

# Financial Accounting – Accounts Receivable (FI-AR)

This case study describes an integrated process of external accounting and provides the understanding of the individual process steps and the underlying SAP functionality.

#### **Product**

S/4HANA 2020 Global Bike

Fiori 3.0

#### Level

Undergraduate Graduate Beginner

#### **Focus**

Financial Accounting Accounts Receivable

#### **Authors**

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#### Version

4.1

#### **Last Update**

April 2022

#### **MOTIVATION**

During this case study, you will create various customer invoices, and then post their incoming payments and reverse and reassign incorrectly posted payments.

A majority of the data already exists in the SAP system. The static data, known as master data, simplifies the processing of business processes. Examples include customer data and all types of G/L accounts.

#### **PREREQUISITES**

Before you work on the case study, you should familiarize yourself with navigation in the SAP system.

To carry out this FI case study successfully, it is not necessary to have worked through the FI exercises or other case studies. However, it is recommended.

#### NOTES

This case study uses the fictitious model company Global Bike.





# Process Overview

**Learning Objective** Understand and manage an external accounting process in the area of accounts receivable (AR).

Time 135 Min.

**Scenario** To handle an external accounting process, you will take on different roles within Global Bike. Thereby you will work in the Financial Accounting (FI) department and there in the customer accounting department.

**Beteiligte Mitarbeiter** Stephanie Bernard (AR Accountant) Shuyuan Chen (Head of Accounting)

In this case study, you will generate and post various customer invoices in isolation in the SAP system. Preceding process steps of sales, purchasing or production are not considered in this scenario for simplification reasons.

First, you will look at the payment terms negotiated with Global Bike Inc. customers and update them as necessary. After creating the individual customer invoices, you will post the incoming payments in the SAP system for some of them. You will then check the effect of these postings on the G/L accounts involved in the process.

Unfortunately, as you proceed, you discover that some of these incoming payments, and sometimes even the receivables on which they are based, have been entered incorrectly into the system. The case study covers a total of three cases:

- *Problem scenario 1* Your customer Motown Bikes has informed you by telephone that the delivery of First Aid Kits with reference ### Motown 2 is no longer required. By mutual agreement, the posting document for the delivery and services receivable is reversed (cancel the billing document). Also, check the impact of this on your balance sheet.
- *Problem scenario* 2 Your customer Philly Bikes has two outstanding payments for the same amount. He settles the first one with an incorrect reference, which is why you mistakenly settle the last open invoice with this incoming payment. You therefore have to reset and reassign the payment.
- *Problem scenario 3* In addition, you have mistakenly posted an incoming payment from your customer Windy City Bikes. Therefore, you have to cancel the payment completely.

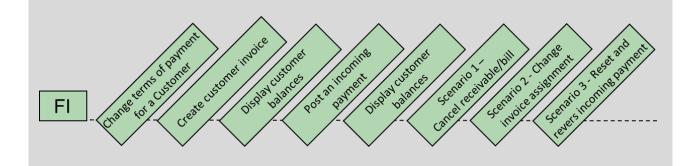
The SAP system distinguishes between:

- Reversal of a delivery & service receivable before receipt of payment (cancel billing document)
- Document reversal after receipt of payment
- Reversal of a customer payment that has already been made

Finally, since these postings are income statement effective, you will see an impact on the balance sheet and income statement.

Below you will first find an overview of all affected invoices/postings.

Customer	Text	Reference	Amount	Cash discount
Motown Bikes	Inv: Bicycle Accessories	### Motown 1	5.000	yes
Motown Bikes	Inv: First Aid Kits	### Motown 2	2.000	yes
Philly Bikes	Inv: Men's Off Road Bikes	### Philly 1	3.500	no
Philly Bikes	Inv: Women's Off Road Bikes	### Philly 2	3.500	no
Big Apple Bikes	Inv: Professional Touring Bikes Red	### Apple 1	6.000	no
Peachtree Bikes	Inv: Helmet	### Peachtree 1	10.000	no
Windy City Bikes	Inv: Bike & Accessories	### Windy 1	4.000	no



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## Step 1: Change Terms of Payment for a Customer

Task Change the terms of payment of your customer.

Time 10 Min.

**Short Description** Change the terms of payment of your customer *Motown Bikes* to grant a discount.

Name (Position) Stephanie Bernard (AR Accountant)

The business partner *Motown Bikes* has negotiated new conditions with the finance department of Global Bike. If the customer settles his invoice within 14 days, he will automatically be granted a 2% discount. In order for this to happen automatically when the incoming payment is posted, you need to change the master data of this customer. By maintaining this information in the master data record, the system calculates discounts and rebates automatically.

Scenario

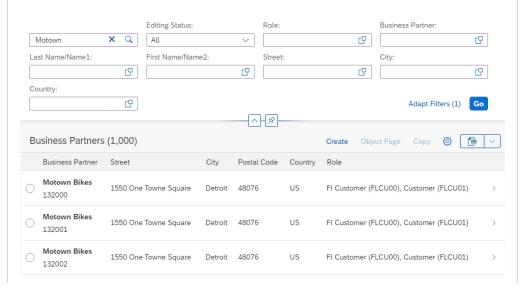
Please go to the *Financial Accounting* space and choose the *Accounts* Receivable page. In the *AR Accountant* section, use the *Manage Business Partner Master Data* app to change your customer's master record.

Start



Motown

In the *Manage Business Partner* window, in the *Search* field at the top left enter **Motown** and then click Go. As a result, you will get a lot, more precisely 1000, customers with the name *Motown Bikes*.



**Note** In the real company *Global Bike*, the business partner *Motown Bikes* would of course have only one and not 1000 master records. The SAP S/4HANA teaching and learning environment presented here, however, allows up to 1000 students to work on business processes in parallel. Each learner has his or her own copy of each master data record for this purpose.

To ensure that each student uses the correct master record, the user's three-digit number has been stored for each of these in the *Search Term 1* field.

Since the *Search Term 1* field is not a default filter criterion of this app, you need to add it first. To do this, select the button Adapt Filters (1) on the right.

In the *Adapt Filters* window, scroll down to the *General Information - Name* section and open it by clicking on the icon . Select the *Search Term 1* checkbox there and confirm with OK.

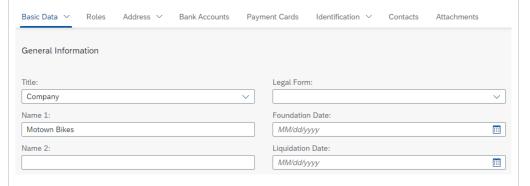


In the additional field that now appears, enter your three-digit number (###) and click again on Go.

The results list should now contain only one entry: Your customer *Motown Bikes* in Detroit. To see all the detailed information of the business partner, click on the icon > at the end of the line.



In the *Business Partner* window that opens, first check that your three-digit number (###) is actually in the *Search Term 1* field. After you have made sure of this, click in the upper right corner on Edit. This will not only allow you to view the properties of these customers, but also to change them. You will see that the fields are now ready for input.

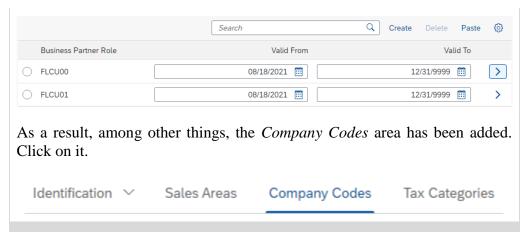


Now scroll down to the *Roles* area. You will see that two business partner roles are assigned to this customer. Click the  $\nearrow$  icon at the end of the row of role *FLCU00*.

1000 copies

Search Term 1

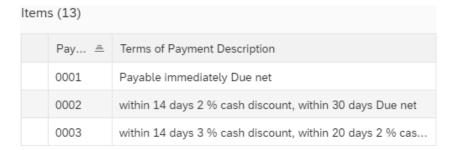
###



**Note** The single line (*US00*) means that the customer Motown Bikes is only known to the subsidiary Global Bike Inc. in the USA and can currently only purchase goods there.

