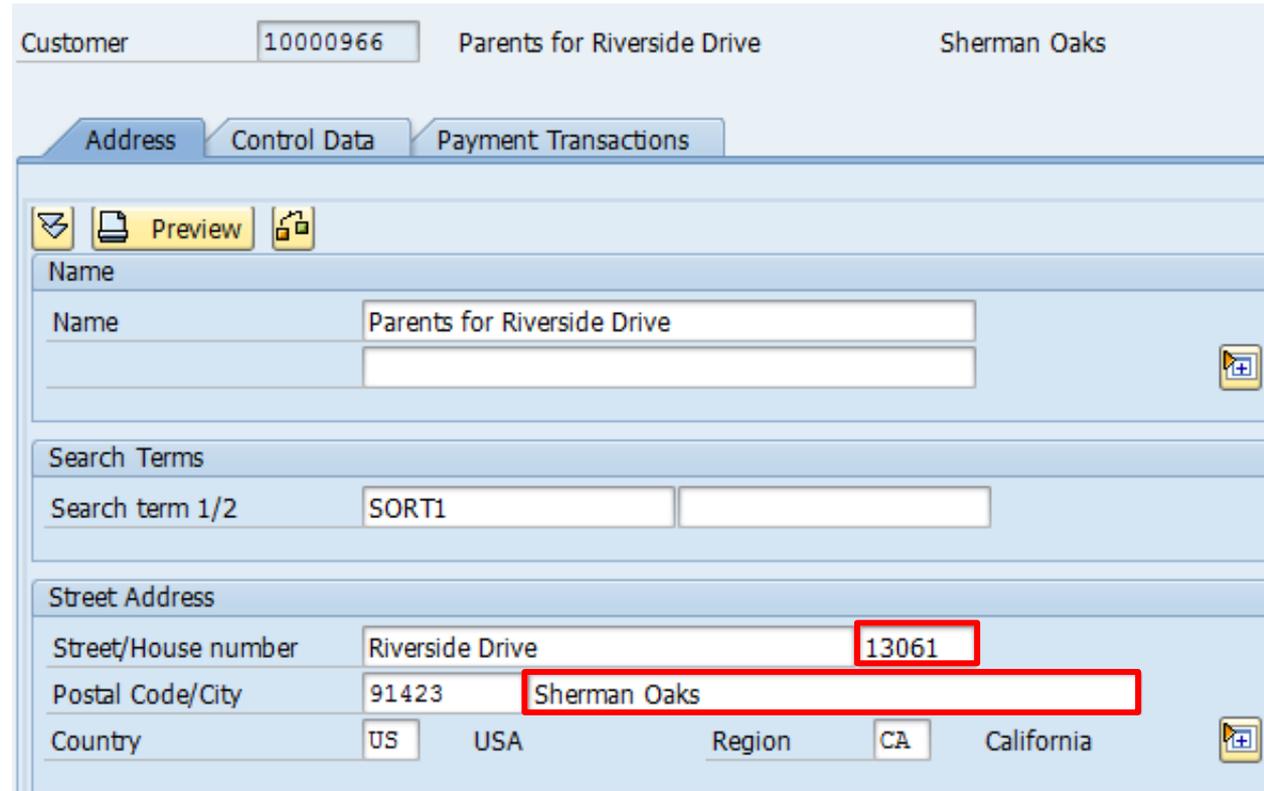
| Customer | 10000966 | Parents for Riverside Drive | Sherman Oaks |

Address | Control Data | Payment Transactions

Preview

Name

| Name | Parents for Riverside Drive |

Search Terms

| Search term 1/2 | SORT1 | |

Street Address

Street/House number	Riverside Drive	13061
Postal Code/City	91423	Sherman Oaks
Country	US	USA	Region	CA	California

The **City** and **Zip Code** fields are required

Walkthrough: Display, create, and change a customer master

Display a customer
Create a customer
Change a customer

This is a demonstration only. Watch as the instructor shows you how to complete the task in SAP.

Exercise: Display, create, and change a customer master

ADD links to Globally Published simulations in Uperform

To complete this exercise follow the instructions listed here.

You should now be able to:

- Explain the current AR customer master data process

- Explain the new AR customer master data process

- Explain the difference between business partners (BP) and AR customers

- Define types of customer account groups used in SAP

- Explain the customer numbering logic that has been configured in SAP

LRP Training

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7	**Summary and Questions**	60 minutes

By the end of this chapter you will be able to:

- Described the services that can be manually invoiced by Accounts Receivable

- Park an invoice/credit memo

- Approve and reject parked invoices

- Upload AR documents using Excel

- Explain how the job cost billing program automatically generates customer invoices

- Print an invoice or credit memo – auto print and ad-hoc printing

- Display a posted invoice/credit memo

Examples of manual invoices that can be processed in AR include

- Miscellaneous receivables
- M&O external bills
- Facilities services for charter schools
- Detached services where an LAUSD employee works at another institution (e.g., UCLA)
- Labor union activities during work hours
- Invoices for collections of legal settlements
- Facilities leases
- Energy conservation rebates

The invoice consists of a header, line items, and a validation section

Enter Customer Invoice: Company Code 1000

🖧 Tree on   📧 Company Code   🗁 Hold   🎨 Simulate   💾 Park   ✏ Editing options

Transactn   Invoice ▼

Validation

Bal.   0.00   ⚫⚫⬛

| Basic data | Payment | Details | Tax | Withholding tax | Notes |

Customer

Customer   20000073   SGL Ind

Invoice date   04/25/2013   Reference   FAC

Posting Date   04/25/2013

Cross-CC no.

Header

Amount   100.00   USD   ☐ Calculate tax

Tax Amount

Text

Paymt terms   30 Days net

Baseline Date 04/25/2013

Company Code   1000 LAUSD Los Angeles

Lot No.

