



Instructions: The F-32 Transaction Customer Clearing and "Write-Off" Process

Agencies can use the SCEIS F-32 Customer Clearing Process to clear their customer accounts so they will reflect an accurate balance. Agency accounts receivable staff should use the F-32 transaction to clear customers when:

1. **A partial payment has been made against a customer and the customer has a balance that shows as open due to the receipt of the partial payment.** Using the F-32 transaction in this case will clear the partial payment against the open accounts receivable invoice (AR) and create a new document (Doc # 11xxxxxxx, Doc Type AB) that reflects the remaining (residual) balance. The new document number references the original document number. Note that SCEIS does not auto-clear a customer when there are partial payments made against open ARs.
2. **Credit memos have been applied to a customer and the agency wants to offset the credit memo against an existing AR,** either resulting in a -0- balance or a remaining balance, less the credit.
3. **A customer has been over-billed and requires a "write-off,"** meaning the customer will never owe this money to the agency. Use the F-32 customer clearing process to create such "write-offs."

Below are instructions, including screen shots, for using the F-32 transaction to clear customers for each of the scenarios described above. (Instructions for Scenario 2 begin on page 7 and for Scenario 3 begin on page 10.)

Scenario 1:

AR billings, AR credit memos, and/or partial payments are posted against a customer, **leaving a residual balance** on the customer. This does not auto-clear and requires a manual clearing process. In order to do this, use the F-32 transaction to clear the customer as follows.

1a. Execute FBL5N (shows a balance of \$5.00):

The screenshot shows the SAP 'Customer Line Item Display' window. The customer information is: Customer 4006012, Company Code SC01, Name THOMAS J KEAVENEY ATTY, City CHARLESTON. The table below shows the current items and their balances.

St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Amt in loc. cur.	LCurr	Clrng doc.	Text
	*	2000115593	DR	08/04/2010			75.00	USD		Daily weather obs.-Climate
	*	2100029217	DZ	03/24/2011			70.00	USD		
	*						5.00	USD		
** Account 4006012							5.00	USD		

Below the table, the customer details are repeated with asterisks: Customer *, Company Code *, Name *, City *.

St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Amt in loc. cur.	LCurr	Clrng doc.	Text
***							5.00	USD		

The status bar at the bottom indicates '2 items displayed' and the user is logged in as 'sceisecqap5'.

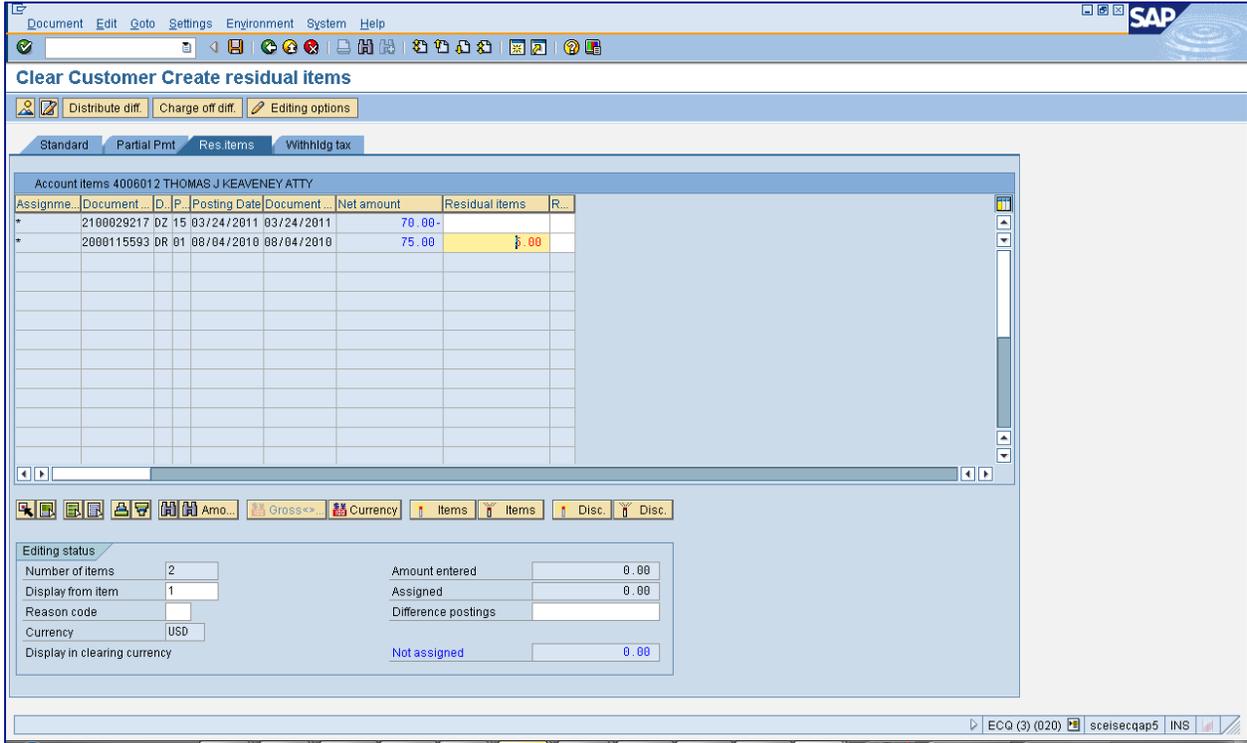
1b. Execute F-32 and enter the customer number:

The screenshot shows the SAP 'Clear Customer: Header Data' screen. The 'Process open items' section is active. The 'Account' field contains '4006012', 'Clearing Date' is '03/24/2011', and 'Period' is '9'. The 'Company Code' is 'SC01'. Under 'Open Item Selection', 'Special G/L Ind' is empty and 'Normal OI' is checked. Under 'Additional Selections', 'None' is selected.

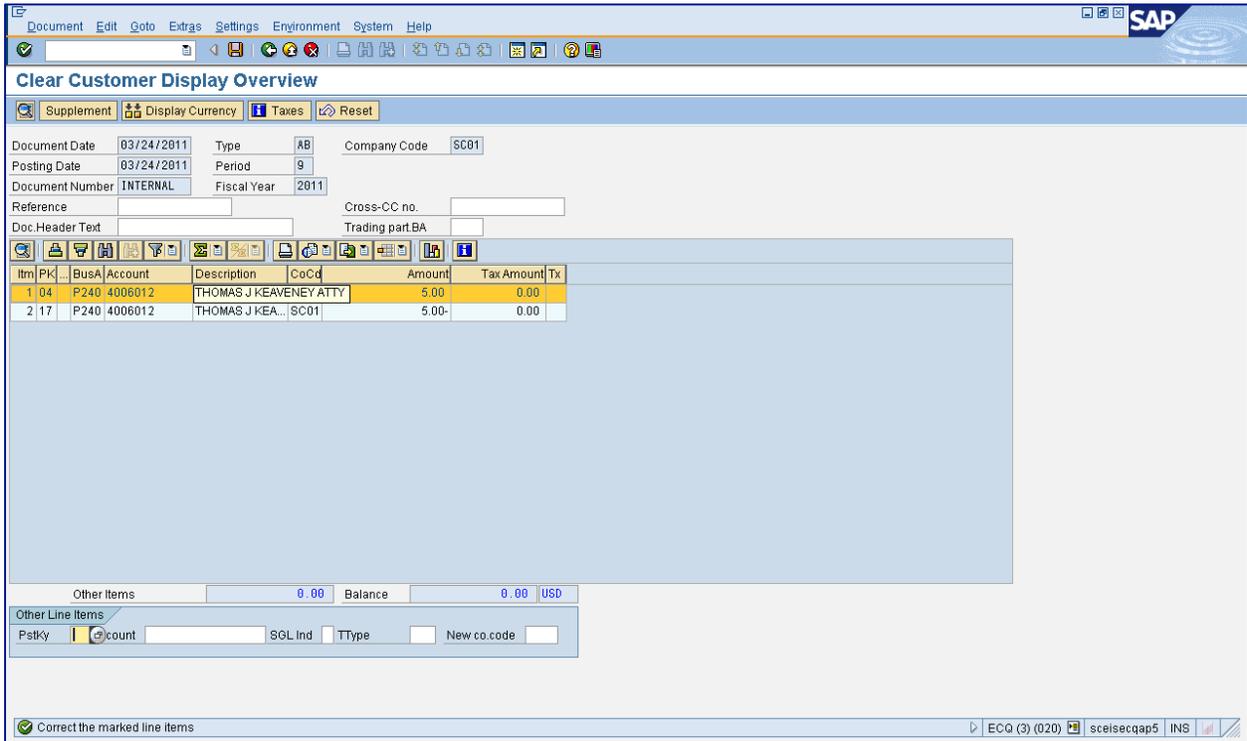
1c. Select the Document Number under "Additional Selections":

The screenshot shows the same SAP 'Clear Customer: Header Data' screen as in 1b. The 'Account' field now contains '4006012', 'Clearing Date' is '03/24/2011', and 'Period' is '9'. The 'Company Code' is 'SC01'. Under 'Open Item Selection', 'Special G/L Ind' is empty and 'Normal OI' is checked. Under 'Additional Selections', 'Document Number' is selected and highlighted with a dashed border.