If he should want to purchase goods from Global Bike Germany GmbH at some point, the company code DE00 must be assigned to him here beforehand and certain basic settings must be made.

At the end of the line of company code *US00*, click the icon >. In the following window scroll down to the Finance area. In the Payment Terms field select the value help icon . From the list of payment terms select the entry 0002 (within 14 days 2% cash discount, within 30 days Due net).



In the Automatic Payment Transactions section, in the Payment Methods field, use the value help icon . In the popup Select: Payment Methods, select the entry I (Incoming Payment).

Items (12)					
	Ρ, ≞	Cou	Payment Method Description	Inc	
	В	US	Payroll EFT USD Payments		
	С	US	Check		
	D	US	Bank transfer (ACH CCD)		
	1	US	Incoming Payment	<b>✓</b>	

Then click at the bottom right on Apply. Back in the Customer screen, click on Apply

0002

	k to the initial screen of the k on the bottom right Save	
	Master data record saved	
Click sap to return to	the SAP Fiori Launchpad.	



## Step 2: Create Customer Invoice

Task Create multiple accounts receivable invoices.

Time 45 Min.

**Short Description** Use the SAP Fiori Launchpad to enter manually multiple customer invoices in the system.

Name (Position) Stephanie Bernard (AR Accountant)

In this step, you will create seven customer invoices in the SAP system. Debtors (lat. debere = to owe) are business partners against whom there are receivables for services rendered.

Debtor

The *accounts receivable* summarizes the individual receivables of a customer and is usually maintained in the customer sub-ledger. In parallel, a collective account, also called a reconciliation account, is maintained in the general ledger. Normally, this account is called *trade receivables*.

Accounts Receivable

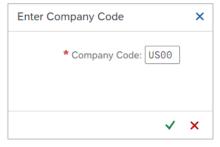
To create a customer invoice, go to the *Financial Accounting* space and choose the *Accounts* Receivable page. In the *AR Accountant* section, open the *Create Outgoing Invoices* app.

Start



If the following popup appears, in the *Company Code* field enter **US00** and confirm with  $\checkmark$ . If it does not appear, click the button  $\bigcirc$  Company Code.

US00

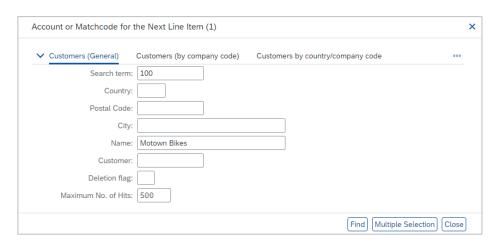


**Note** You can change the company code at any time by using the Company Code button.

On the *Enter Customer Invoice: Company Code US00* screen, search for your customer number for Motown Bikes by clicking the value help icon in the *Customer* field.

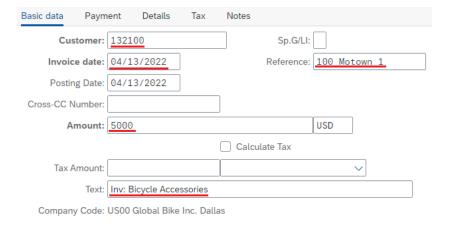
As *Search term* enter your three-digit number (###) and the *name* of your customer **Motown Bikes** and select Find.





Double-click on your customer to select his number. As *Invoice Date* enter **today's date** and as *Amount* enter **5000**. For *Reference* type enter **### Motown 1** and for text **Inv: Bicycle Accessories**.

today's date 5000 ### Motown 1 Inv: Bicycle Accessories



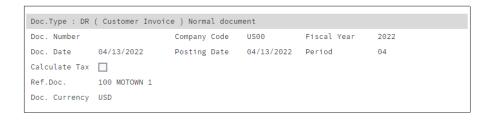
Now go to the *Items* area. In the first line, for G/L account enter **4000000** (*Sales*), for D/C select **Credit** and for *Amount in document currency* enter **5000**. Confirm your entries. Confirm any warning messages with Enter.

400000 Credit 5000

Note that the SAP system automatically transfers the payment terms from the customer master data.

Amount:	5,000.00		USD	
		Calculate Tax		
Tax Amount:				~
Text:	Inv: Bicycle Accessories			
Paymt terms:	14 Days 2 %, 30 Days net			
Baseline Date:	04/13/2022			
Company Code:	US00 Global Bike Inc. Dalla	s		

Click on simulate at the top. Again, please confirm any warning messages that may be displayed by pressing Enter.



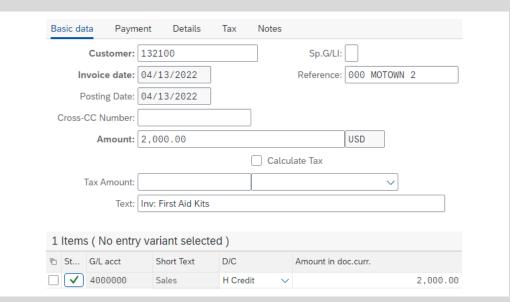
Itm	PK	Account	Account Short Text	Assignment	Tx	Amount
1	01	132100	Motown Bikes			5,000.00
2	50	4000000	Sales			5,000.00-

Click on Post. Confirm warning messages with Enter one last time.

Ocument 1800000007 was posted in company code US00

Repeat this step of creating customer invoices exactly six more times. Start with the second invoice to Motown Bikes. Use the tabular overview in the scenario at the beginning of this case study.

**Invoice 2** The second invoice for the sale of first aid kits to *Motown Bikes* is 2000 USD.



**Invoice 3** The next accounts receivable invoice is for the sale of Men's Off Road Bikes to the customer *Philly Bikes* for *3500 USD*.