Address

ZOO MAGNET PARENT COUNCIL

5336 CRYSTAL SPRINGS DRIVE

LOS ANGELES CA 90027

OIs

Bank data: not available

Line items

1 Items (No entry variant selected)

S...	G/L acct	Short Text	D/C	Amount in doc.curr.	FM...	Funds center	Commitme...	Fund	Partne
✔	920016	AR-Misc-Fng…	Cred… ▼	100.00			920016	010−0000	

There are three date fields on the invoice header

- Invoice date on the Basic data tab is the date the invoice was created
- Posting date on the Basic data tab is the date that the invoice posts to the general ledger

- Bline date on the Payment tab is the baseline date used by SAP to determine the due date for payment. It defaults based on the invoice date but can be overwritten.
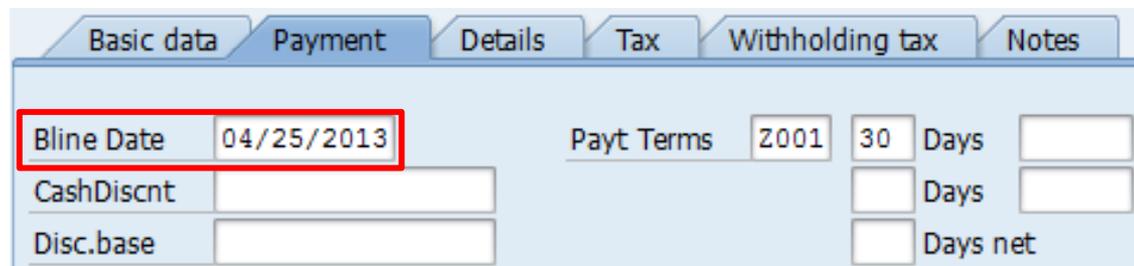
The Reference field in the invoice header requires manual entry of a code that identifies the LAUSD contact address

- This code can be used to sort documents in invoice reports
- You may add an additional internal reference number after the code. Example: FAC-12341928734

| Basic data | Payment | Details | Tax | Withholding tax | Notes |

Customer	20000073	SGL Ind	
Invoice date	04/25/2013	Reference	FAC
Posting Date	04/25/2013		

Reference	Address
AR	Accounts Receivable 333 S. Beaudry Ave. 26th Floor Los Angeles, CA. 90017
FAC	Maintenance and Operations 333 S. Beaudry Ave. 22nd Floor Los Angeles, CA. 90017
ITD	Information Technology Division 333 S. Beaudry Ave. 10th Floor Los Angeles, CA. 90017
PTB	Transportation Services Division 115 N. Beaudry Ave. Los Angeles, CA. 90012

The saved invoice generates a document in FI

- The accounting document creates a
  - Debit to the customer account
  - Credit to an offsetting revenue/income account

Data Entry View			
Document Number	27000878	Company Code	1000	Fiscal Year	2013
Document Date	04/05/2013	Posting Date	04/05/2013	Period	10
Reference	PTB - FIELD 1234	Cross-Comp.No.			
Currency	USD	Texts exist	☐	Ledger Group	

Item	PK	Account	G/L account name	Cmmt Item	∑Amount	Fund	Functional Area	Grant	Funded Progra	Cost Center
1	01	20000860	AR Recon-LAUSD Schs	920001	35,990.00		0000-0000-00000			
2	50	869901	OL-All Oth-Misc-CY	869901	1,500.00-	010-0000	0000-0000-00000	NOT_RELEVANT	REV99999	1056901
3	50	869901	OL-All Oth-Misc-CY	869901	2,000.00-	010-0000	0000-0000-00000	NOT_RELEVANT	REV99999	1056701
4	50	869901	OL-All Oth-Misc-CY	869901	3,000.00-	010-0000	0000-0000-00000	NOT_RELEVANT	REV99999	1056801
5	50	869901	OL-All Oth-Misc-CY	869901	5,000.00-	010-0000	0000-0000-00000	NOT_RELEVANT	REV99999	1079001
6	50	869901	OL-All Oth-Misc-CY	869901	5,500.00-	010-0000	0000-0000-00000	NOT_RELEVANT	REV99999	1057401
7	50	869901	OL-All Oth-Misc-CY	869901	995.00-	010-0000	0000-0000-00000	NOT_RELEVANT	REV99999	1002501
8	50	869902	OL-All Oth-Misc-PY	869902	1,500.00-	010-0000	0000-0000-00000	NOT_RELEVANT	REV99999	1056901
9	50	869902	OL-All Oth-Misc-PY	869902	2,000.00-	010-0000	0000-0000-00000	NOT_RELEVANT	REV99999	1056701
10	50	869902	OL-All Oth-Misc-PY	869902	3,000.00-	010-0000	0000-0000-00000	NOT_RELEVANT	REV99999	1056801
11	50	869902	OL-All Oth-Misc-PY	869902	5,000.00-	010-0000	0000-0000-00000	NOT_RELEVANT	REV99999	1079001
12	50	869902	OL-All Oth-Misc-PY	869902	5,500.00-	010-0000	0000-0000-00000	NOT_RELEVANT	REV99999	1057401
13	50	869902	OL-All Oth-Misc-PY	869902	995.00-	010-0000	0000-0000-00000	NOT_RELEVANT	REV99999	1002501

A credit memo is processed in the same way an invoice is processed

- Credit memos are most commonly used to return money to adjust invoices after customer payments have been received
- The posted document in FI
  - Credits the customer account
  - Debits the offsetting account used in the invoice

On the Payment tab of the credit memo transaction you must enter the invoice number that the credit memo is associated with.

Transactn	Credit memo

| Basic data | Payment | Details | Tax | Withholding tax | Notes |

Bline Date	04/22/2013		Payt Terms			Days	
CashDiscnt						Days	
Disc.base						Days net	

Amt to be calculated

Pmt Method		Pmnt Meth.Sup.		Pmnt Block		Free for payment
Inv.ref.	2700025205					

AR Processors will always park invoices and credit memos

- Parking a document allows you to save a transaction without posting

- When an AR Processor parks an invoice or credit memo SAP will send the document to an AR Workflow Approver through Workflow

- Until the Approver processes the document it remains in a "standby" status in the system

- The Approver may
  - Approve the document
  - Reject the document and return it to the AR Processor

- Approval levels
  - AR – two levels
    » Accountant for under $10,000
    » Head Accountant for invoices over $10,000

An AR Processor may change a parked document that is rejected and returned

- You will see a rejected invoice in the Universal Worklist

- You may change any field on the document except the document number

- When you save the parked document it will be resubmitted to the AR Approver through workflow

