#### **Workflow 4: Lockbox**

**STEP 1: Create AR Invoice**

**Purpose**: This app is a SAP GUI for HTML transactions. These classic transactions are available in the SAP Fiori theme to support a seamless user experience across the SAP Fiori launchpad and to provide a harmonized user experience across on-premise and cloud solutions.

The single point of entry for SAP Fiori apps and classic applications in SAP S/4HANA Cloud Private Edition and SAP S/4HANA is the SAP Fiori launchpad.

**App Name**: Create Outgoing Invoices

**App ID:** FB70

**Role:** AR Accountant

| **Explanation** | **Screenshot** |
| --- | --- |
| 1. In the homepage, click on the app **“Create Outgoing Invoices”** on the Page **“Group GSP24SA04 Apps”** |  |
| 2. Open the app **“Create Outgoing Invoices”** to show the fields to add. |  |
| 3. Add the field: **Customer, Invoice date, Reference, Amount (USD)** and **Text**. |  |
| 3. Scroll down to add G/L account, Amount in doc curr., and Cost Center.  Click the **Magnifying Glass** to find the G/L Account |  |
| 5. Choose a G**/L account** and then click the **“Tick”** icon to confirm your G/L Account number. |  |
| 5. Scroll to the right tab and then choose your “**Amount in doc. Curr**’” number. |  |
| 6. Scroll to the right tab and then choose your “**Cost Center**’” . |  |
| 7. Click the **“Post”** button on the bottom after finishing all the fields below. |  |
| 8. The **Document Number** shows up, note this number for later use. |  |

**STEP 2: Manage Customer Line Items**

**Purpose**: You can use this app for ad-hoc requests or recurring reports to easily find customer line items using a wide range of search criteria. For example, you can see all line items of a specific customer account or all unallocated payments for a specific company code at the end of a period.

To make your work more efficient, you can personalize the layout of the table, predefine recurring queries, and save your settings as variants.

In addition to displaying data, you can also take various actions such as setting a payment or dunning block. You can export the data to a file and collaborate with colleagues. The app also serves as a navigation target from other apps, allowing users to drill down into the customer line items.

**App Name**: Manage Customer Line Items

**App ID:** F0711

**Role:** AR Accountant, AP Accountant, GL Accountant, FI Accountant, Master Account

| **Explanation** | **Screenshot** |
| --- | --- |
| 1. In the homepage, click on the app **“Manage Customer Line Items”** on the Page **“Group GSP24SA04 Apps”** |  |
| 2. Open the app **“Manage Customer Line Items”** to show the fields to add. |  |
| 3. Type in the **Customer code** and click **“Go”** |  |
| 4. The list of Customer Line Items show up, you can check for the Customer code, company code, journal entry, etc,...  Users can display journal entries by clicking on Document Number.    Open items are the incomplete transaction such as invoice that has not been paid transaction such as invoice that has not been paid. |  |
| 5. You can check for multiple apps in the menu or click on the Customer code to view more information. |  |
| 5. The customer page shows up for more information. |  |
| 6. Scroll down to view the Bank Account and the Bank Key. |  |

**STEP 3: Upload Lockbox Files**

**Purpose**: For uploading the LockBox file into the SAP System

**App Name**: Upload LockBox Files

**App ID:** FLB2.

**Role:** FI Accountant, Master Account

| **Explanation** | **Screenshot** |
| --- | --- |
| 1. In the homepage, click on the app **“Upload LockBox files”** on the Page **“Group GSP24SA04 Apps”** |  |
| 2. The **Main LockBox Program screen** for the “**Upload LockBox files**” app shows up as below: |  |
| 3. Click on “LockBox file” to upload the standard .txt file on your computer |  |
| 4. Click **OK** to allow access to your computer |  |
| 5. Upload the .txt LockBox file and click **Execute**  In this app, after the user creates preparation data (Customer Invoice), Bank Party will send a Lockbox File and the user will go to the Bank Portal to download. |  |
| 6. The transaction information screen shows up as this. You can see the status of this transaction. |  |
| **Note**: While processing the file, there could be any of the following statuses |  |

**STEP 4: Manage Lockbox Batches**

**Purpose**:

You can use this app to manage your lockbox batches.