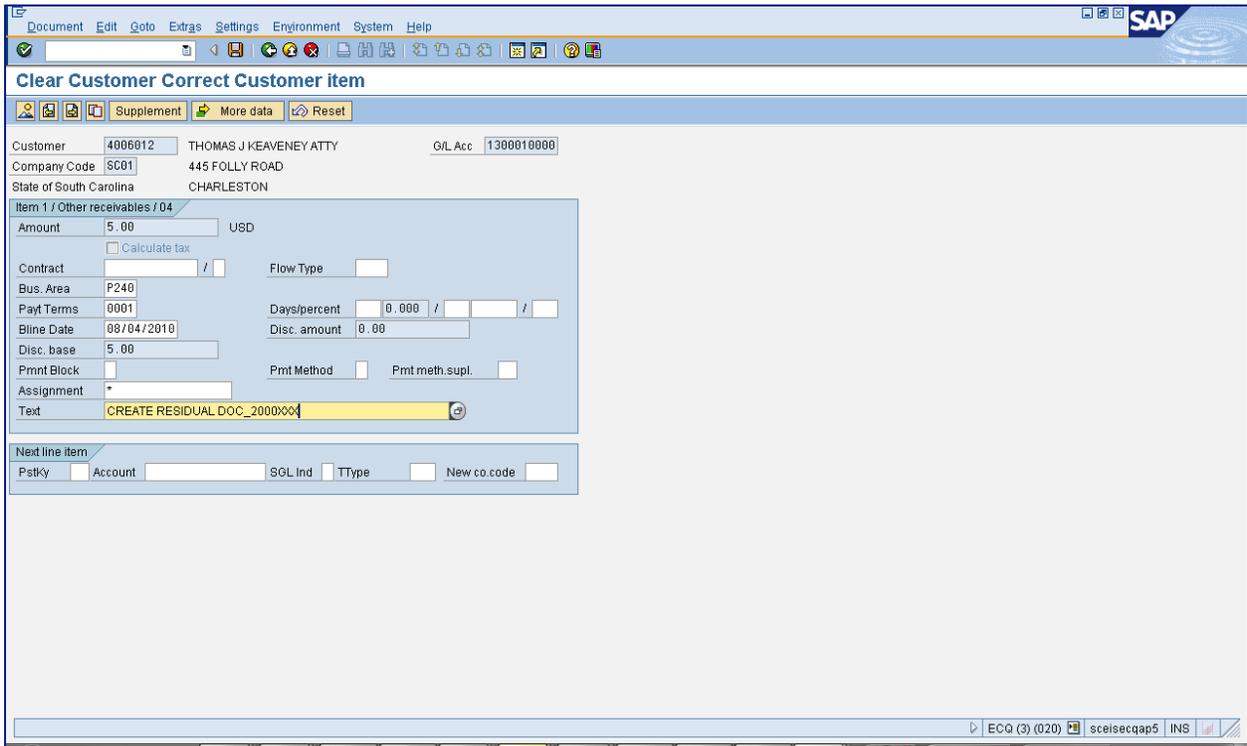
1f. Click on the “Residuals” Tab and enter the Residual Amount:



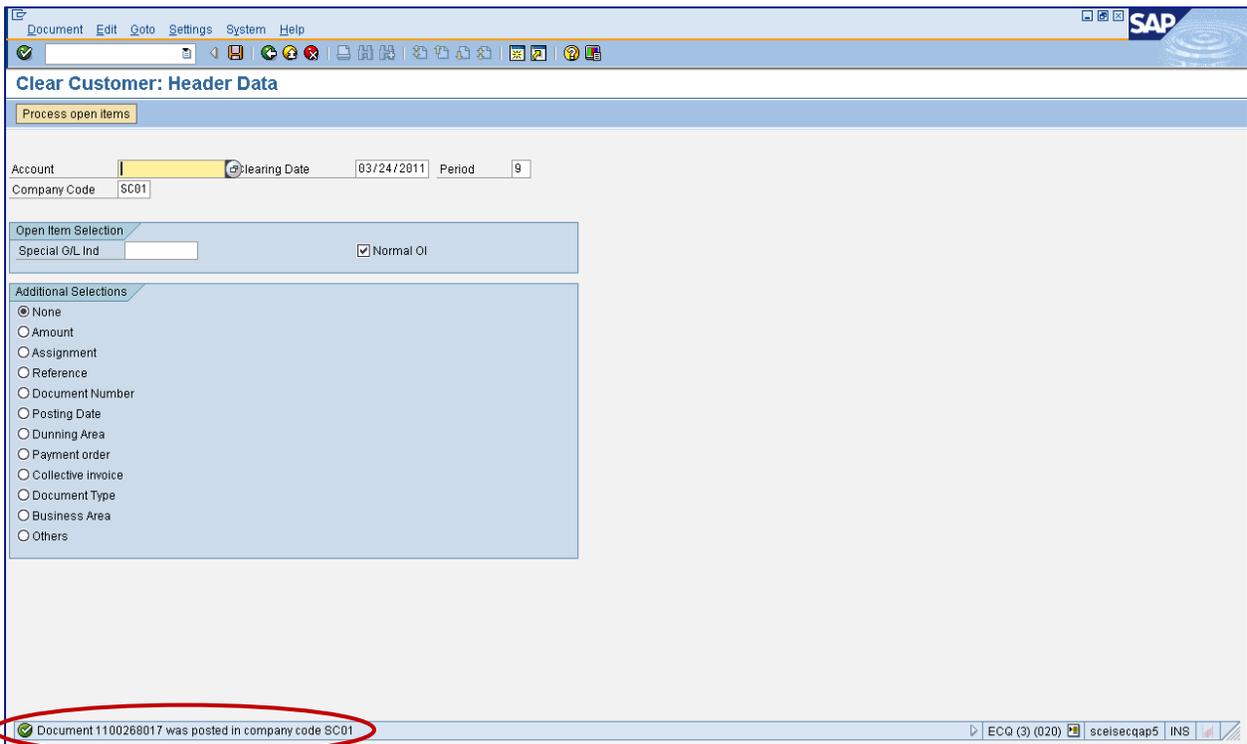
1g. Click on “Save” and double-click on the line item as shown below to enter reason for clearing (shown in the screen shot on the next page):



1h. Enter the reason for clearing in the "Text" area as shown below:



1i. Save the document and view the Document Number at the bottom of the screen (circled in the screen shot below):



1j. View FBL5N with new Residual Document:

The screenshot shows the SAP 'Customer Line Item Display' window. The customer information is as follows:

- Customer: 4006012
- Company Code: SC01
- Name: THOMAS J KEAVENEY ATTY
- City: CHARLESTON

The main table displays the following data:

St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Amt. in loc. cur.	LCurr	Clrng doc.	Text
*		1100268017	AB	03/24/2011			5.00	USD		CREATE RESIDUAL DOC_2000XXX
** Account 4006012							5.00	USD		

Below the main table, there is a summary section with asterisks and a second table:

St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Amt. in loc. cur.	LCurr	Clrng doc.	Text
***							5.00	USD		

The status bar at the bottom indicates '1 items displayed' and the user is logged in as 'scelsecqp5'.

Scenario 2:

AR billings, AR credit memos and/or partial payments are posted against a customer, leaving a -0- balance on the customer. This does not auto-clear and requires a manual clearing process. In order to do this, use the F-32 transaction and complete the following process:

2a. Execute FBL5N (shows a balance of -0-):

The screenshot shows the SAP Customer Line Item Display (FBL5N) for customer 4002020. The interface includes a menu bar, a toolbar, and a main display area. The customer information is as follows:

- Customer: 4002020
- Company Code: SC01
- Name: REGENESIS COMMUNITY HEALTH
- City: SPARTANBURG

The main display area contains a table of line items with the following columns: St, Assignment, DocumentNo, Typ, Doc. Date, S, DD, Amt in loc. cur., LCurr, Clrng doc., and Text. The table shows four items with a total balance of 0.00 USD.