- Deleting parked document is a responsibility of AR Processor

Process Flow – Park, Approve and Post an Invoice/Credit Memo
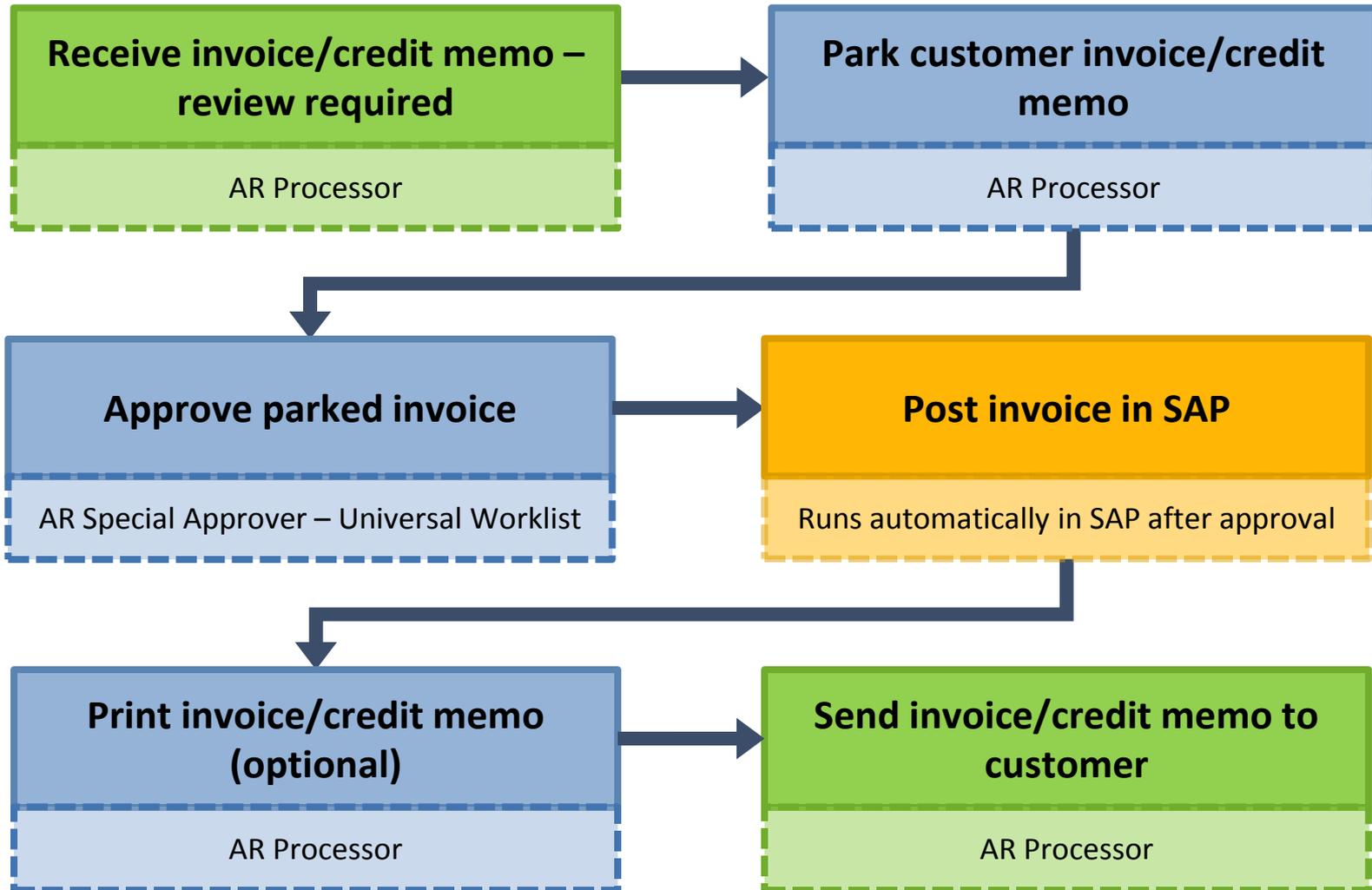
Receive invoice/credit memo – review required	Park customer invoice/credit memo
AR Processor	AR Processor

Approve parked invoice	Post invoice in SAP
AR Special Approver – Universal Worklist	Runs automatically in SAP after approval

Print invoice/credit memo (optional)	Send invoice/credit memo to customer
AR Processor	AR Processor

Walkthrough: Process parked documents

Park an invoice

Universal Worklist – Approve parked invoice

Park a credit memo

Universal Worklist – Approve parked credit memo

Print invoice

This is a demonstration only. Watch as the instructor shows you how to complete the task in SAP.

Exercise: Park, approver, and print an invoice

ADD links to Globally Published simulations in Uperform

*To complete this exercise
follow the
instructions listed
here.*

Process Flow – Park, Reject, Change and Post an Invoice

Receive invoice/credit memo – review required	Park customer invoice/credit memo	Reject parked invoice
AR Processor	AR Processor	AR Special Approver – Universal Worklist

Review Universal Worklist	Change parked customer invoice/credit memo	Approve parked invoice
AR Processor – Universal Worklist	AR Processor	AR Special Approver – Universal Worklist

Post invoice in SAP	Print invoice/credit memo (optional)	Send invoice/credit memo to customer
Runs automatically in SAP after approval	AR Processor	AR Processor

Walkthrough: Process parked documents

Park a multi-line invoice

Universal Worklist – Reject parked invoice

Change a parked invoice

Universal Worklist – Approve parked invoice

Print invoice

This is a demonstration only. Watch as the instructor shows you how to complete the task in SAP.

Exercise: Park, change, and print an invoice

ADD links to Globally Published simulations in Uperform

To complete this exercise follow the instructions listed here.

A parked document that is rejected or will simply not be posted may be deleted

- Once the document is deleted the document number will no longer be available in the system
- It is the responsibility of the AR processor to delete parked documents that will not be posted
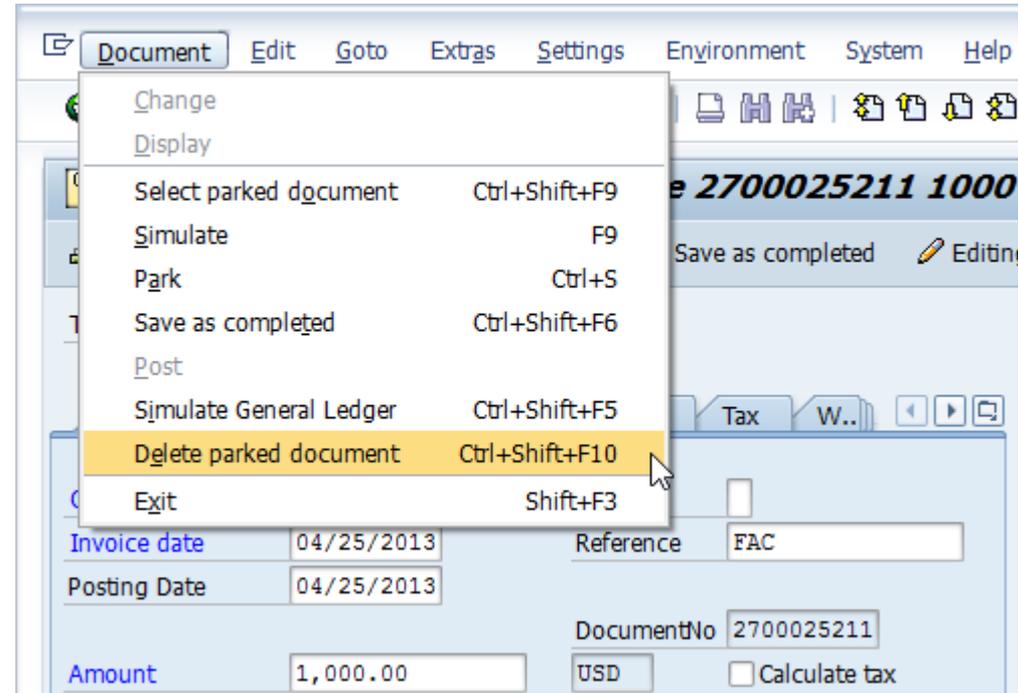
Walkthrough: Process parked documents

