Creating and Printing Customer Invoices

FB70 – Create Customer Invoice – FB70 app.

KSB1 – Check Invoice Details KSB1 app.

ZINVOICE_STATUS – Check Invoice Status app.

FB12 – Correspondence Request FB12 app.

F.61 – Print/Email Request F.61 app.

This guidance shows how to use the FB70, KSB1, ZINVOICE_STATUS FB12 and F.61 apps from your Fiori Dashboard to create, check, email directly / print a Customer Invoice in SAP Fiori.

Content:

Section 1 - Introduction

Customer invoices must only be created to recover **external** debt. Charges between schools or other Derbyshire County Council departments should be made via the creation of a Negotiated Journal which is covered in separate course material.

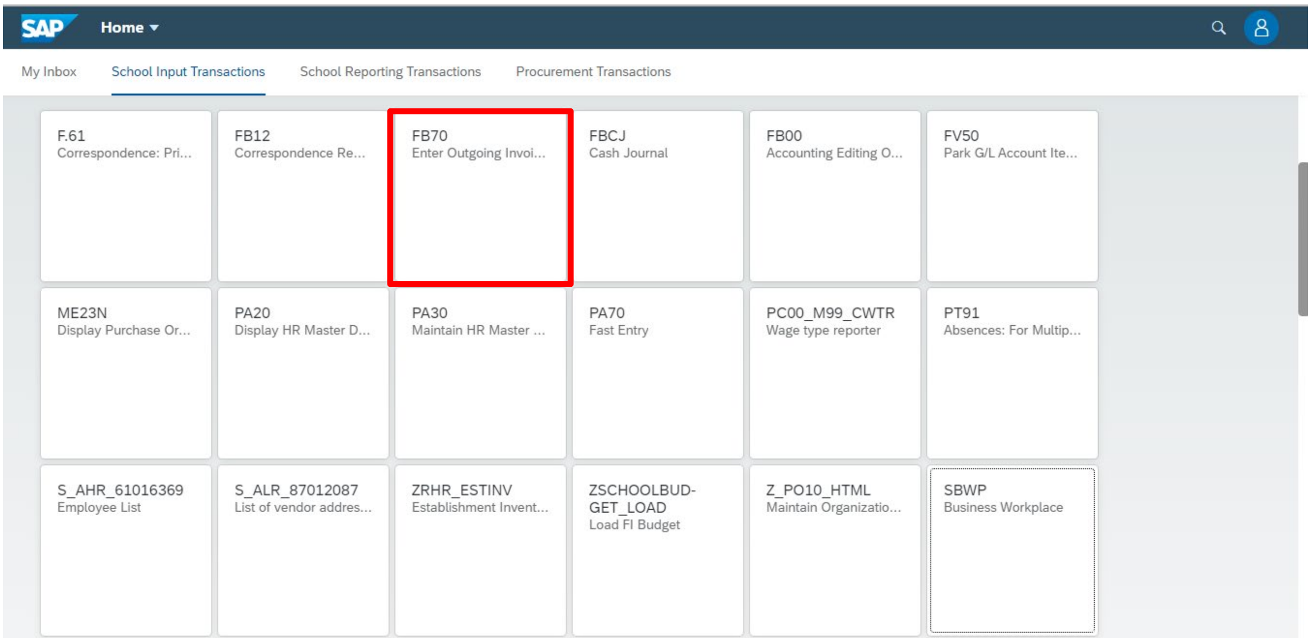
Monies from customer invoices raised through SAP Fiori will be added to your budget immediately and Derbyshire County Council may pursue them if they remain unpaid. Customer invoices for less than £25 should **not** be raised.

Schools operating a local bank account and Academies operate outside Derbyshire's financial systems and should be treated as external organisations.

Invoices created for Customers with an email address on their Customer account will be emailed directly to them.