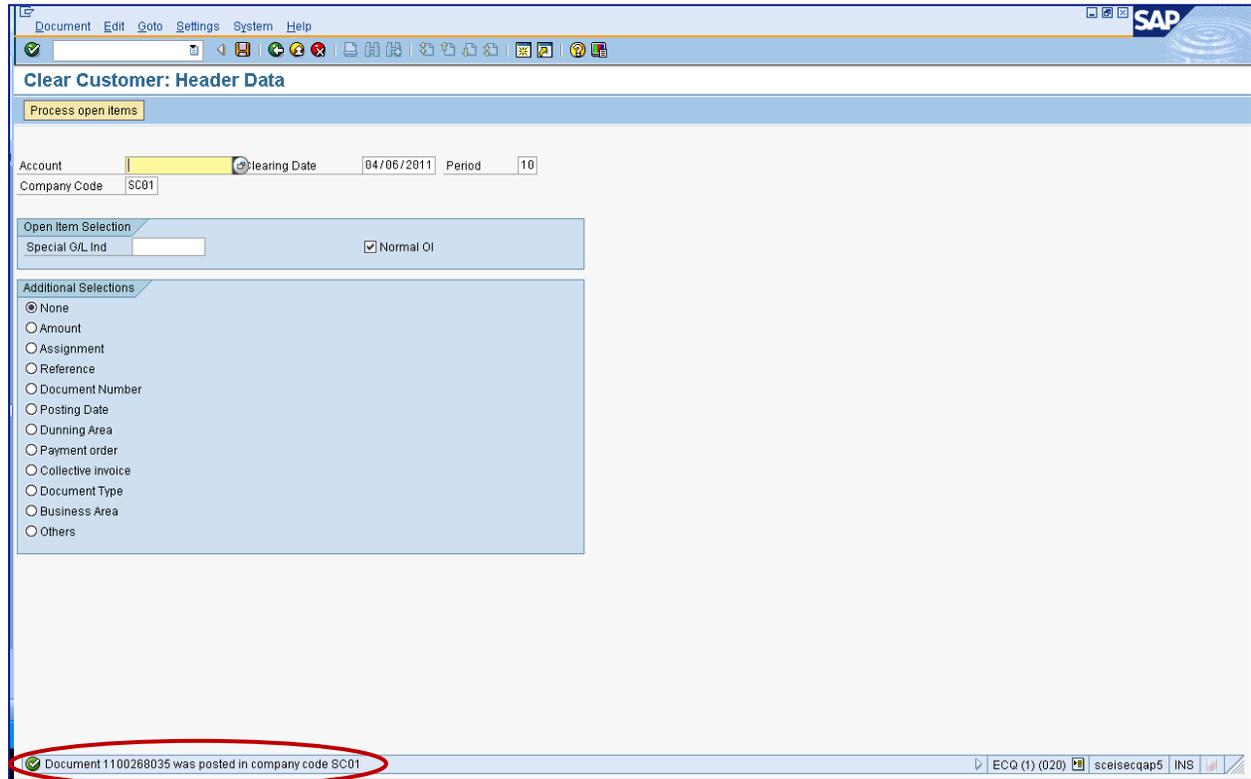
St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Amt in loc. cur.	LCurr	Clrng doc.	Text
<input type="checkbox"/>	2000076380	2100006828	DZ	01/22/2010			21,371.30	USD		
<input type="checkbox"/>	2000076380	2100007363	DZ	01/27/2010			21,371.30	USD		
<input type="checkbox"/>	2000076380	2100008117	DZ	02/02/2010			21,371.30	USD		
<input type="checkbox"/>	2000076380	2100008370	DZ	02/05/2010			21,371.30	USD		
<input type="checkbox"/>	RC3942801	2000076380	DR	07/06/2009			85,485.20	USD		
* *							0.00	USD		
** Account 4002020							0.00	USD		

Below the table, the customer information is repeated with asterisks:

- Customer: *
- Company Code: *
- Name: *
- City: *

At the bottom of the screen, the status bar shows "5 items displayed" and "ECQ (1) (020) | sceisecqap5 | INS".

2d. Click on "Save" and view the document number at the bottom of the screen (circled in the screen shot below) When you run FBL5N again, you will no longer see those documents as open.:



Scenario 3:

The customer was billed for \$20.00, payment was made for \$15.00 and a credit was issued for \$3.00. In this case, the customer was billed incorrectly, therefore leaving a balance of \$2.00. In order to correct this, use the F-32 Transaction and complete the following steps:

3a. Execute FBL5N (shows a balance of 2.00):

The screenshot shows the SAP 'Customer Line Item Display' window for customer 4006012. The window displays a table of line items with columns for status, assignment, document number, type, date, amount, and currency. The total balance is shown as 2.00 USD.