Park document

Universal Worklist – Reject an invoice

Delete a parked invoice

This is a demonstration only. Watch as the instructor shows you how to complete the task in SAP.

You may use an Excel spreadsheet to upload and park one or multiple AR documents

- You must use the new approved Excel template for the AR upload, which includes
    - An extended header text field that shows up as the invoice description
    - Capabilities to upload multi-line revenue
- The basic process of completing the Excel template, saving as a .txt file, and uploading to SAP has not changed

The approval of an uploaded file depends upon how many documents are included

- Single invoices/credit memos are approved by the standard workflow process
- A file with multiple documents is approved using a separate transaction

An invoice/credit memo in an Excel file with a single document will go through the same workflow process as a document parked in SAP with transaction FV70.

Upload Excel file with a single document	**Approve parked invoice**	**Post invoice in SAP**
AR Processor	AR Workflow Approver – Universal Worklist	Runs automatically in SAP after approval

Invoices/credit memos in an Excel file with multiple documents do not go through standard workflow. Instead the approver will run a transaction in SAP to approve all of the parked documents from the Excel file at one time. As a result of the mass approval the parked documents will post in SAP.

Upload Excel file with multiple documents	**Approve parked invoices**	**Post invoices in SAP**
AR Processor	AR Workflow Approver	Runs automatically in SAP after approval

Walkthrough: Upload and park multiple AR documents using Excel and approve

Excel upload of multiple AR documents

Approval of a multiple parked documents from a single file

Demo

This is a demonstration only. Watch as the instructor shows you how to complete the task in SAP.

Exercise: Upload and park multiple AR documents using Excel and approve

ADD links to Globally Published simulations in Uperform

To complete this exercise follow the instructions listed here.

The Job cost billing process will automatically bill costs collected on a completed job and create one or more customer invoices

- For LRP the Transportation Branch is the only group expected to use job cost billing
  - Example scenario: Job cost billing is used to invoice a school or PTA for transportation services
  - In the future other groups may use job cost billing
- AR is only responsible for printing the invoices and sending them to the customers
- The accounting document generated in FI is the same as the manual invoice posting
  - Debit to the customer account
  - Credit (multiple) to an offsetting revenue/income account
- Reversal documents don't go through workflow and therefore, should be processed by the AR Special Approver

Schedule service with Transportation
School/PTA

Create a "special job" internal order
Transportation KO04

Post time and mileage to internal order via CATS
Driver

Change internal order status to permit billing
Transportation KO02

Generate billing and invoices for internal orders
Nightly/weekly batch in SAP

Print invoice - mass
AR

Mail invoice to the school/PTA
AR

Lockbox payment
School/PTA
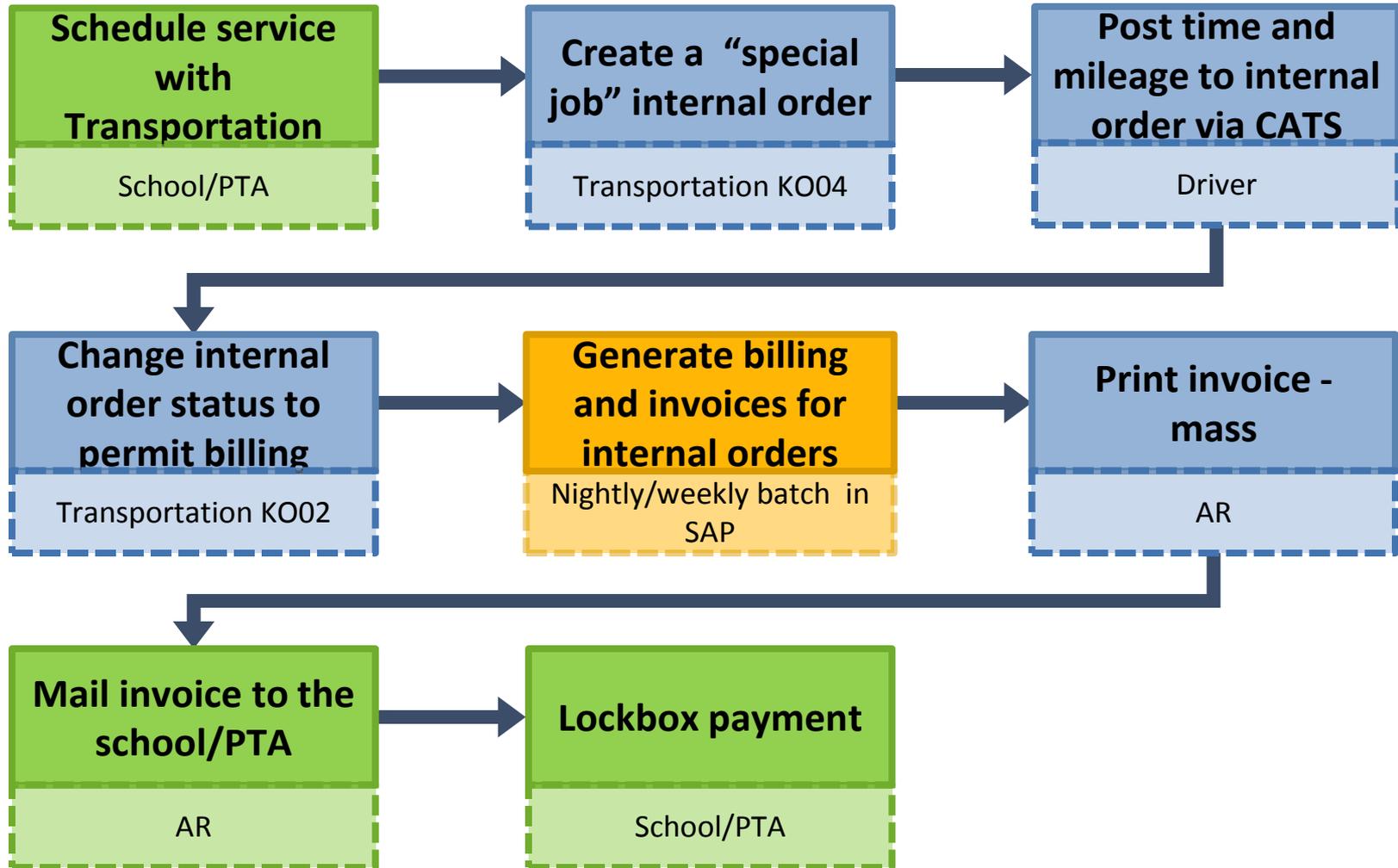
Walkthrough: Print mass invoices associated with job cost billing