Section 2 - Creating an Invoice – FB70

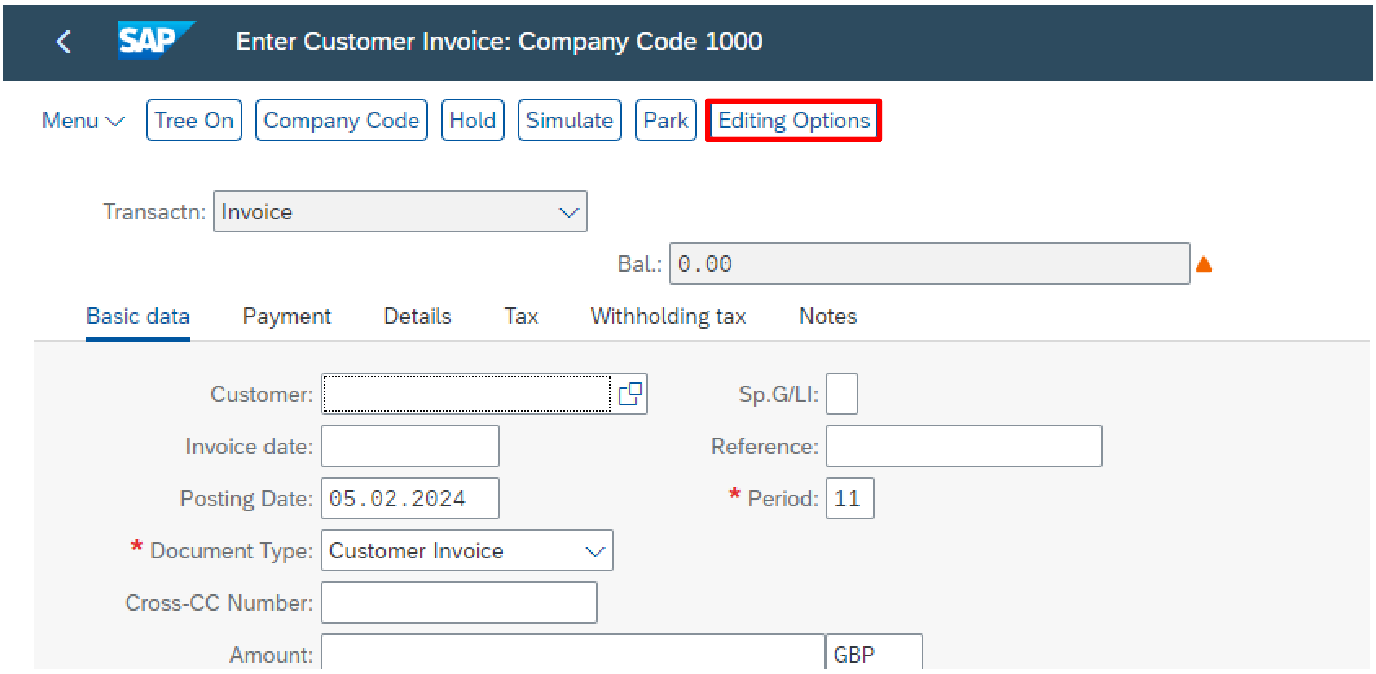
- Log into SAP Fiori.
- This loads the Fiori Dashboard.
- Click on the **FB70 Enter Outgoing Invoice app to log into FB70.**



You are now in the **FB70 Enter Outgoing Invoice** screen.