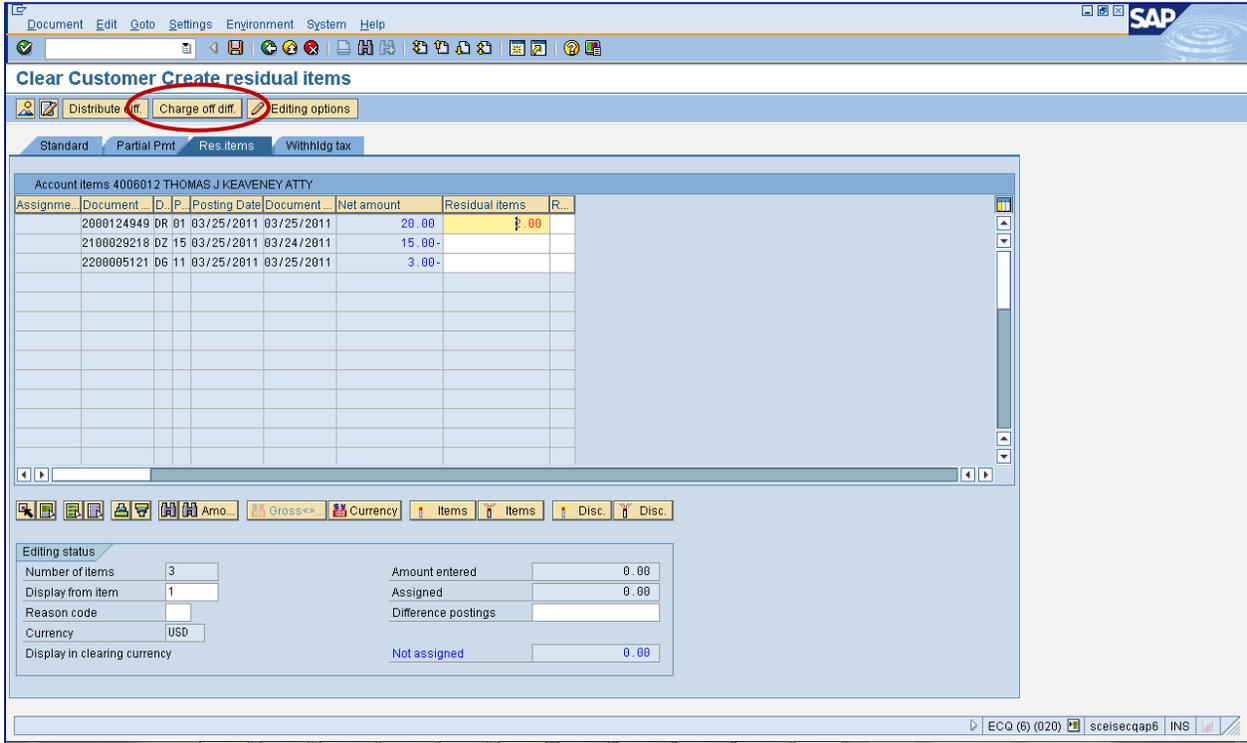
St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Amt. in loc. cur.	LCurr	Clrng. doc.	Text
		2000124949	DR	03/25/2011			20.00	USD		
		2100029218	OZ	03/24/2011			15.00	USD		
		22000095121	OG	03/25/2011			3.00	USD		
*							2.00	USD		
**	Account 4006012						2.00	USD		

Customer: 4006012
 Company Code: SC01
 Name: THOMAS J KEAVENEY ATTY
 City: CHARLESTON