Print mass invoices

This is a demonstration only. Watch as the instructor shows you how to complete the task in SAP.

Exercise: Print a multi-line customer invoice associated with job cost billing

ADD links to Globally Published simulations in Uperform

To complete this exercise follow the instructions listed here.

You should now be able to:

- Described the services that are manually invoiced by Accounts Receivable

- Park an invoice/credit memo

- Approve and reject parked invoices

- Upload AR documents using Excel

- Explain how the job cost billing program automatically generates customer invoices

- Print an invoice or credit memo – auto print and ad-hoc printing

- Display a posted invoice/credit memo

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By the end of this chapter you will be able to:

- Explain the current dunning process and pain points
- Explain new dunning process
- Print a dunning letter

Dunning rules at LAUSD require a dunning letter to be sent quarterly

- An item more than 30 days old (1 day overdue) is dunned
    - Transportation reviews outstanding items on a monthly basis
    - Accounting reviews outstanding items on an annual basis
- Dunning letters are manually generated from MS Word or MS Excel

Current pain points in the existing process include

- The dunning process is completely manual
- Dunning takes place outside of the current financial systems and does not use SAP correspondence functionality
- Small amounts are dunned

The dunning process will be run quarterly in SAP

- Customer correspondence for dunning will be generated during quarterly dunning runs
- AR will print and send the dunning letters to customers
- Customer tolerances will clear small differences nightly so they won't be dunned (maximum 1% of the invoice up to $10.00)

Quarterly dunning program
Runs automatically in SAP

Customer correspondence generated in SAP
Automated in SAP

Print dunning letter
AR Processor
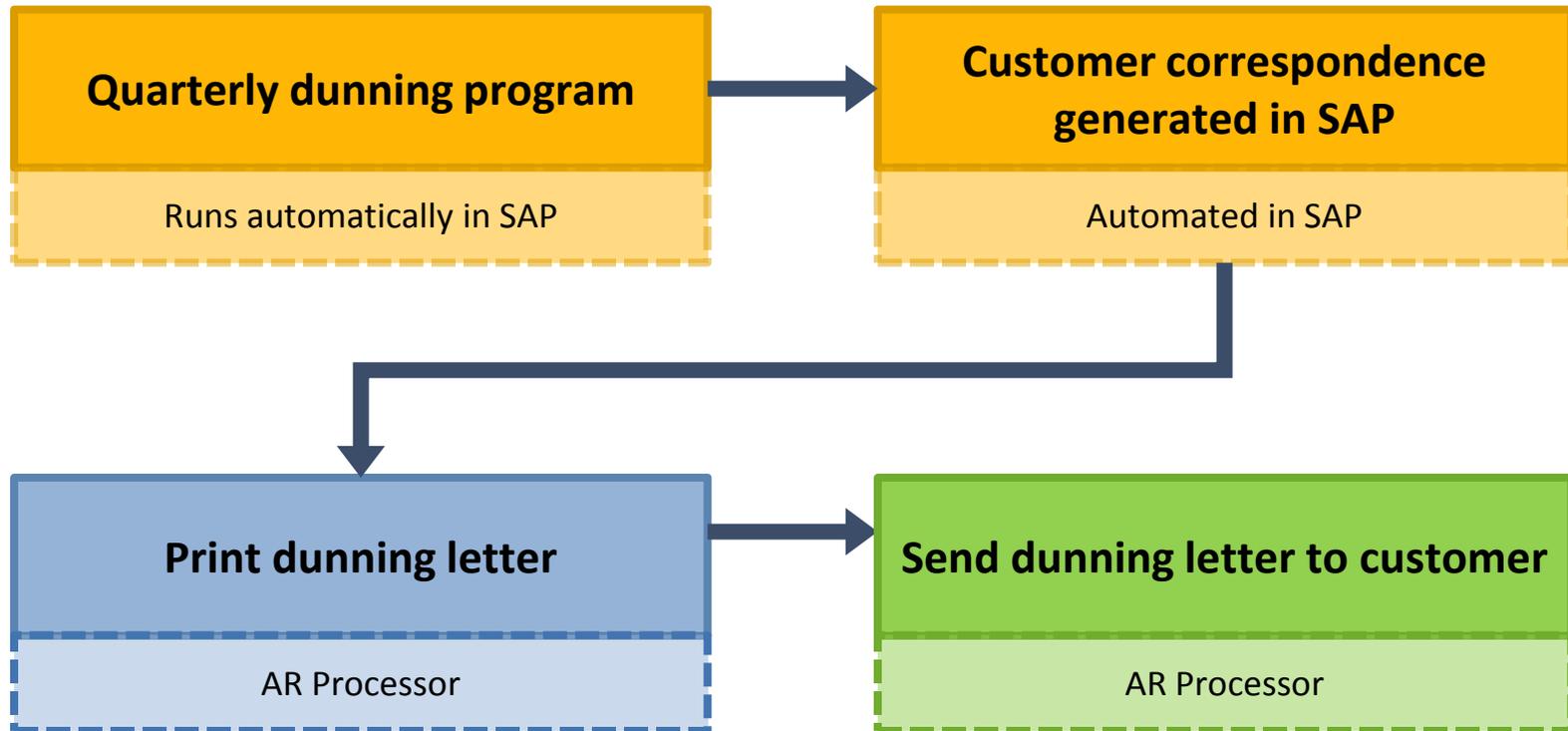
Send dunning letter to customer
AR Processor

-**Los Angeles Unified School District**
333 S. Beaudry Avenue, Los Angeles, CA 90017

Date : 07/02/2013

Bill To: 20020
Training customer ALR
PO Box 500
Los Angeles CA 90012

Dear Sir/Madam,

The invoices listed below are outstanding as of Jul 02, 2013. Please remit your payment as soon as possible.

