

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:

- 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):

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

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1e. Click on the Process Open Items button (circled in the screen shot above) to access the screen below:

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

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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:

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2c. Click on the "Process Open Items" button (circled in the screen shot above) to view the screen below:

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

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.:

| Document Edit Goto Settings System Help | |
|-------------------------------------------------------|---------------------------------|
| | |
| Clear Customer: Header Data | |
| Process open items | |
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| Account Oliearing Date 04/06/2011 Period 10 | |
| Company Code SCB1 | |
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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):

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3b. Execute F-32, enter the customer number, and select "Document Numbers" under "Additional Selections":

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3c. Enter the Document numbers to be cleared:

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

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

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

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| Clear Customer Display Overview | |
| 🕄 Process open items Choose open items 🔛 Display Currency 🛛 Acct model 🚺 Taxes | |
| Document Date 03/25/2011 Type RB Company Code SE01 Posting Date 03/25/2011 Period 9 Document Number INTERNAL Fiscal Year 2011 Reference Cross-CC no. Cooleader Cooleader Doc.Header Trading part BA Image: Second Cooleader Cooleader Itm PKBusA Account Description CoCd Amount Tax Amount | |
| Other Items 0.00 Balance 0.00 USD | |
| Pst/y 40 Account 4280820000 @Lind TType New co.code | |
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The F-32 Transaction Customer Clearing and "Write-Off" Process

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

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| Clear Customer Add G/L account item | |
| 🔏 📾 🕼 Choose open item (Process open items) More data Acct model | |
| G/L Account 4280020000 FEDERAL OPERATING GRANTS-RESTRICTED Company Code SC01 State of South Carolina | |
| Item 1 / Credit entry / 50 Amount 2.00 USD Calculate tax W0 cash disc. Cost Center Order WBS Element Profit. Segment Real Estate Obj Sales Order Asset Assignment Asst retirement Text | |
| Next Line Item Pstky Account SGL Ind TType New co.code | |
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3g. Click on "More" and enter the Finance data (<u>NOTE</u>: 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:

| 🖻 Coding Block | | | | | \times |
|-----------------|------------|---|-----------------|--------------|----------|
| Business Area | p240 | | | | |
| Asset | | 7 | | | |
| Cost Center | P240B00030 | _ | | | |
| Order | | | | | |
| Profit Center | | | | | |
| | | | Profit. Segment | \$ | |
| WBS Element | | |] | _ | |
| Fund | 30350069 | | Grant | NOT RELEVANT | |
| Functional Area | P240_0205 | | Commitment Item | | |
| Funds Center | | | | | |
| Earmarked Funds | | | | | |
| Sales Order | | | | | |
| | | | Real Estate Obj | \$ | |
| | | | | | |



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).:

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