Accounts Receivable Course Exercise Guide

May 2013

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Exercise 1 – Display an AR Customer

Situation

You have received a request to create a new customer for the Zoo Magnet Parent Council and wish to confirm whether the master record has already been created in SAP.

Portal Menu Path

Accounts Receivable/Cash Management → Manage Master Data → Display Customer

Field	Value
Click ☐ in the Customer field	
Click ☐	
Select Customers per account group	
Account group	ZCUS
City	*los angeles*
Name	*zoo*
Click ✔	
Double-click on the line with customer 20000073	
Company code	1000
Click ✔	
Click Company Code Data	

Exercise 2 – Create an AR Customer

Situation

You received a request to create a new customer master record and have confirmed that it does not exist in SAP.

Portal Menu Path

Accounts Receivable/Cash Management → Manage Master Data → Create Customer

Field	Value
Account group	LAUSD FI Cust Acct Group or ZCUS
Company code	1000
Click ✅	
Name	Training Customer + your initials
Street	200 N Spring Street
Postal Code	90012
City	Los Angeles
Country	US
Region	CA
Click Company Code Data	
Recon. account	920001
Sort key	Z01
Click the Payment Transactions tab	
Terms of payment	Z001
Click the Correspondence tab	
Dunn.Procedure	LAUS
Click 💾	SAP displays the message "Customer 2xxxxxx has been created in company code 1000"
Write down the number of your customer	_____

Exercise 3 – Change an AR Customer

Situation

You have received a request to change the address of a customer.

Portal Menu Path

Accounts Receivable/Cash Management → Manage Master Data → Change Customer

Field	Value
Customer	Use the customer number you just created
Company code	1000
Click ✔	
Go to the Address tab (if necessary)	
Street	PO Box 2013
Click 💾	SAP displays the message "Changes have been made"

Exercise 4 – Park an Invoice

Situation

You have received a request to create an invoice for a customer. Enter the necessary data needed to park the invoice and send it for approval through workflow.

Portal Menu Path

Accounts Receivable/Cash Management → Process Transactions → Park or Edit Invoice

Field	Value
Company code (if necessary)	1000
Click ✅	
Customer	Number of the customer you created
Invoice date	Today's date
Posting date	Today's date
Reference	FAC
Amount	100
Text	Short description of the invoice
G/L acct	869901
D/C	Credit
Amount in doc.curr.	100
Cost center	9999999
Fund	010-0000
Click 📝	Enter a long text description of the line item. This will appear on the invoice.
Click ✅	

Click Simulate	
Click Complete	
Click Save Approvers/Reviewers	SAP displays the message "Document 2xxxxxxx 1000 was parked."
Write down the document number of your parked invoice	_____

Exercise 5 – Park a Credit Memo

Situation

You have received a request to create a credit memo for a customer. Enter the necessary data needed to park the invoice and send it for approval through workflow.

Portal Menu Path

Accounts Receivable/Cash Management → Process Transactions → Park or Credit Memo

Field	Value
Company code (if necessary)	1000
Click ✅	
Customer	Number of the customer you created
Invoice date	Today's date
Posting date	Today's date
Reference	FAC
Amount	30
Text	Short description of the credit memo
Click the Payment tab	
Bline date	Enter today's date
Inv.ref.	Invoice number from the previous exercise
G/L acct	920022
D/C	Debit
Amount in doc.curr.	30
Fund	010-0000

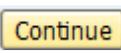|	
Click [icon]	
The message [⚠ Data was copied] appears	
Click [icon]	
Click [icon]	
Notes	Enter a long text description of the line item
Click [icon]	
Click [Simulate]	
Click [Complete]	
Click [Save Approvers/Reviewers]	SAP displays the message "Document 2xxxxxxx 1000 was parked."
Write down the document number of your credit memo	_____

Exercise 6 – Request Correspondence

Situation

Your parked invoice has been approved. You now wish to display and then request correspondence in the first step of printing the invoice.

Portal Menu Path

Accounts Receivable/Cash Management → Process Transactions → Display Posted Document

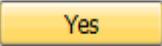| Field	Value
Document number	Your approved invoice number
Company code	1000
Fiscal year	2013
Click ✅	
Select the menu path **Environment → Correspondence**	
Corr.	ZAR01
Click ✅	
Click Continue	
SAP displays the message ☑ Customer Invoice was requested	

Exercise 7 – Trigger Correspondence

Situation

After requesting correspondence for your invoice you must then trigger correspondence.