Invoice No.	Document Date	Amount Due $	Reference
0027000199	04/04/2013	150.00-	GLS-TEST
	04/04/2013	0.00	GLS-TEST
0027000199	04/03/2013	200.00	TESTMULTI
	04/03/2013	0.00	TESTMULTI2

Total Due : **$ 50.00**

If you have any questions on the above invoices, please call or write to:

General Ledger Department
26th Floor, 333 S. Beaudry Avenue, Los Angeles, CA 90017
Tel: (213) 241-7956   Fax: (213) 241-6810

Please make check payable to "Los Angeles Unified School District"
--Detach here--

Walkthrough: Request customer correspondence

Request customer correspondence

This is a demonstration only. Watch as the instructor shows you how to complete the task in SAP.

You should now be able to:

- Explain the current dunning process and pain points
- Explain new dunning process
- Print a dunning letter

	Chapter Description	Time
1	**Definitions and Process Overview**	15 minutes
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By the end of this chapter you will be able to:

- Change a posted invoice/ credit memo header text and line items
- Reverse posted documents and explain the accounting impact
- Explain the process for applying payments against customer accounts
- Manually clear customer open items
- Reset cleared customer line items

You may add or change the document header text on an invoice or credit memo

- Include a brief description of the document in the **Doc.Header Text** field

- This field is limited to 25 characters

Document Header: 1000 Company Code

Document Type	DR Customer invoice		
Doc.Header Text	Descriptive text here		
Card type		Card no.	
Request Number			
Reference	FAC-123	Document Date	03/03/2013
		Posting Date	03/04/2013
Currency	USD	Posting Period	09 / 2013
Ref. Transactn	BKPF	Accounting document	
Reference key	270002414910002013	Log.System	DR1910
Entered by	JDREU	Parked by	
Entry Date	03/04/2013	Time of Entry	10:25:57
TCode	FB70		
Changed on		Last update	
Ledger Grp			
Ref.key(head) 1		Ref.key 2	

You may change limited data on posted documents

- Once an invoice or credit memo is posted you may not change any financial data

- On a customer line you may change any open field including
  - Payment t...
  - Bline date
  - Payment b...
  - Text

Payt Terms	Z000		Days/percent			$		$	
Bline Date	03/04/2013		Invoice ref.		/		/	
Pmnt Block							
Dunn. Block			Dunning Key		
Last Dunned					
Collect.inv.	0				
Assignment	123				
Text				Long text

- On offsetting lines you may change data in either the **Text** or **Assignment** fields

| Assignment | 20130304 | |
| Text | | Long text |

Walkthrough: Change a posted invoice/credit memo

Change Document

This is a demonstration only. Watch as the instructor shows you how to complete the task in SAP.

Exercise: Change an invoice header text and line items

ADD links to Globally Published simulations in Uperform

*To complete this exercise
follow the
instructions listed
here.*

You may reverse a posted invoice or credit memo due to an error

- With reversal document you will clear the original postings with offsetting entries to the accounts on the invoice or credit memo
- You must enter a code in the **Reversal Reason** field to indicate whether the document you wish to reverse was posted in the current period or a previous period
    - 01 (current period)
    - 02 (previous or closed period)
- If you are reversing a document that was posted in a closed period the reversing entry will post in the current period
- There are two ways to process document reversals
    - Individual reversal
    - Mass reversal

Walkthrough: Reverse invoice documents

Reverse document – individual

This is a demonstration only. Watch as the instructor shows you how to complete the task in SAP.

Exercise: Reverse an invoice document (individual)

ADD links to Globally Published simulations in Uperform

To complete this exercise follow the instructions listed here.

Customers invoices will contain instructions to send all checks to a Bank of America lockbox instead of different departments within LAUSD

- The bank keys data from the checks sent by customers including the invoice number and notifies LAUSD of customer payments via a daily file transfer

- The file loads to SAP and the system automatically clears open customer items with payment data from the bank

- It is the responsibility of CRU to ensure that

  – The file is uploads successfully each day

  – Report a failed upload to the Help Desk

  – Apply unmatched incoming cash to AR or the general ledger

Some customers may still send physical checks to LAUSD instead of using the lockbox address

- All checks should be forwarded to CRU
- These checks will be deposited into the Bank of America account using an on-site scanner
- The daily bank file transfer will be used to clear the customer account in SAP