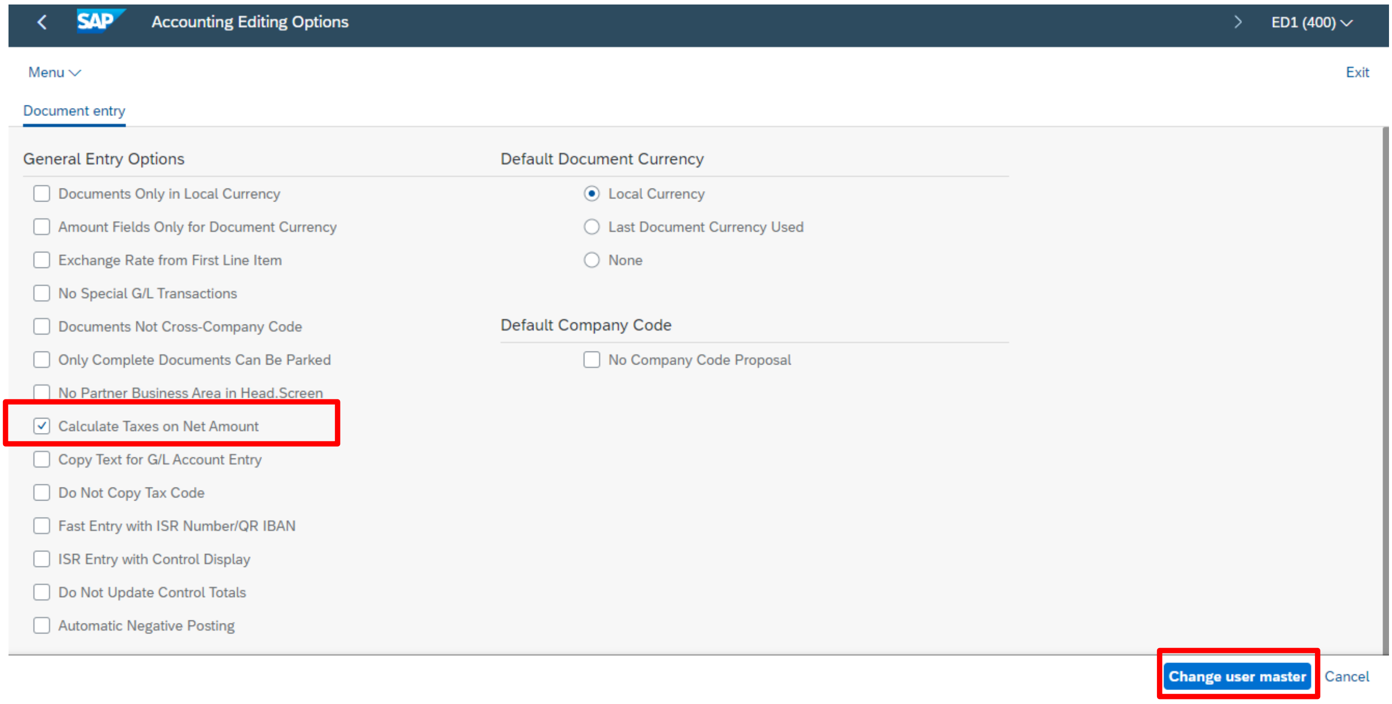
The first time you create an invoice you <u>will</u> need to change some settings (you only need to do this once).

- Double click on **Editing Options** on the top menu bar.



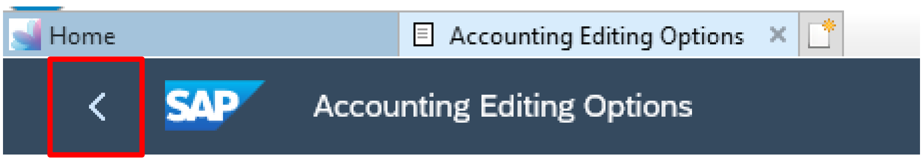
On the following screen:

- Tick **Calculate taxes on net amount.**
- Click **Change user master** button on bottom right of screen to save the change.