Portal Menu Path

Accounts Receivable/Cash Management → Period End Closing → Print Customer Correspondence per Requests

Field	Value
Correspondence	ZAR01
Company code	1000
Document number	Your approved invoice number
Fiscal year	2013
Click	
Click Yes	
Record the spool number (ignore commas)	Spool number _____

Exercise 8 – Print an Invoice from the Spool

Situation

After triggering correspondence for your invoice you must go to the spool to print.

Portal Menu Path

Accounts Receivable/Cash Management → Period End Closing → Display Spool Requests (All Jobs)

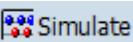| Field	Value
Spool Request Number	Spool request number (without commas) from the previous exercise
Date created	Today's date
Fiscal year	2013
Click ⏲	
Type	Click 📄
Click ↩	
Spool no.	Select ☑
Click 🖨	

Exercise 9 – Park a Multi-line Invoice

Situation

You have received a request to create a multi-line invoice for a customer. Enter the necessary data needed to park the invoice and send it for approval through workflow.

Portal Menu Path

Accounts Receivable/Cash Management → Process Transactions → Park or Edit Invoice

Field	Value
Company code (if necessary)	1000
Click ✅	
Customer	Number of the customer you created
Invoice date	Today's date
Posting date	Today's date
Reference	FAC
Amount	500
Text	Short description of the invoice
G/L acct	920022
D/C	Credit
Amount in doc.curr.	300
Fund	010-0000
Click 📝	
Notes	Enter a long text description of the line item. This will appear on the invoice.
Click ✅	

G/L acct	920016
D/C	Credit
Amount in doc.curr.	200
Fund	010-0000
Click ✏️	
Notes	Enter a long text description of the line item. This will appear on the invoice.
Click ✔️	
Click 🟦 Simulate	
Click 💾 Complete	
Click 💾 Save Approvers/Reviewers	SAP displays the message "Document 2xxxxxxx 1000 was parked."
Write down the number of your invoice document	_____

Exercise 10 –Change a Parked Invoice

Situation

Your parked invoice was rejected and you must now make a change to the parked document before resubmitting for approval through workflow. After the invoice is approved repeat all steps in Exercises 6, 7, and 8 to print the invoice.

Portal Menu Path

Accounts Receivable/Cash Management → Process Transactions → Display Parked Document

Field	Value
Company code (if necessary)	1000
Doc. Number	Your parked document from the previous exercise
Fiscal year	2013
Click ✅	
Click 🖊 Document	
G/L Account 1	920034
Click 📊 Simulate	
Click ✅	
Click 💾 Complete	
Click 💾 Save Approvers/Reviewers	SAP displays the message "Document 2xxxxxxx 1000 was parked."
Click 💾	SAP displays the message "Preliminary posted document 2xxxxxxx 1000 was changed."

Exercise 11 –Excel Upload of Multiple AR Documents

Situation

You have been provided with a spreadsheet containing multiple invoices. You must now upload the spreadsheet to SAP to park the invoices and submit them for approval.

Portal Menu Path

Accounts Receivable/Cash Management → Process Transactions → Customer Invoice Upload from Excel (modified)

Field	Value
File name	Enter the location and name of your Excel
Click	
Click	
☐ Test Run	Remove the check from the Test Run check box
Click	
Write down the invoice number range	_____

Exercise 12 –Approve Upload of Multiple AR Documents

Situation

You have received an e-mail requesting that you approve invoices that were uploaded with an Excel spreadsheet.

Portal Menu Path

Accounts Receivable/Cash Management → Process Transactions → Approve Invoice Upload from Excel (modified)

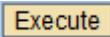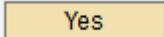| Field	Value
Place the cursor in the Server File field	
Click	
Double-click on txt file you wish to approve	
Click	
Click ✔ Yes	

Exercise 13 –Mass Print Job Cost Billing Invoices

Situation

The nightly batch job has generated invoices for job cost billing. You wish to print multiple invoices (mass printing). Execute the mass printing transaction and then view your invoices in the spool.