Bank file sent from BofA

Automated outside of SAP

Bank file uploaded to SAP

Automated in SAP

Verify file upload and automatic line item clearing

CRU

Manually reconcile unmatched items

CRU
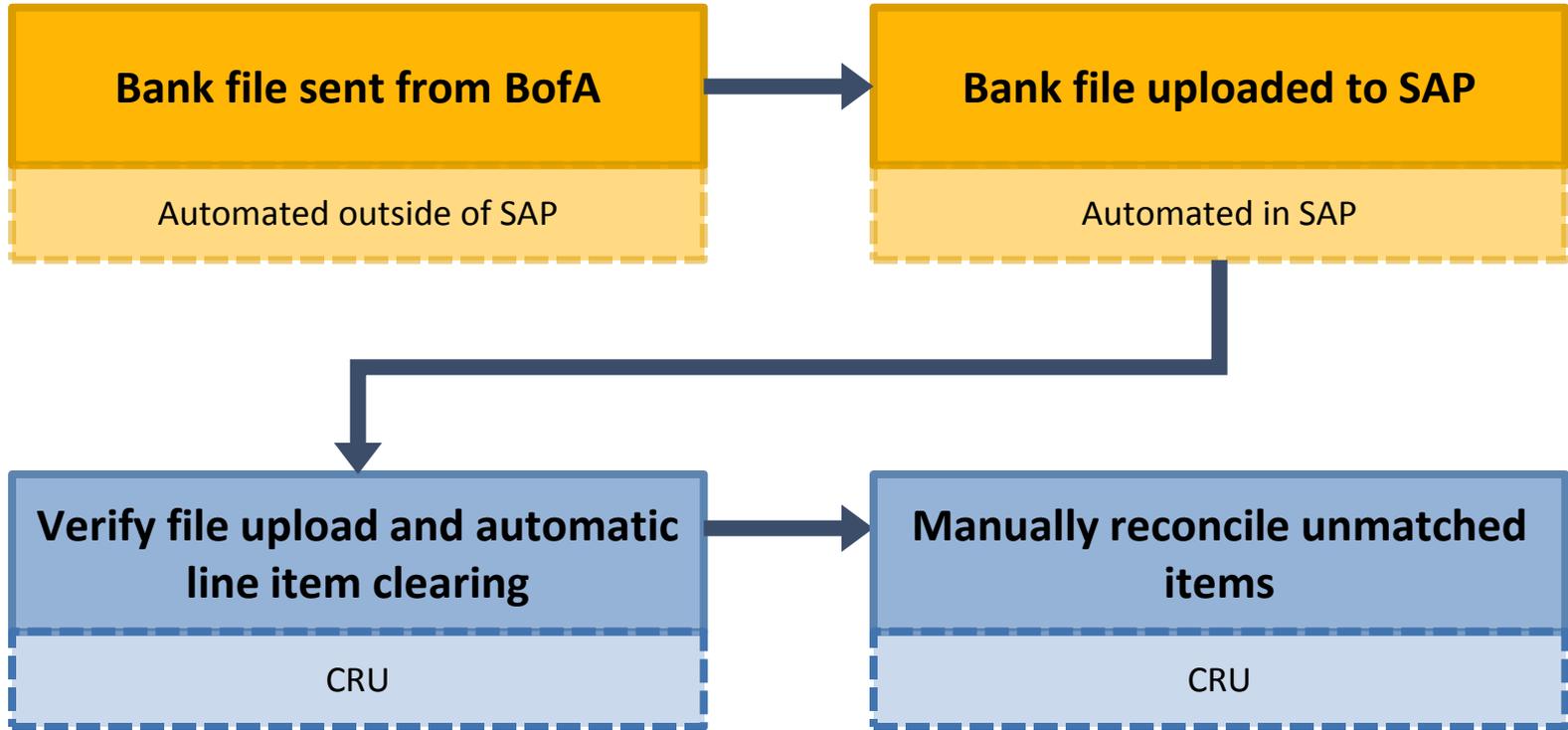
Customer payments may not always clear open invoice items completely

- This will leave a debit balance in the customer accounting
- You may manually clear balances that will not be paid ANNUAL PROCESS
- SAP will automatically clear small differences that fall within the tolerance of 1% up to $10.00
- Overpayments are referred to Accounts Payable who will process a refund

		Customer			**Uncollectable**	
1 - Customer invoice						
2 - Payment	1	100				
3 - Manual clearing			95	2		
			5	3	3	5

Walkthrough: Clear open items

Manually clear customer open items
Auto clear customer open items

This is a demonstration only. Watch as the instructor shows you how to complete the task in SAP.

Exercise: Manually clear a customer open item

ADD links to Globally Published simulations in Uperform

To complete this exercise follow the instructions listed here.

If a customer payment has been posted incorrectly there are two options to correct the error

- Reset and Reverse
  - Resets the invoice to open
  - Reverses the payment

	Customer			Cash Clearing Cash Receipts	
1 100					
	100 **2**		**2** 100		
3 100				100 **3**	
100			0	0	

- Reset
  - Resets the invoice to open
  - Leaves the payment posting in place

	Customer			Cash Clearing Cash Receipts	
1 100					
	100 **2**		**2** 100		
100	100		100	0	

Walkthrough: Reverse a payment and reset cleared items

Reset cleared items

This is a demonstration only. Watch as the instructor shows you how to complete the task in SAP.

Exercise: Reverse a payment and reset cleared items

ADD links to Globally Published simulations in Uperform

To complete this exercise follow the instructions listed here.

You should now be able to:

- Change a posted invoice/ credit memo header text and line items
- Reverse posted documents and explain the accounting impact
- Explain the new Bank of America lockbox process for payments and the associated accounting postings in SAP
- Manually clear customer open items
- Reset cleared customer line items

	Chapter Description	Time
1	**Definitions and Process Overview**	15 minutes
2	**Customer Master Data**	45 minutes
3	**Invoices and Credit Memos**	120 minutes
4	**Dunning Procedures**	60 minutes
5	**Management or Accounts Receivable**	90 minutes
6	**Reporting**	90 minutes
7	**Summary and Questions**	60 minutes

By the end of this chapter you will be able to:

- Run AR reports in SAP
- Use dynamic selection for report parameters
- Create report variants
- Export reports to Excel

Commonly used Accounts Receivable reports include

- Customer line item report
- Customer balance report
- ECC Aging report

Dynamic selection is a feature of some SAP reports that allows you add fields to the parameter selection screen

- Click ▣ on the report selection screen to display the additional available fields

- Double-click on field on the left to add it to the list of dynamic selections on the right

Certain fields on the customer master have been set up to be used with dynamic selection for AR reporting

Field	Purpose
Industry	Simplified customer classification, e.g., Schools, Employees, Labor Unions
Corporate group (free text and you may use multiple items)	Facilities Leasing and Asset Management (A) Food Services (C) Energy Conservation (E) Facilities (F) General Ledgers (G) Legal (L) Maintenance and Operations (M) Payroll (P) Revenue Accounting (R) Specially Funded Accounting (S) Transportation (T)
Search term	First 8 letters of the customer's name excluding articles and punctuation
Accounting clerk	Unique code assigned to an AR Processor

A report variant is a set of parameters and/or layouts that you can save and call up to use when running specific reports

- If the default layout of an SAP report doesn't display the information in a way that is useful to you it can be changed and saved

- Likewise you may be able to save values in the parameter selection screen including values in a dynamic selection field

- When you save a variant you must give it a name and description

- The next time you run the report you can call up the variant instead for reentering the values and resetting the report display
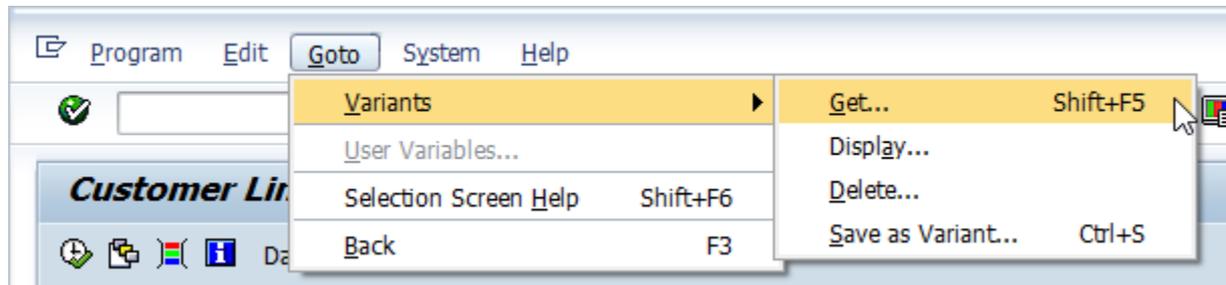
Walkthrough: AR reports and variants

Customer line item report
Customer balance report
ECC Aging report

This is a demonstration only. Watch as the instructor shows you how to complete the task in SAP.