Motown Bikes

today's date ### Motown 2

2000

Inv: First Aid Kits

4000000 Credit 2000

Philly Bikes

Customer: 127100 Sp.G/LI:	today's date
Invoice date: 04/13/2022 Reference: 100 PHILLY 1	### Philly 1
Posting Date: 04/13/2022	
Cross-CC Number:	
Amount: 3500 USD	3500
☐ Calculate Tax	
Tax Amount:	Inv: Men's Off Road
Text: Inv: Men's Off Road Bikes	Bikes
1 Items ( No entry variant selected )	4000000
♠         St         G/L acct         Short Text         D/C         Amount in doc.curr.	Credit 3500
☐ ✓ 4000000 Sales H Credit ✓ 3,500.00	3500
<b>Invoice 4</b> The fourth invoice to <i>Philly Bikes</i> is also for <i>3500 USD</i> , but for the sale of Women's Off Road Bikes.	Philly Bikes
Basic data Payment Details Tax Notes	
Customer: 127100 Sp.G/LI:	today's date
Invoice date: 04/13/2022 Reference: 100 PHILLY 2	### Philly 2
Posting Date: 04/13/2022	
Cross-CC Number:	
Amount: 3,500.00 USD	3500
☐ Calculate Tax	
Tax Amount:	Inv: Women's Off Road
Text: Inv: Women's Off Road Bikes	Bikes
1 Items ( No entry variant selected )	4000000
© St G/L acct Short Text D/C Amount in doc.curr.	Credit
© St G/L acct Short Text D/C Amount in doc.curr.  ☐ ✓ 4000000 Sales H Credit ✓ 3,500.00	Credit 3500
Invoice 5 You create the fifth accounts receivable invoice for <i>Big Apple Bikes</i>	3500
Invoice 5 You create the fifth accounts receivable invoice for <i>Big Apple Bikes</i> for 6000 USD for the sale of Professional Touring Bikes Red.	3500 Big Apple Bikes today's date
Invoice 5 You create the fifth accounts receivable invoice for <i>Big Apple Bikes</i> for 6000 USD for the sale of Professional Touring Bikes Red.  Basic data Payment Details Tax Notes	3500 Big Apple Bikes
Invoice 5 You create the fifth accounts receivable invoice for <i>Big Apple Bikes</i> for 6000 USD for the sale of Professional Touring Bikes Red.  Basic data Payment Details Tax Notes  Customer: 126100 Sp.G/LI:	3500 Big Apple Bikes today's date
Invoice 5 You create the fifth accounts receivable invoice for <i>Big Apple Bikes</i> for 6000 USD for the sale of Professional Touring Bikes Red.  Basic data Payment Details Tax Notes  Customer: 126100 Sp.G/LI: Invoice date: 04/13/2022 Reference: 100 APPLE 1	3500 Big Apple Bikes today's date ### Apple 1
Invoice 5 You create the fifth accounts receivable invoice for <i>Big Apple Bikes</i> for 6000 USD for the sale of Professional Touring Bikes Red.  Basic data Payment Details Tax Notes  Customer: 126100 Sp.G/LI: Invoice date: 04/13/2022 Reference: 100 APPLE 1  Posting Date: 04/13/2022	3500 Big Apple Bikes today's date
Invoice 5 You create the fifth accounts receivable invoice for Big Apple Bikes for 6000 USD for the sale of Professional Touring Bikes Red.  Basic data Payment Details Tax Notes  Customer: 126100 Sp.G/LI: Invoice date: 04/13/2022 Reference: 100 APPLE 1  Posting Date: 04/13/2022  Cross-CC Number:	3500 Big Apple Bikes today's date ### Apple 1
Invoice 5 You create the fifth accounts receivable invoice for Big Apple Bikes for 6000 USD for the sale of Professional Touring Bikes Red.  Basic data Payment Details Tax Notes  Customer: 126100 Sp.G/LI: Invoice date: 04/13/2022 Reference: 100 APPLE 1  Posting Date: 04/13/2022  Cross-CC Number: Amount: 6,000.00 USD	3500 Big Apple Bikes today's date ### Apple 1 6000 Inv: Professional Touring
Invoice 5 You create the fifth accounts receivable invoice for Big Apple Bikes for 6000 USD for the sale of Professional Touring Bikes Red.    Basic data	3500 Big Apple Bikes today's date ### Apple 1
Invoice 5 You create the fifth accounts receivable invoice for Big Apple Bikes for 6000 USD for the sale of Professional Touring Bikes Red.  Basic data Payment Details Tax Notes  Customer: 126100 Sp.G/LI: Invoice date: 04/13/2022 Reference: 100 APPLE 1  Posting Date: 04/13/2022  Cross-CC Number: Amount: 6,000.00 USD  Calculate Tax	3500 Big Apple Bikes today's date ### Apple 1 6000 Inv: Professional Touring
Invoice 5 You create the fifth accounts receivable invoice for Big Apple Bikes for 6000 USD for the sale of Professional Touring Bikes Red.  Basic data Payment Details Tax Notes  Customer: 126100 Sp.G/LI: Invoice date: 04/13/2022 Reference: 100 APPLE 1  Posting Date: 04/13/2022  Cross-CC Number: Amount: 6,000.00 USD  Calculate Tax	3500 Big Apple Bikes today's date ### Apple 1 6000 Inv: Professional Touring Bikes Red 4000000
Invoice 5 You create the fifth accounts receivable invoice for Big Apple Bikes for 6000 USD for the sale of Professional Touring Bikes Red.  Basic data Payment Details Tax Notes  Customer: 126100 Sp.G/LI: Invoice date: 04/13/2022 Reference: 100 APPLE 1  Posting Date: 04/13/2022  Cross-CC Number:  Amount: 6,000.00 USD  Calculate Tax  Tax Amount:  Text: Inv: Professional Touring Bikes Red	3500 Big Apple Bikes today's date ### Apple 1 6000 Inv: Professional Touring Bikes Red

<b>Invoice 6</b> The next bill is for <i>Peachtree Bikes</i> over <i>10000 USD</i> for helmet sales.	Peachtree Bikes
Basic data Payment Details Tax Notes	
Customer: 128100 Sp.G/LI:	today's date
Invoice date: 04/13/2022 Reference: 100 PEACHTREE 1	### Peachtree 1
Posting Date: 04/13/2022	
Cross-CC Number:	
Amount: 10,000.00 USD	10000
Calculate Tax	
Tax Amount:	Inv: Helmet
Text: Inv: Helmet	
1 Items ( No entry variant selected )	4000000 Credit
St G/L acct Short Text D/C Amount in doc.curr.	10000
☐ ✓ 4000000 Sales H Credit ✓ 10,000.00	
<b>Invoice 7</b> The last invoice is for <i>Windy City Bikes</i> for <i>4000 USD</i> for the sale of bikes and accessories.	Windy City Bikes
<b>Note</b> Please note that this customer would like to pay by check and you indicate this accordingly.	Payment by check
Basic data Payment Details Tax Notes	
Customer: 130100 Sp.G/LI:	today's date
Invoice date: 04/13/2022 Reference: 100 WINDY 1	### Windy 1
Posting Date: 04/13/2022	
Cross-CC Number:	
Amount: 4,000.00 USD	4000
Calculate Tax	
Tax Amount:	Inv: Bike & Accessories
Text: Inv: Bike & Accessories	IIIV. BIKE & ACCESSORIES
1 Items ( No entry variant selected )	4000000
↑ St G/L acct Short Text D/C Amount in doc.curr.	Credit 4000
☐ ✓ 4000000 Sales H Credit ✓ 4,000.00	
To change the payment method, click on the <i>Payment</i> tab (to the right of <i>Basic data</i> ) before posting. Confirm warning messages again with Enter.	
In the <i>Payment Method</i> field, click the value help icon  and double-click to select <b>C</b> ( <i>Check</i> ). Click on  or Confirm warning messages with Enter.	С
Click to return to the SAP Fiori Launchpad. Confirm any warning messages of your browser with OK.	



## Step 3: Display Customer Balances

**Task** Display the balances of your customer accounts.

Time 10 Min.

**Short Description** Now that you have created numerous customer invoices, use the SAP Fiori Launchpad to create a balance overview of your customers.

Name (Position) Stephanie Bernard (AR Accountant)

In this step, you check the *customer balances*. The debit and credit amounts as well as the balances are displayed by company code, fiscal year and customer. You can also display all the associated line items.

Customer balances

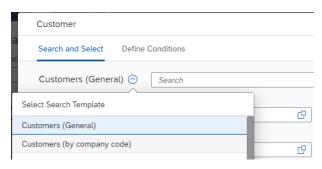
Go to the *Financial Accounting* space and choose the *Accounts Receivable* page. In the *AR Accountant* section, use the *Display Customer Balances* app to display customer balances.

Start



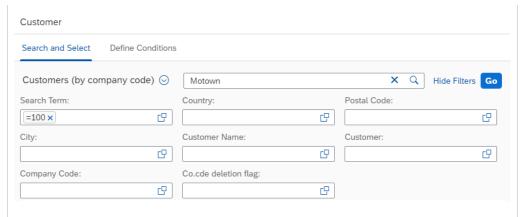
First, in the *Customer* field, click the value help icon  $\Box$ . In the *Customer* window that opens, find and select  $\bigcirc$  next to *Customers* (*General*) at the top left. There, select the second entry: **Customers** (by company code).

Customer (by company code)



This will cause the *Search Term* field to appear, among other things. Enter your three-digit number (###) in this field. In the search field at the top, enter **Motown**. Compare your entries with the screenshot below and click Go.

### Motown



Select the only result row with your customer *Motown Bikes* by selecting the checkbox at the beginning of the row. After that click on OK.