Instructions

Mass Print and then run the spool transaction.

Field	Value
Company code	1000
Document number	See data sheet for number range
Fiscal year	2013
Document Type	DJ
Further selections	☑ Standard documents
Correspondence	ZGM19
Click Execute	
Click ✅	
Click Yes	
Go to the spool to locate your invoices and print them to a local printer	

Exercise 14 –Display and Change a Posted Invoice

Situation

You wish to add text to the customer line item of a posted invoice.

Portal Menu Path

Accounts Receivable/Cash Management → Process Transactions → Display Posted Document

Field	Value
Document number	Use one of your invoice numbers from exercise 9
Company code	1000
Fiscal year	2013
Click ✅	
Click 🖊	
Double-click on the customer line item	
Text	Enter a text description for the line item
Click 💾	
SAP displays the message ℹ️ Changes have been saved	

Exercise 15 –Reverse a Posted Invoice

Situation

You realize that there was an error on a customer invoice that you posted in a previous exercise. You wish to reverse the invoice.

Instructions

Accounts Receivable/Cash Management → Manage Information → Reverse Document

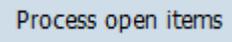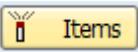| Field	Value
Document number	Use the invoice from the previous exercise
Company code	1000
Fiscal year	2013
Reversal reason	01
Click	
SAP displays the message "Document 2xxxxxxx was posted in company code 1000.	
Write down the number of the reversal document	_____

Exercise 16 –Manually Clear Customer Open Items

Situation

After posting a payment against a customer invoice the customer account is left with small but uncollectable balance that is greater than the tolerance. You wish to manually clear the customer account.

Instructions

Accounts Receivable/Cash Management → Manage Information → Manually Clear Customer Open Items

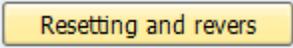| Field	Value
Account	See data sheet (customer number)
Company code	1000
Click **Process open items**	
Click 🖼️	
Click 🔦 **Items**	
Double-click to activate the two line items you wish to clear	100.00 and 99.50
Select the menu path Document → Simulate	
Double-click the AR writeoff line item	
Fund	010-0000
Cost Center	1056901
Functional Area	0000-7200-16860
Grant	NOT_RELEVANT
Click ↩️	
Click 💾	
SAP displays the message "Document 28xxxxxx was posted in company code 1000.	

Exercise 17 – Reset Cleared Items

Situation

A customer payment was posted incorrectly to a customer account. You wish to reverse the payment document and reset the invoice to open.

Instructions

Accounts Receivable/Cash Management → Manage Information → Reset Cleared Items

Field	Value
Document number	See data sheet (payment document)
Company code	1000
Fiscal year	2013
Click Items	
Click	
Click	
Click Resetting and revers	
Reversal reason	02
Click	
SAP displays the message "Clearing 2xxxxxxx reset"	
Click	
SAP displays the message "Document 2xxxxxxx was posted in company code 1000"	
Click	

Exercise 18 –Run the Customer Line Items Report

Situation

You wish to display the line item postings in a customer account.

Portal Menu Path

Accts Recv/Cash Mgmt → Manage Information → Display Customer Line Items

Field	Value
Customer account	20000106
Company code	1000
Fiscal year	2013
Status – Line Item Selection	⊙ All items
Click	

Exercise 19 –Run the Customer Balance Display Report

Situation

You wish to display the balances in a customer account.

Portal Menu Path

Reports → Accts Recv/Cash Mgmt → Display Customer Account Balances

Field	Value
Click ➡ next to the Customer field	
Click Select Ranges	
Lower limit	20000106
Upper limit	20000200
Click 🕐	
Company code	1000
Fiscal year	2013
Click 🕐	
Double-click on the number in the Cum. balance column for the current period	
Click ↩	

Exercise 20 –Run the Customer Aging Report

Situation

You wish to display the customer aging report. First show the report for customer 10000341 and then for the range of customers listed below.

Portal Menu Path

Reports → Accts Recv/Cash Mgmt → Accounts Receivable Aging Report

Field	Value
Company code	1000
Click next to the Customer field	
Click Select Ranges	
Lower limit	20000106
Upper limit	20000200
Click	
Open at key date	Today's date
Click	