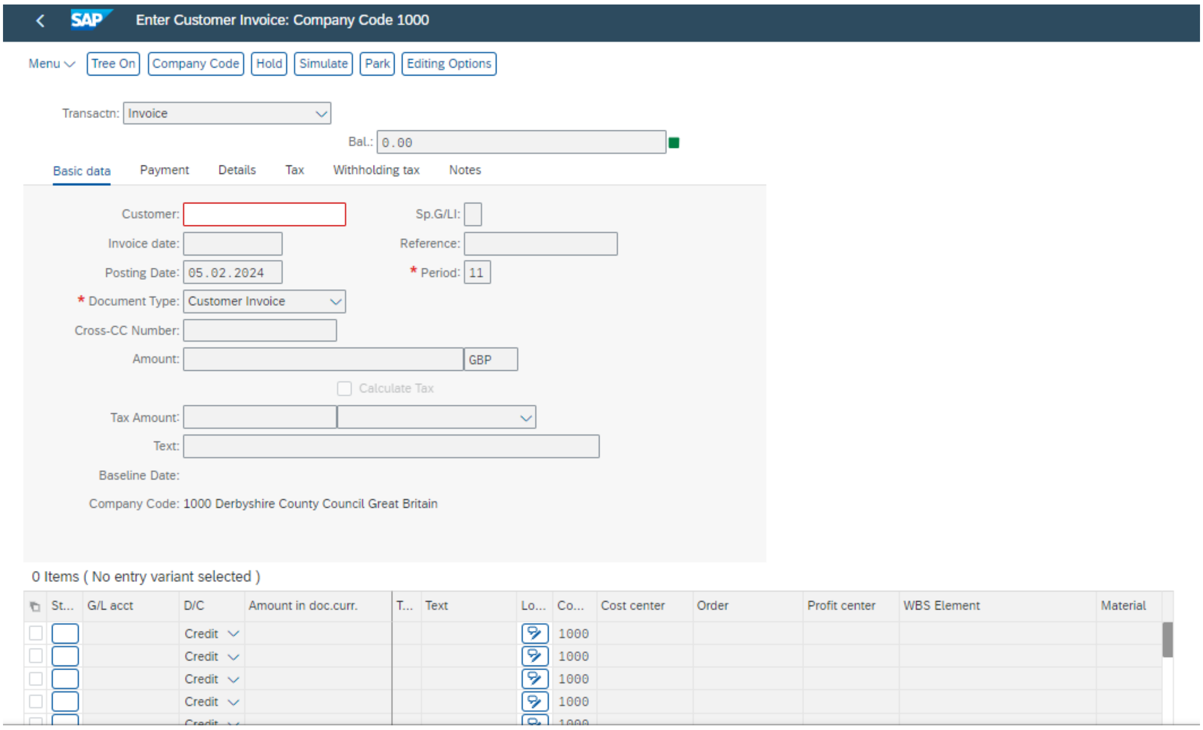
A system message will appear in bottom left of screen.

- Click on back arrow on top left to return to Customer Invoice screen.