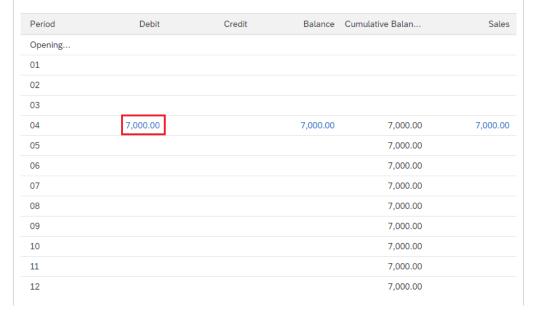


Back in the initial *Display Customer Balances* screen, the number of your business partner *Motown Bikes* has been copied into the *Customer* field. In the *Company Code* field, enter **US00** and as *Fiscal Year* enter the **current year**. Compare your entries with the screenshot below and then click Go.

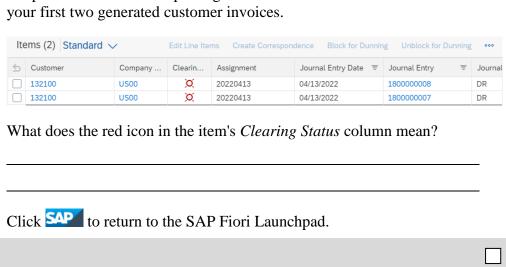
US00 current year



As a result, you will get a list of all balances of this customer account sorted by period (month) and debit/credit. Click on the amount in the *Debit* column in the row of the month in which you entered the customer invoices in the previous step.



In the *Manage Customer Line Items* screen that opens, you will see a list of all the line items in this customer account that match the selection criteria from the previous screen. The posting document numbers should match those of your first two generated customer invoices.





## Step 4: Post an Incoming Payment

**Task** Post incoming payments from your customers.

Time 25 Min.

**Short Description** Use the SAP Fiori Launchpad to post some incoming payments to the customer invoices you generate.

Name (Position) Stephanie Bernard (AR Accountant)

In this step, you post the incoming payment for the following customer invoices: ### Motown 1, ### Philly 1, ### Apple 1, ### Peachtree 1, ### Windy 1.

Scenario

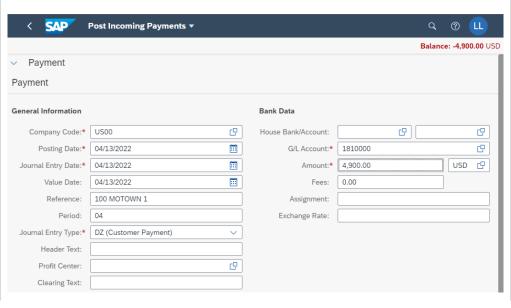
To post customer invoices, go to the *Financial Accounting* space and choose the *Accounts Receivable* page. In the *AR Accountant* section, open the *Post Incoming Payments* app.

Start



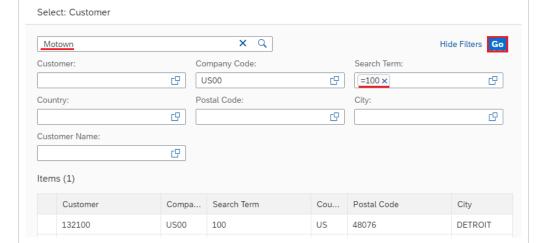
Type in the *Company Code* field **US00**, in the *Posting Date* and *Journal Entry Date* fields enter **today's date**, the **current period** (for example, 07 for July), as *G/L Account* **1810000** (*Bank 1*), as *Amount* **4900 USD**, and as *Reference ###* **Motown 1**. Press Enter.

US00 today's date (2x) current period 1810000 4900 USD ### Motown 1

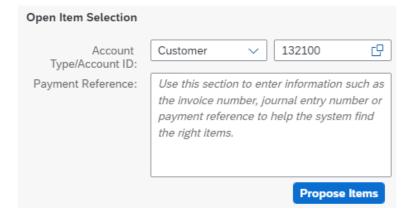


In the *Open Item Selection* area, make sure that **Customer** is selected in the *Account Type* dropdown. Then, in the *Account ID* field, click the value help icon  $\Box$ .

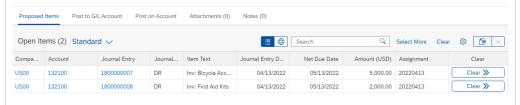
In the *Select: Customer* popup, enter your three-digit number (###) as the *Search Term* and **Motown** in the search field at the top. Compare your entries with the screenshot below and then click ...



The only result you will get is your client *Motown Bikes*. Click on this line. In the *Post Incoming Payments screen* click on Propose Items now.



In the *Open Items* area, the system shows you exactly the two posting documents for the customer invoices you created earlier.



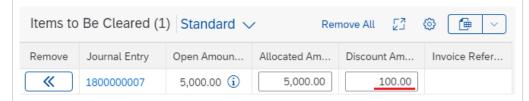
At the end of the line with the item text *Inv: Bicycle Accessories*, click

Customer

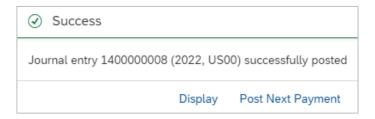
### Motown



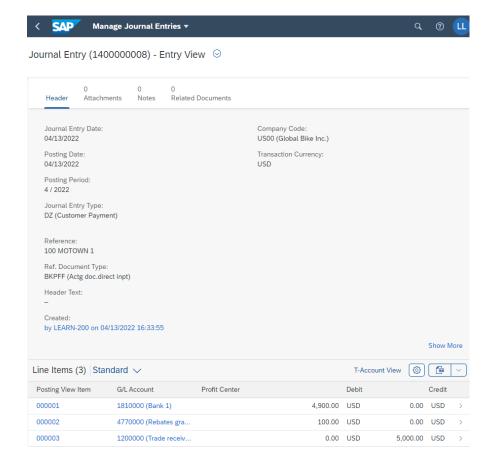
The system automatically calculates a *Discount Amount* of 100 USD because you had negotiated 2% cash discount with the customer as payment terms for payment within 14 days.



Check the balance **Balance: 0.00** USD in the upper right corner and then click Post



Select Display to view the complete journal entry.

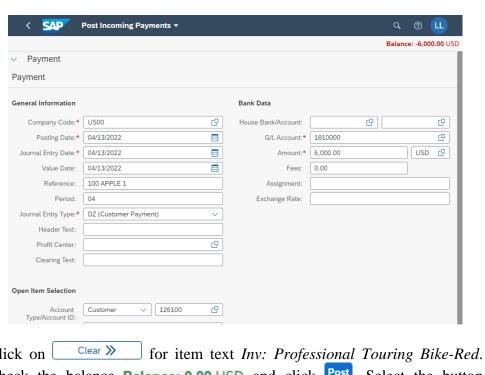


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You have also received payments from your clients Big Apple Bikes, Peachtree Bikes, Windy City Bikes and the first invoice from Philly Bikes for the Men's Off Road Bike. Navigating back, you get an information popup. Confirm it with a click on ok and post the additional payments.

## **Incoming payment ### Apple 1**

Customer Big Apple Bikes over \$6,000 for Inv: Professional Touring Bike-Red

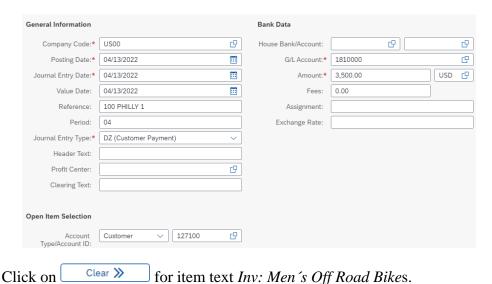


Click on \_\_\_\_\_\_ for item text *Inv: Professional Touring Bike-Red*. Check the balance Balance: 0.00 USD and click Post. Select the button Post Next Payment.