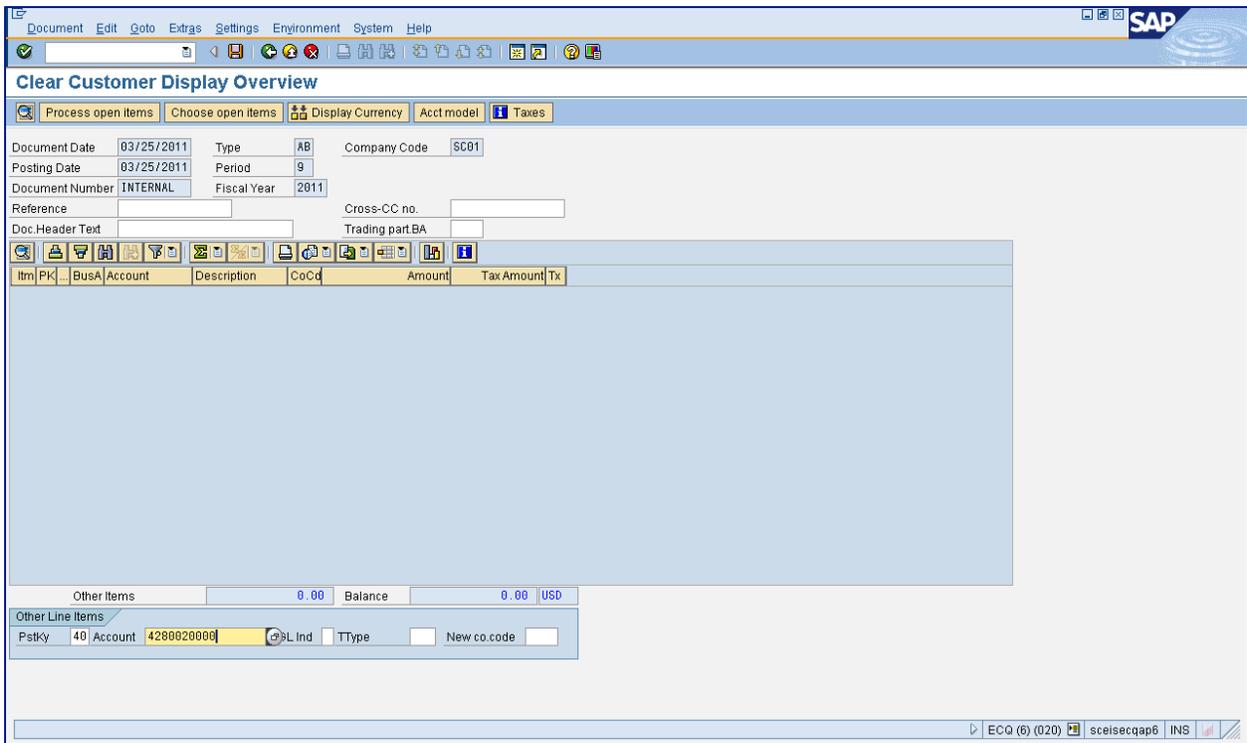
St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Amt. in loc. cur.	LCurr	Clrng. doc.	Text
***							2.00	USD		

3 items displayed

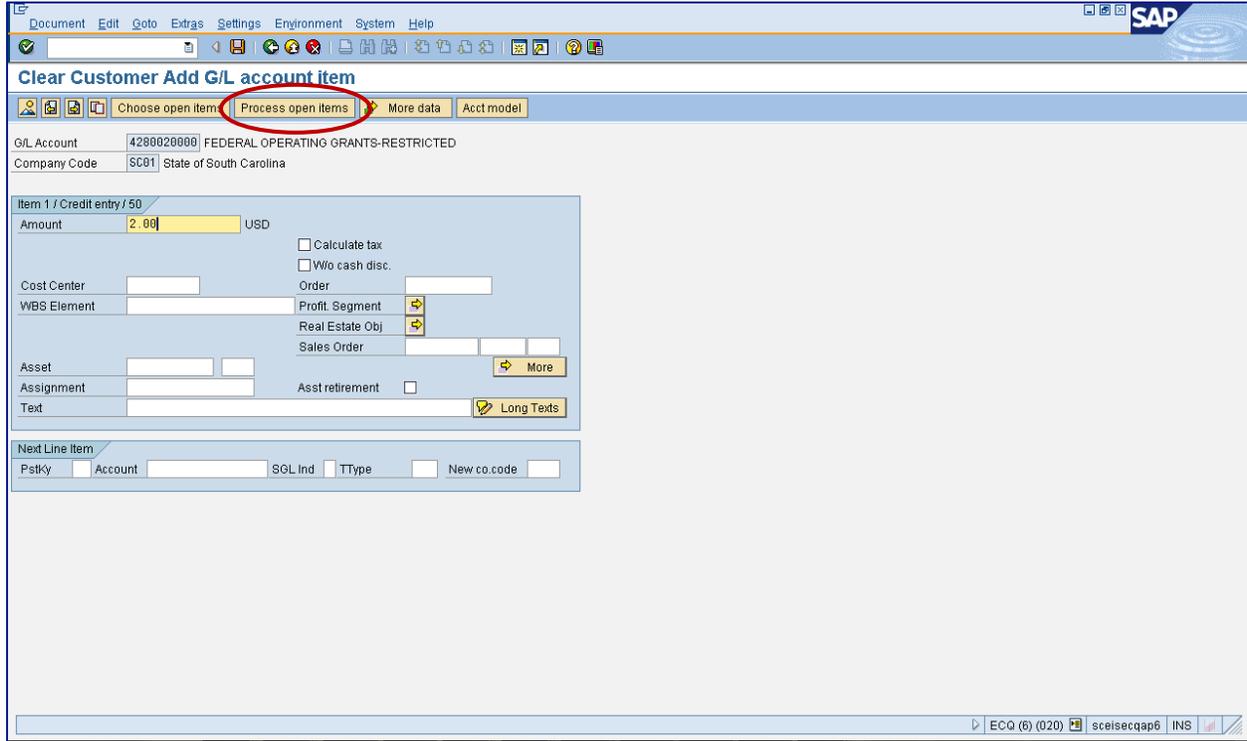
3d. Select the Residual tab and click on the "Charge off diff." button (circled in the screen shot below). The system automatically calculates balance.:



3e. Enter "40," for debit, as the posting key, and enter the appropriate General Ledger Account from the original billing document:

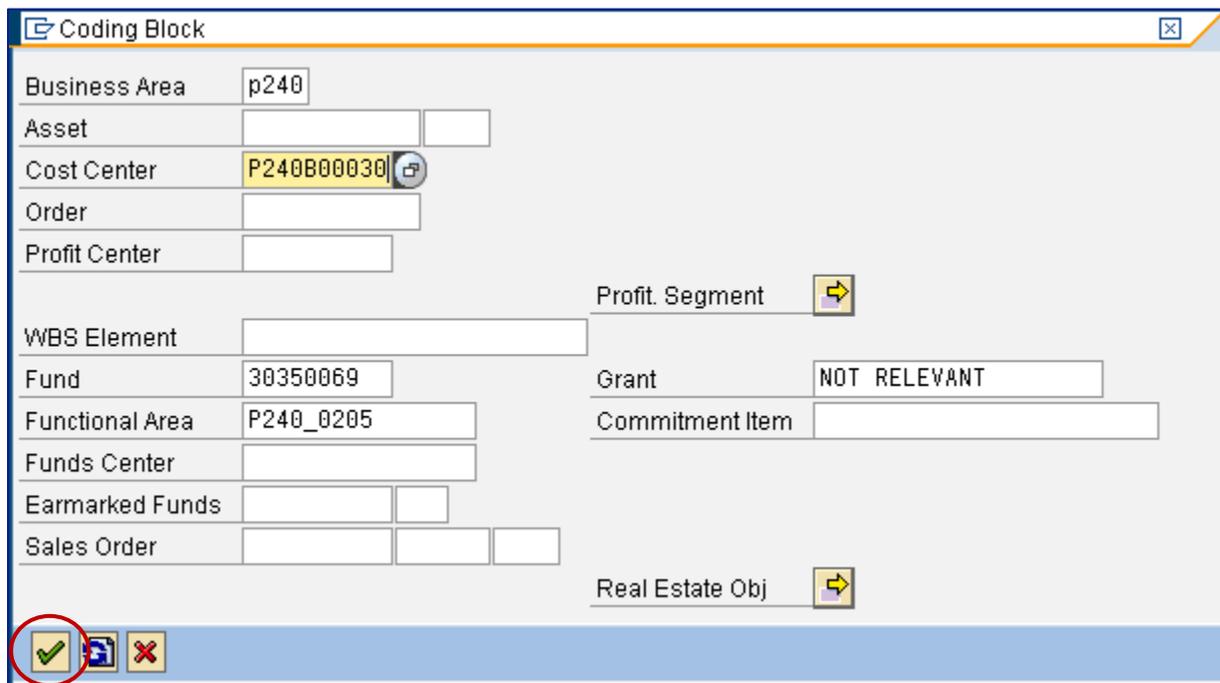


3f. Click on the “Process Open Items” button (circled in the screen shot below) and enter the amount:



3g. Click on “More” and enter the Finance data (**NOTE:** If there are multiple funding streams, per the original billing documents, you will need to enter each one separately for the appropriate amount.)

Click on the green check mark (circled in the screen shot below) to finalize the Finance data you just entered:



3h. Click on the "Save" icon denoted by a diskette (circled in the screen shot below) to save the document. Then, view document number at the bottom of the screen (also circled in the screen shot below):