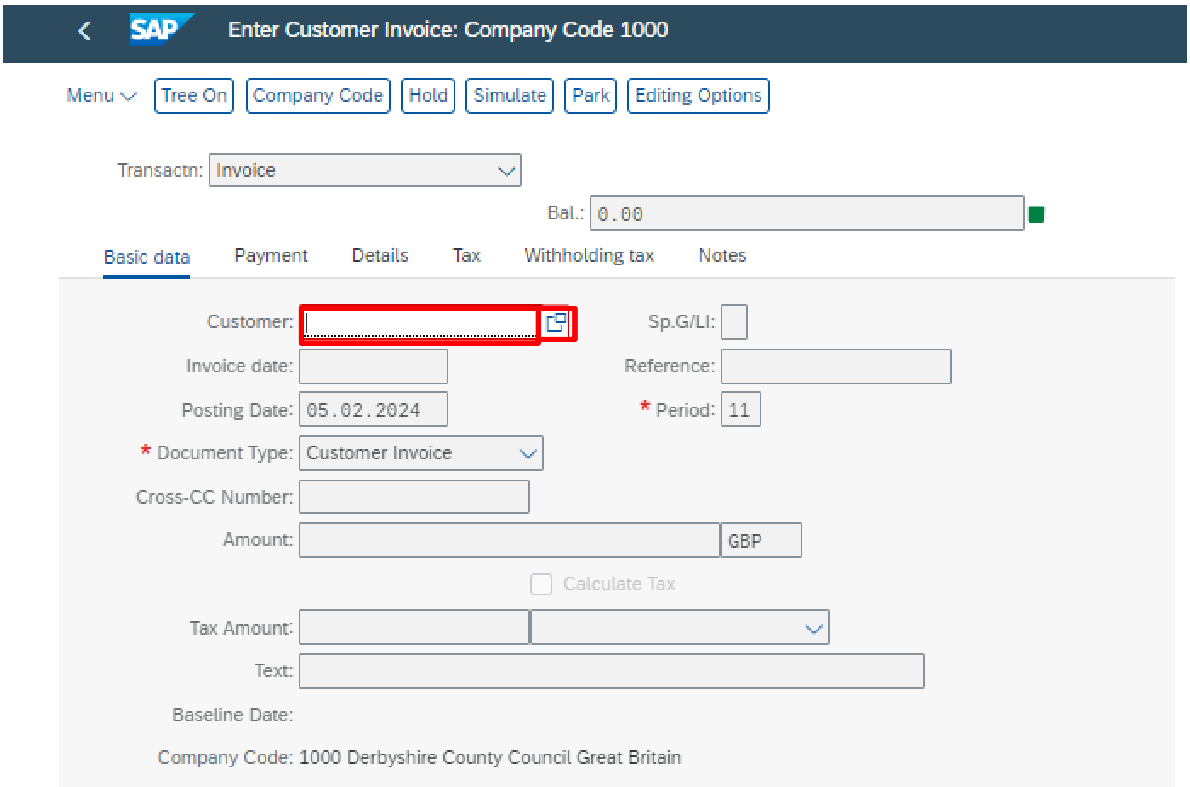


The Customer Invoice screen is divided into two halves:

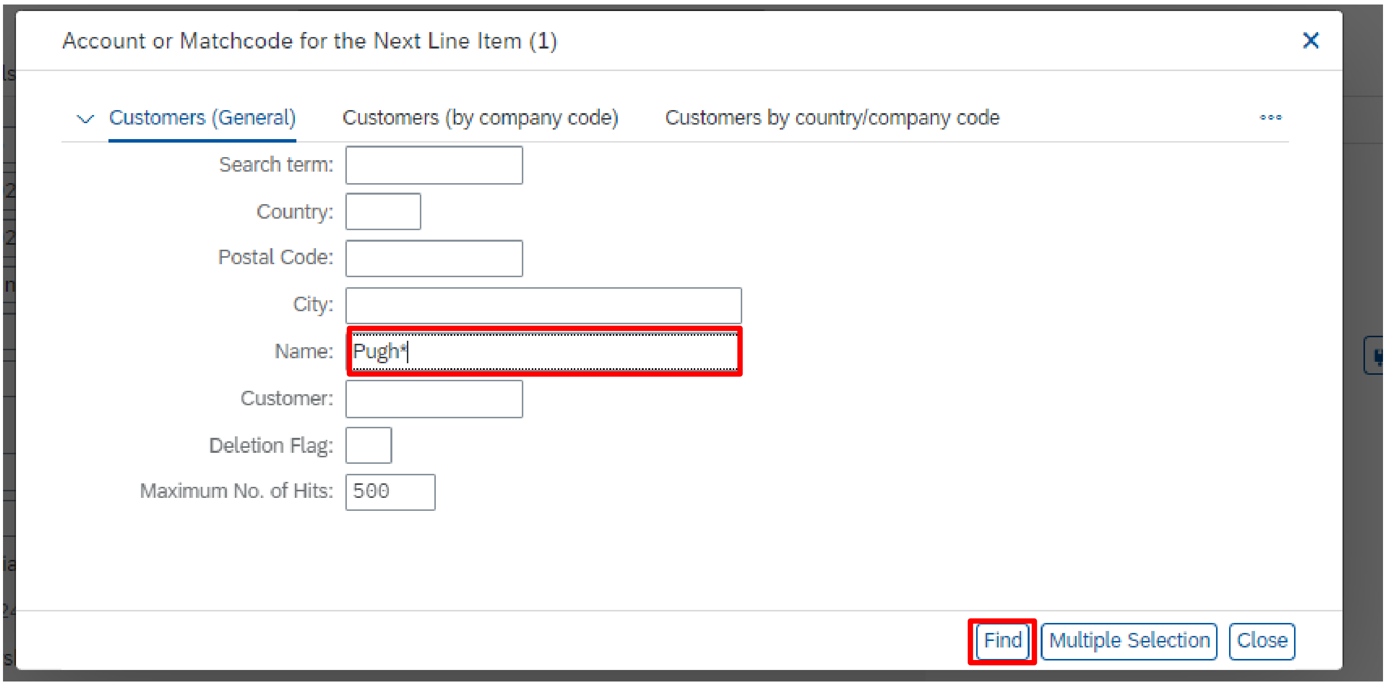
- The top half relates to the Header Data.
- The bottom half is where the invoice items are entered.