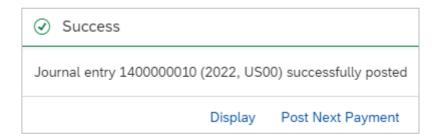
## **Incoming payment ### Philly 1**

© SAP UCC Magdeburg

Customer Philly Bikes over \$3.500 for Inv: Men's Off Road Bikes



Check the balance Balance: 0.00 USD and click Post.



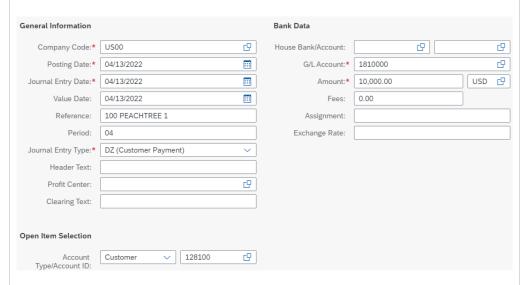
## Important:

- Make a note of the journal entry number for future task:
- Please also note the journal entry date:

Select the button Post Next Payment

## **Incoming payment ### Peachtree 1**

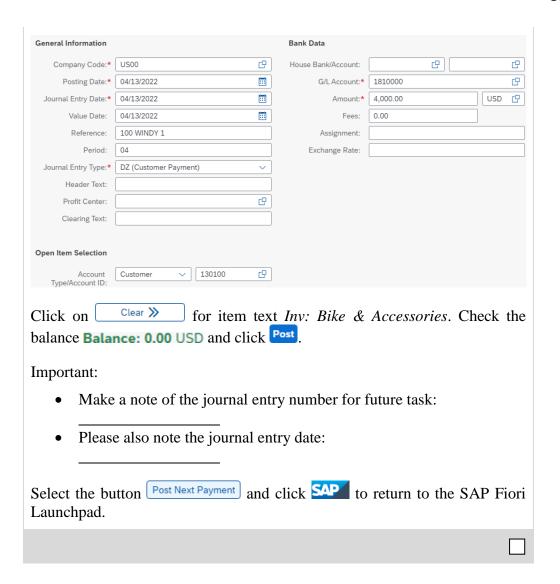
Customer Peachtree Bikes, \$10,000 for Inv: Helmet



Click on Clear for item text *Inv: Helmet*. Check the balance Balance: 0.00 USD and click Post. Select the button Post Next Payment.

## **Incoming payment ### Windy 1**

Customer Windy City Bikes \$4,000 for Inv: Bike & Accessories





year.

## Step 5: Display Customer Balances

**Task** Display the balances of your accounts receivable.

Time 5 Min.

**Short Description** Use the SAP Fiori Launchpad to view the impact of the last step on customer balances.

Name (Position) Stephanie Bernard (AR Accountant)

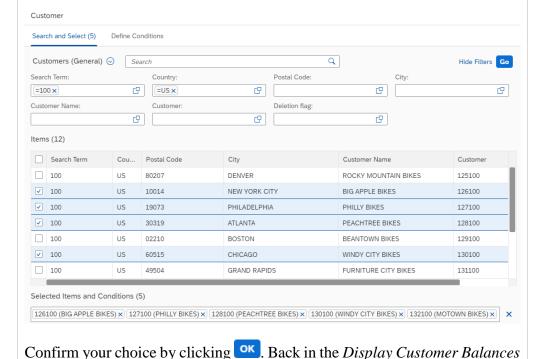
To display the balances of your accounts, go to the *Financial Accounting* space and choose the *Accounts Receivable* page. In the *AR Accountant* section, open the *Display Customer Balances* app.

Start



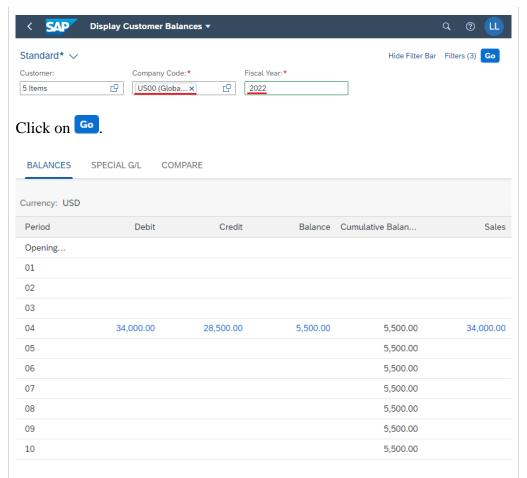
On the *Display Customer Balances* screen, click the value help icon  $\Box$  in the *Customer* field and select your customers **Motown Bikes**, **Philly Bikes**, **Big Apple Bikes**, **Peachtree Bikes**, and **Windy City Bikes**.

Motown Bikes Philly Bikes Big Apple Bikes Peachtree Bikes Windy City Bikes



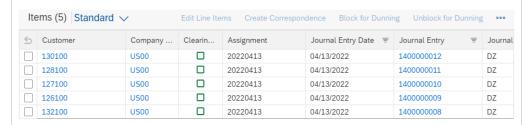
screen, enter your Company Code US00 and as the Fiscal Year the current

US00 current year



In the previous step, you cleared all open customer invoices except ### Motown 2 and ### Philly 2 by posting an incoming payment. In the SAP system, you will see the open \$5,500 from Motown Bikes and Philly Bikes as the balance and the posted \$28,500 in the credit. The debit contains all the receivables from the debtors and the credit contains the payments (or credit memos).

Click on the \$28,500 in the *Credit* column of the current period.



You can see that 5 items have a balanced status. In the *Journal entry* column, you can find the list of the related accounting documents.

Click to return to the SAP Fiori Launchpad.



## Step 6: Scenario 1 – Cancel Receivable/Bill

Task Cancel the invoice for the receivable from *Motown Bikes*.

Time 10 Min.

**Short Description** Use the SAP Fiori Launchpad to cancel the receivable.

Name (Position) Shuyuan Chen (Head of Accounting)

Your customer *Motown Bikes* has informed you by telephone that the delivery of the First Aid Kit FAID with the reference ### Motown 2 is no longer needed. Therefore, you must cancel the invoice document for the trade accounts receivable. Also, check the influence of this on your balance sheet.

Scenario

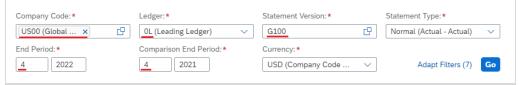
**Substep 1** Go to the *Financial Accounting* space and choose the *Accounts Receivable* page. In the *Head of Accounting* section, use the app *Balance Sheet/Income Statement* to view the effect of your open trade receivables.

Start



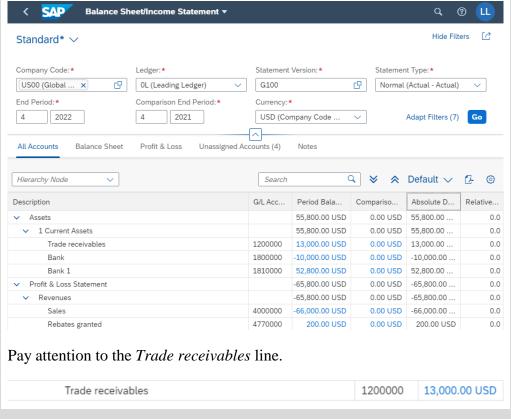
For *Company Code* enter **US00**, for *Ledger* choose **0L**, and as *Statement Version* enter **G###**. Make sure that you select the **period** in which you made the posting from the previous step as the end and comparison end period. The fiscal years correspond in each case to the current and the previous one.

US00 0L G### period



**Note** If you do not see any fields to fill in, click  $\ \ \ \ \ \$  to display the fields.

Select . Make sure that the *All Accounts* tab is displayed. Use to expand the tree path completely.



**Note** The total is not user specific. All users post to the same company code. In addition, the SD case study may have an effect on this.