Exercise: Run AR Reports

ADD links to Globally Published simulations in Uperform

To complete this exercise follow the instructions listed here.

You should now be able to:

- Run AR reports in SAP
- Use dynamic selection for report parameters
- Create report variants
- Export reports to Excel

	Chapter Description	Time
1	**Definitions and Process Overview**	15 minutes
2	**Customer Master Data**	45 minutes
3	**Invoices and Credit Memos**	120 minutes
4	**Dunning Procedures**	60 minutes
5	**Management or Accounts Receivable**	90 minutes
6	**Reporting**	90 minutes
7	**Summary and Questions**	60 minutes

You should now be able to:

- Create customer master data
- Process customer invoices and credit memos
- Explain the job cost billing process
- Print invoices
- Generate dunning letter
- Maintain customer accounts
- Run account receivable reports

LRP goes live…

July 1, 2013

After training support will include:

- The BASE Training Center will be the single point of access for SAP end-user documentation/materials.

  - This website will make it easier for end users to access related business process materials.

  - The materials will include the following:
    - ✓ Course Presentations
    - ✓ Simulations
    - ✓ Quick Reference Guides
    - ✓ Job Aids
- Context Sensitive Help within SAP
- Refresher (Open House) sessions

Training will rely on four (4) linked systems to deliver instruction.

System	Description
1. uPerform	Stores BPPs that will be used for SAP Context-Sensitive Help and BASE Training Center materials.
2. SAP	Context-sensitive help feature will link transactions to BPPs.
3. BASE Training Center	Training materials/courses will link to BPPs.
4. Learning Zone	Posted courses will link to BASE Training Center materials.

4

Learning Zone
http://lz.lausd.net
_____
Registration, attendance & assessment

2

SAP
http://bts.lausd.net
_____
Context-Sensitive Help

1

uPerform
http://eLearn.lausd.net
_____
Business Process Procedures (BPPs)

3

BASE Training Center
(Website)
http://basetraining.lausd.net
_____
Training Materials/Resources
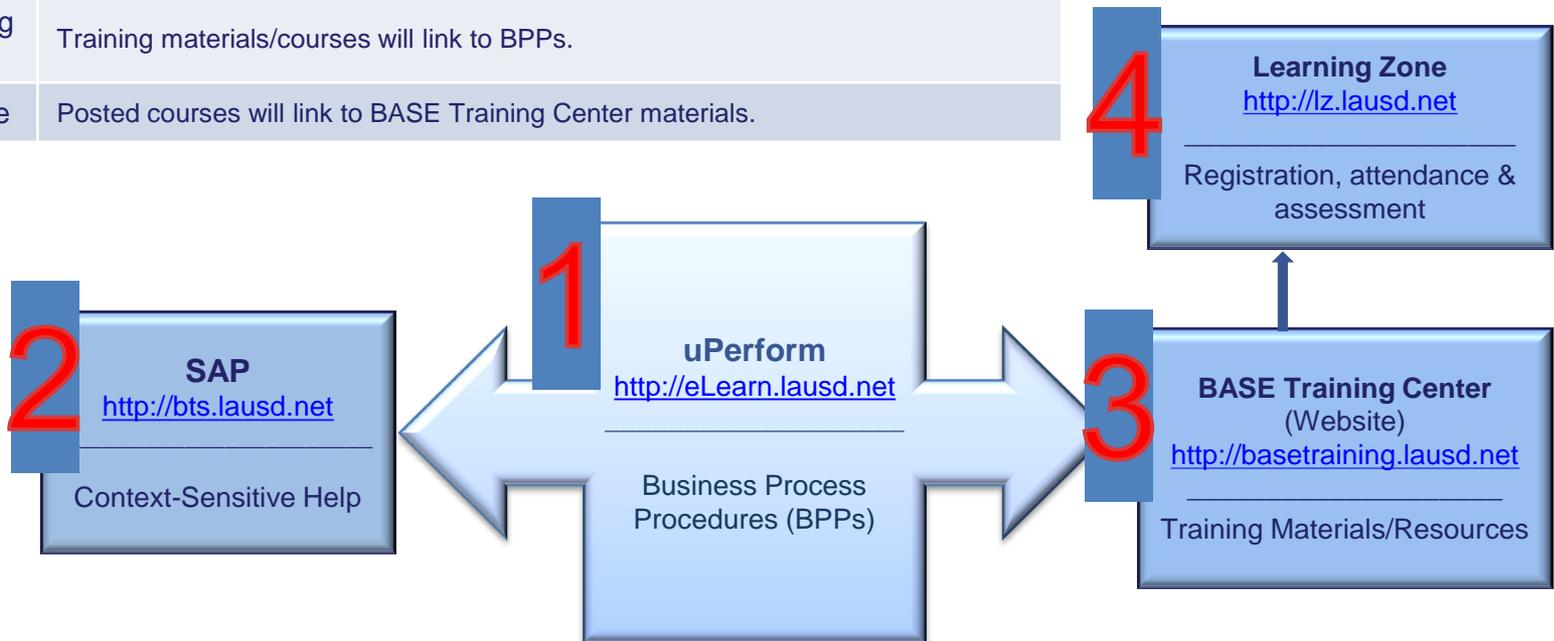
Learn more at http://lrpweb.lausd.net

Contact Us: lrp@lausd.net

You have completed the OTC0200 – Accounts Receivable Course

Thank you for your time and attention!

Learning Zone
LAUSD Professional Development and Training Portal

Back | Refresh | Print | Feedback

Time Left: 29:57

| Home | Management | Reports | Employees | Courses | LogOut |

My Classes | My Interest | My Certificate Program | My Assessment | My History

Welcome LAURIE YEN!
(You are in **Program Manager Role**)

■ Currently enrolled/waitlisted in **11** classes.

Recommended System Requirements

Today's Announcements:

■ **Quick link for classes currently available:** (posted on 01/01/2013)

Class Offerings