Payment transactions in the USA are often made in the form of checks. In order to process these payments quickly, banks offer lockbox services where customers can send their payments directly to the bank (lockbox). The bank scans the checks and sends the check information in batches to the payee as a data file.

**App Name**: Manage LockBox Batches

**App ID**: F1681

**Role:** AR Accountant, GL Accountant, AP Accountant, FI Accountant, Master Account

| **Explanation** | **Screenshot** |
| --- | --- |
| 1. In the homepage, click on the app **“Manage LockBox Batches”** on the Page **“Group GSP24SA04 Apps”** |  |
| 2. Search and choose the app **“Manage LockBox Batches”** |  |
| 3. You can see the list of LockBox files uploaded to the SAP System. |  |
| 4. Choose **>** button to view the detailed LockBox file you have uploaded earlier. |  |
| 5. The screen shows up and you can find the detail screen of a specific LockBox file  Note: You can see the status, document number, and customer invoice number, … |  |
| 6. The screen shows up for more information of the document number. |  |

**STEP 5: Reprocess Lockbox Items (If needed)**

**Purpose**: Use this app to reprocess lockbox items that the system cannot automatically post and clear.

When lockbox files enter your system, rule-based processing assigns and clears the payments automatically. If the automatic processing is not successful, manual reprocessing is required. In this app, you can reprocess a lockbox item, mark it as reprocessed, and enter a reason for reprocessing.

**App Name**: Upload LockBox Files

**App ID:** F3398.

**Role:** AR Accountant, AP Accountant, GL Accountant, Master Account

| **Explanation** | **Screenshot** |
| --- | --- |
| 1. In the homepage, click on the app **“Manage Lockbox Batches”** on the Page **“Group GSP24SA04 Apps”** to check status Completed or Not Completed |  |
| 2. In the homepage, click on the app **“Reprocess LockBox Items”** on the Page **“Group GSP24SA04 Apps”** |  |
| 2. Open the app **“Reprocess LockBox Items”** and click **“Go”** to show the list of LockBox Items to reprocess.  Choose the item needed to be reprocessed. And click on **“>”** |  |
| 3. Choose the open item and click “**Clear**” |  |
| 5. The item is cleared successfully and the balance turns to “**0**” and click on Post to confirm |  |
| 6. The pop-up shows that noted the journal entry was posted successfully.  Continue to click on “**Display**” |  |
| 7. The detailed screen for more information to check, including the document number for **Bank Accounting** and **Subledger Accounting**. |  |
| 8. Click on Document number to display journal entries |  |
| 9. Back to **Manage Lockbox Batches** app to check status |  |

**STEP 6: Manage Customer Line Items**

**Purpose**: You can use this app for ad-hoc requests or recurring reports to easily find customer line items using a wide range of search criteria. For example, you can see all line items of a specific customer account or all unallocated payments for a specific company code at the end of a period.

To make your work more efficient, you can personalize the layout of the table, predefine recurring queries, and save your settings as variants.

In addition to displaying data, you can also take various actions such as setting a payment or dunning block. You can export the data to a file and collaborate with colleagues. The app also serves as a navigation target from other apps, allowing users to drill down into the customer line items.

**App Name**: Manage Customer Line Items

**App ID:** F0711

**Role:** AR Accountant, AP Accountant, GL Accountant, FI Accountant, Master Account

| **Explanation** | **Screenshot** |
| --- | --- |
| 1. In the homepage, click on the app **“Manage Customer Line Items”** on the Page **“Group GSP24SA04 Apps”** |  |
| 2. Open the app **“Manage Customer Line Items”** to show the fields to add. |  |
| 3. Type in the **Customer code** and click **“Go”** |  |
| 4. The list of Customer Line Items show up, you can check for the Customer code, company code, journal entry, etc,...  Users can display journal entries by clicking on Document Number.    Open items are the incomplete transaction such as invoice that has not been paid transaction such as invoice that has not been paid. |  |
| 5. You can check for multiple apps in the menu or click on the Customer code to view more information. |  |
| 5. The customer page shows up for more information. |  |
| 6. Scroll down to view the Bank Account and the Bank Key. |  |

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