Click to return to the SAP Fiori Launchpad.

**Substep 2** Go to the *Financial Accounting* space and choose the *Accounts Receivable* page. In the *Head of Accounting* section, use the *Manage Journal Entries* app to view the open balances.

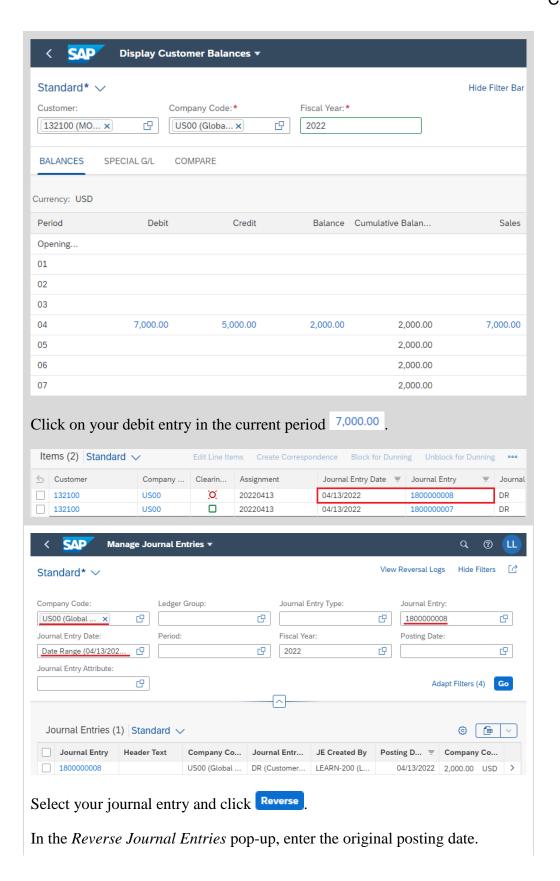


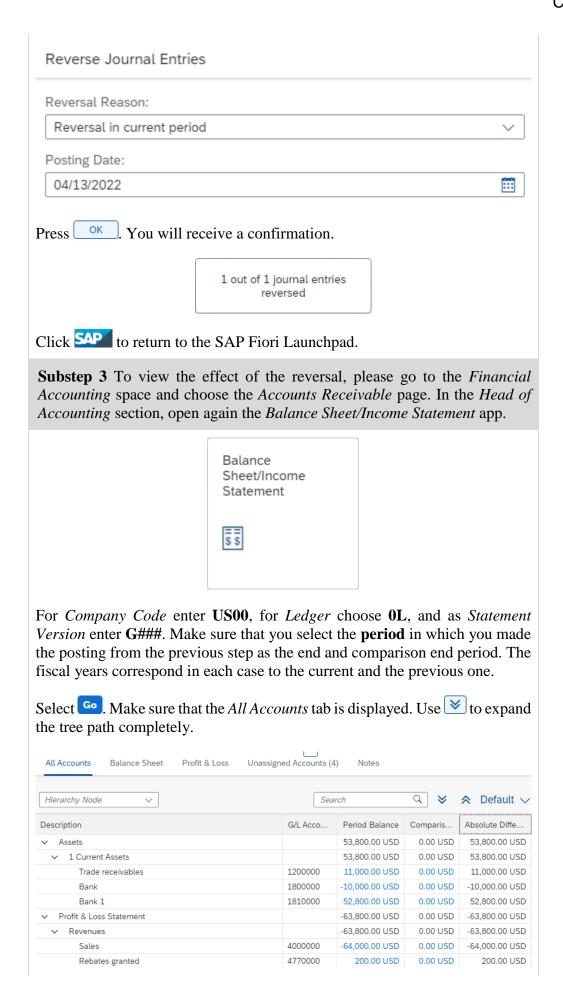
Type in the *Company Code* field **US00** and for *Fiscal Year* the **current year**. Please add also your **journal entry** and the corresponding **journal entry data** from the previous step.

**Note** If you have not noted the data, you can find the journal entry by using the *Display Customer Balances* app. To do this, enter your **customer**, your *company code* **US00** and the **current fiscal year**. Confirm with Enter.

Start

US00 current year Journal Entry Journal Entry Date





Start

US00 0L G### period

Note Pay attention to the line *Trade receivables*. The period balance should now be lower. Note that the total is not user specific. All users post to the same company code. Also, the SD case study may have an effect on this.

Click To return to the SAP Fiori Launchpad.



## Step 7: Scenario 2 – Change Invoice Assignment

**Task** Change the assignment of the customer invoice from *Philly Bikes*.

Time 15 Min.

**Short Description** Use the SAP Fiori Launchpad to change the assignment of the payment.

Name (Position) Shuyuan Chen (Head of Accounting)

Unfortunately, an error has crept into your work. You had two bills over \$3,500 each for your customer Philly Bikes.

Scenario

- ### Philly 1: Inv: Men's Off Road Bike
- ### Philly 2: Inv: Women's Off Road Bike

The amount of money received from Philly Bikes over 3500 USD has been misclassified by your customer. That's why you have assigned the payment to the reference ### Philly 1. Your customer has now informed you that the payment should balance the invoice with reference ### Philly 2. You have to correct this now. Unlike Step 8, in which you later cancel the entire incoming payment, you simply have to change the assignment here. The money remains with us and only the compensation allocation and thus the still due documents are exchanged.

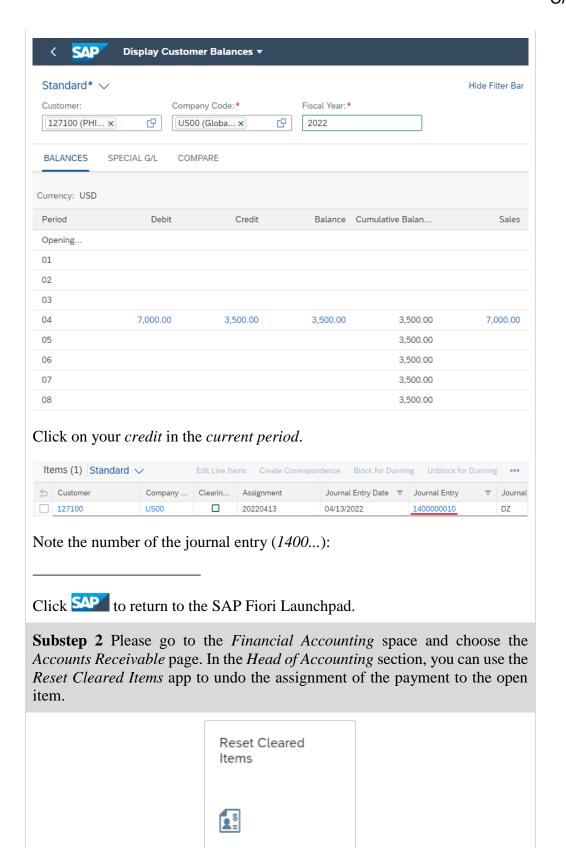
**Substep 1** To display the open items, go to the *Financial Accounting* space and choose the *Accounts Receivable* page. In the *Head of Accounting* section, open the *Display Customer Balances* app.

Start



On the *Display Customer Balances* screen, search for your customer **Philly Bikes**. Also, enter your *Company Code* **US00** and as your *Fiscal Year* the **current year**. Click Go.

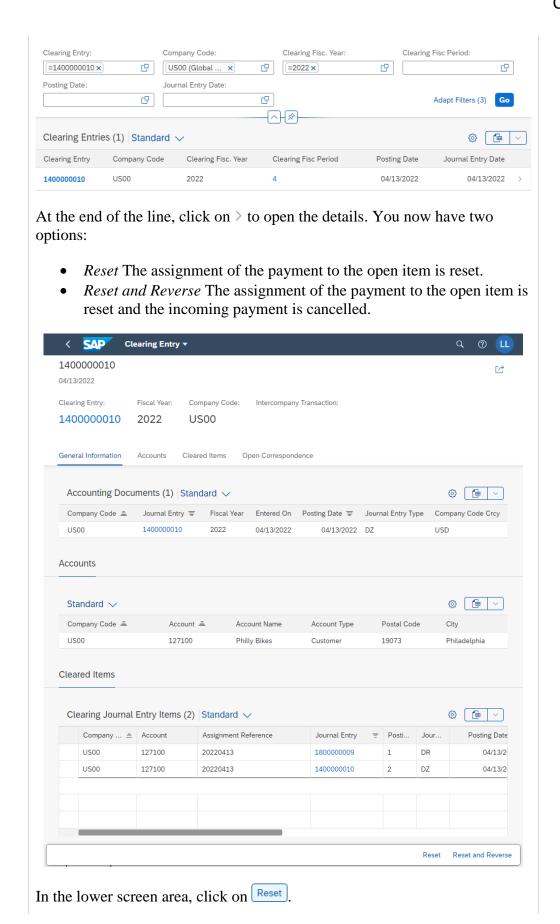
Philly Bikes US00 current year

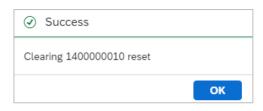


In the *Reset Cleared Items* window, enter your **Philly Bikes clearing entry** (Step 4), as *Company Code* **US00** and as *Clearing Fiscal Year* the **current year**. Click on Go.

Start

Philly Bikes clearing entry US00 current year





Confirm by pressing the button and click on to return to the SAP Fiori Launchpad.

**Substep 3** Previously you had incorrectly assigned the incoming payment of your customer Philly Bikes to the open receivable ### Philly 1. You reversed this assignment in the previous substep.

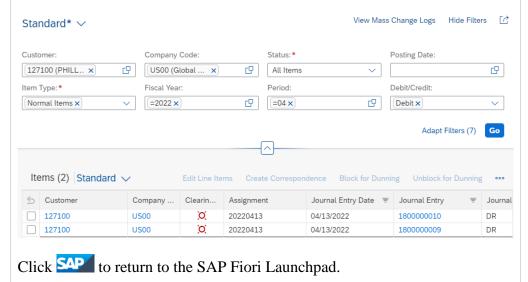
In this substep, you need to assign this item to customer invoice ### Philly 2. Therefore, go to the Financial Accounting space and choose the Accounts Receivable page. In the Head of Accounting section, open the Display Customer Balances app to display the open balances.



On the *Display Customer Balances* screen, search for your *Customer Philly* **Bikes**. Also, enter your *Company Code* **US00** and as your *Fiscal Year* the **current year**. Choose on the click on your *debit* in the *current period*. You can see that both invoices now are in the status *Open* again.



Start



**Substep 4** Previously, you had incorrectly assigned the incoming payment from your customer *Philly Bikes* to the open receivable ### *Philly 1*. You

Scenario

reversed this assignment in the previous substep. In this substep, you have to assign this item to customer invoice ### Philly 2.

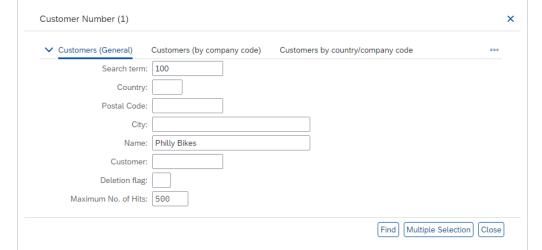
Go to the *Financial Accounting* space and choose the *Accounts Receivable* page. In the *Head of Accounting* section, open the *Assignment of Open Items* app.

Start

Assignment of Open Items

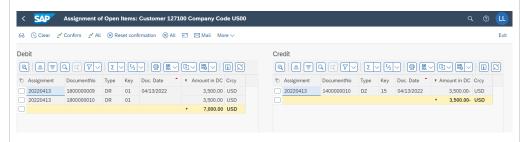
In the *Customer account* field, select the value input help  $\bigcirc$ . As *search term* enter ### and as *Name* your debtor **Philly Bikes**.

### Philly Bikes

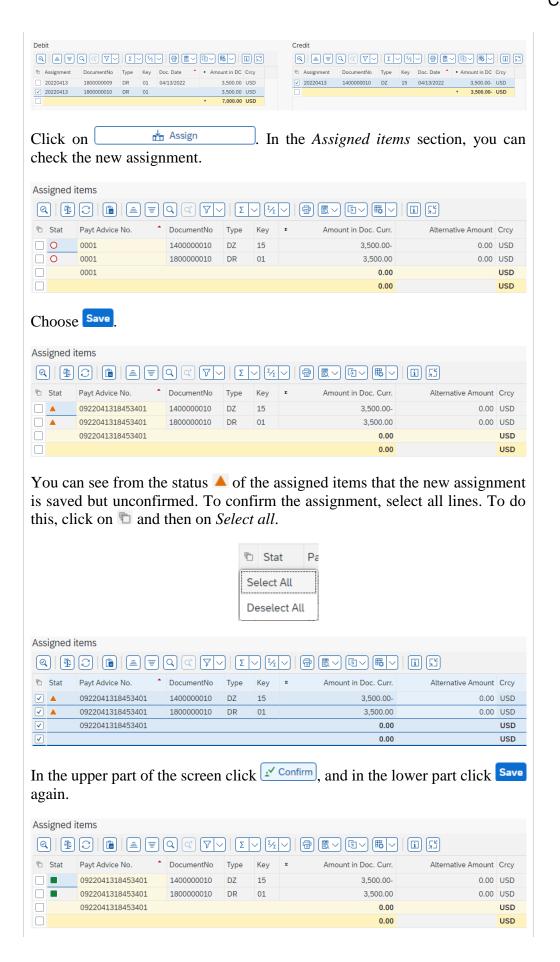


Click on Find. Select your customer via double-click. Back in the *Assignment of Open Items* screen, as the *Company Code* enter **US00** and choose Execute.

US00



In the *Debit* area you can see the two open receivables from your customer *Philly Bikes*. In the *Credit* area you can see the payment received for \$3,500. Assign your second customer invoice to the payment. To do this, select the second row under *Debit* and the only row under *Credit*.



You can see from the status that your new allocation is now saved and confirmed. You can now clear the two items with each other. To do this, select your assigned items again and click on Clear.

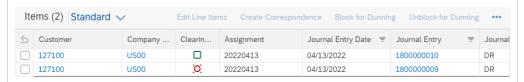
Ocument 100000003 was posted in company code US00

Use to return to the SAP Fiori Launchpad. Confirm any browser warning messages with **Ok**.

**Substep 5** Go to the *Financial Accounting* space and choose the *Accounts Receivable* page. In the *Head of Accounting* section, open the *Assignment of Open Items* app.



On the *Display Customer Balances* screen, search for your customer **Philly Bikes**. Also, enter your *Company Code* **US00** and as your *Fiscal Year* the **current year**. Choose and then click on your *debit* in the *current period*.



You can see from the overview that the payment and the clearing document are now assigned to the correct invoice.

Click to return to the SAP Fiori Launchpad.

Start

Philly Bikes US00 current year



## Step 8: Scenario 3 – Reset and Revers Incoming Payment

**Task** Cancel and withdraw the payment.

Time 15 Min.

**Short Description** Use the SAP Fiori Launchpad to take back the incorrectly registered payment receipt as well as the assignment to your customer Windy City Bikes.

Name (Position) Shuyuan Chen (Head of Accounting)

You have mistakenly assigned and posted an incoming payment to the wrong customer. You must therefore reverse the incoming payment completely.

Scenario

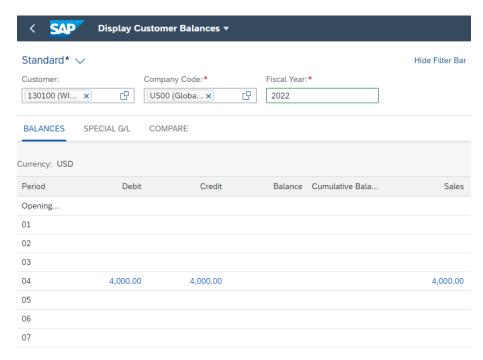
**Substep 1** To display customer balances, go to the *Financial Accounting* space and choose the *Accounts Receivable* page. In the *Head of Accounting* section, open the *Display Customer Balances* app.

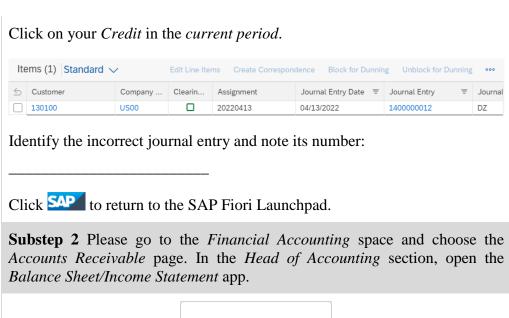
Start



On the *Display Customer Balances* screen, search for your *customer* **Windy City Bikes**. Also, enter your *Company Code* **US00** and as your *Fiscal Year* the **current year**. Click Go.

Windy City Bikes US00 current year



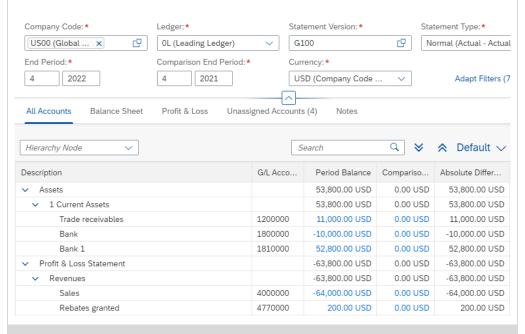


Start



For *Company Code* enter **US00**, for *Ledger* choose **0L**, and as *Statement Version* enter **G###**. Make sure that you select the **period** in which you made the posting from the previous step as the **end and comparison end period**. Select of and use to expand the tree path in the *All Accounts* tab.

US00 0L G### period

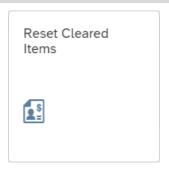


**Note** Pay attention to the trade receivables. After the cancellation, the period balance should increase due to the receivable then being open again.

Click to return to the SAP Fiori Launchpad.

**Substep 3** Go to the *Financial Accounting* space and choose the *Accounts Receivable* page. In the *Head of Accounting* section, use the *Reset Cleared Items* app to undo the assignment of the payment.

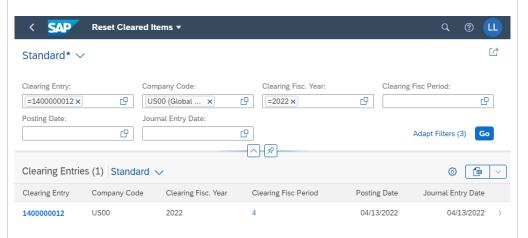
Start



In the *Reset Cleared Items* screen, enter your **Windy Bikes clearing entry** (Step 4), as *Company Code* **US00** and as *Clearing Fiscal Year* the **current year**. Click on Go.

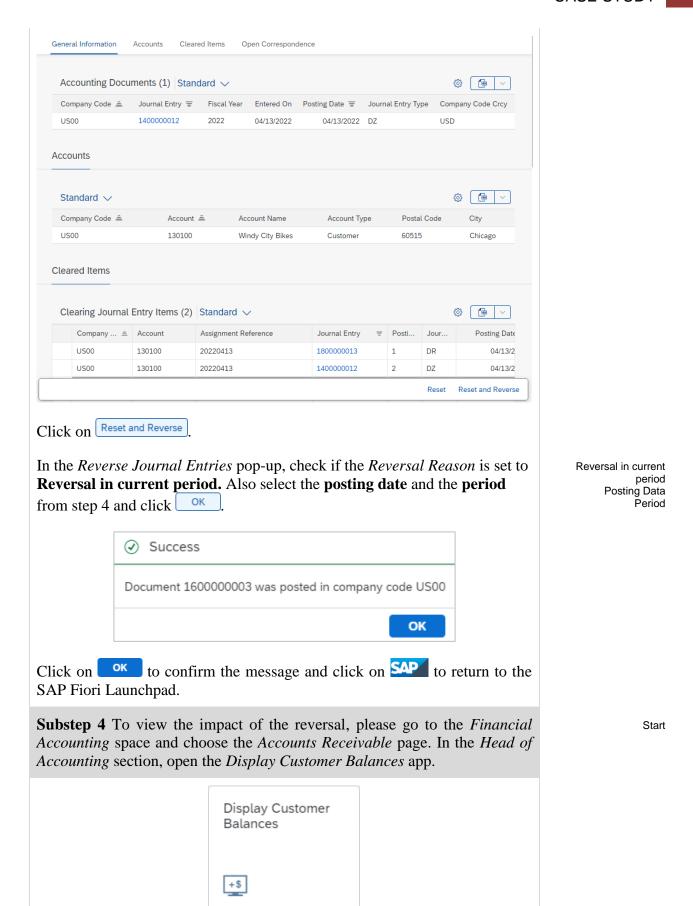
Windy Bikes clearing entry US00

current year



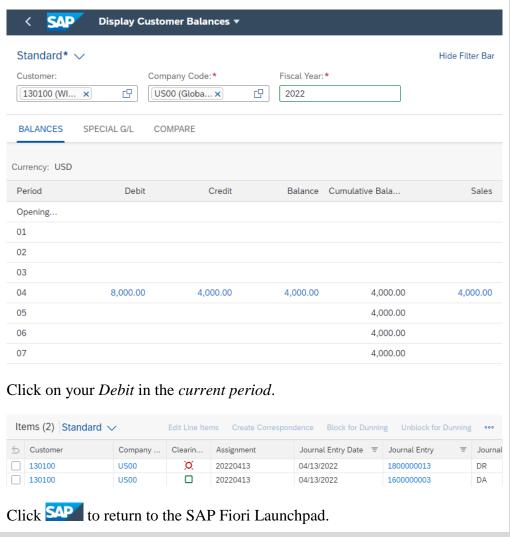
At the end of the line, click on > to open the details. You now have two options:

- *Reset* The assignment of the payment to the open item is reset.
- Reset and Reverse The assignment of the payment to the open item is reset and the incoming payment is cancelled.



On the *Display Customer Balances* screen, search for your customer **Windy City Bikes**. Also, enter your *Company Code* **US00** and as your *Fiscal Year* the **current year**. Click Go.

Windy City Bikes US00 current year



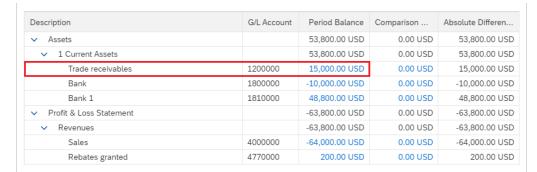
Start

**Substep 5** Go to the *Financial Accounting* space and choose the *Accounts Receivable* page. In the *Head of Accounting* section, use the *Balance Sheet/Income Statement* app.

Balance Sheet/Income Statement

For *Company Code* enter **US00**, for *Ledger* choose **0L**, and as *Statement Version* enter **G**###. Make sure that you select the **period** in which you made the posting from the previous step as the **end and comparison end period**. Select on and use to expand the tree path in the *All Accounts* tab.

US00 0L G### period



Look at the period balance of trade receivables. You can see that the balance has increased because after the cancellation the receivable is open again.

Click sap to return to the SAP Fiori Launchpad.