- Type in the Customer account number in the '**Customer'** box if you know it or search.
- To search for a Customer, click in the box and the 'Search Square' icon will appear, click on it.

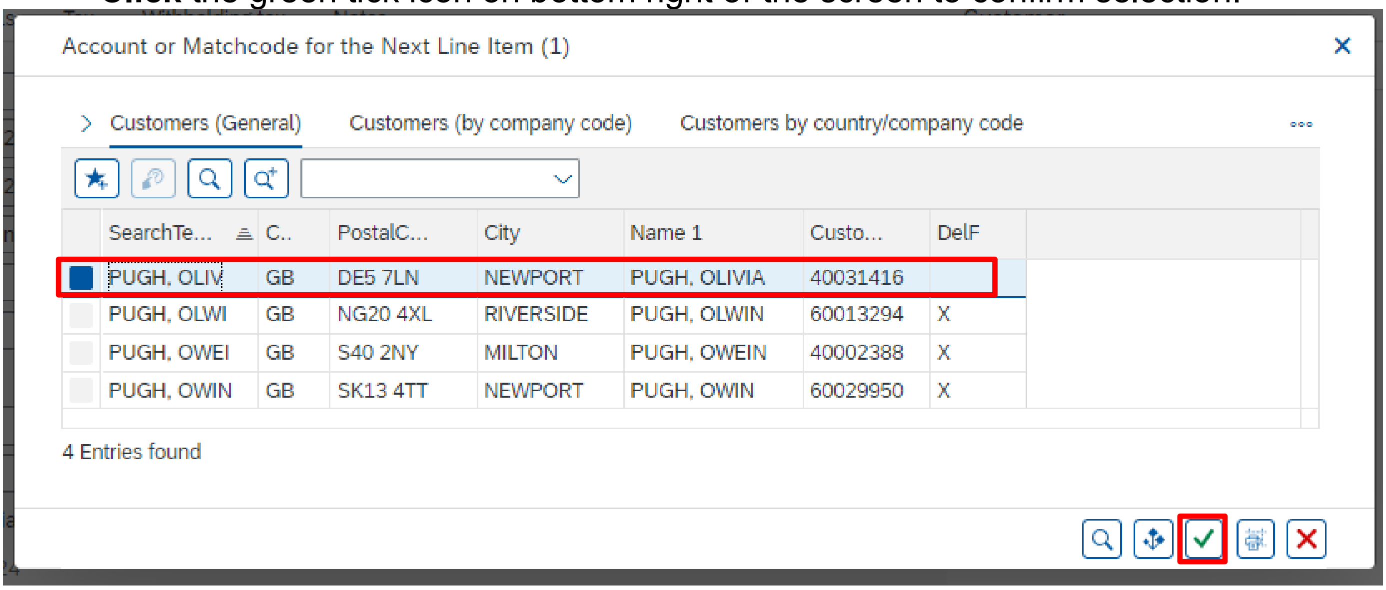


- In **Search Term** <u>or</u> **Name** type the customer’s name, followed by * (e.g. Pugh* to search for Pugh Olivia).
- Click on Find button to start search.

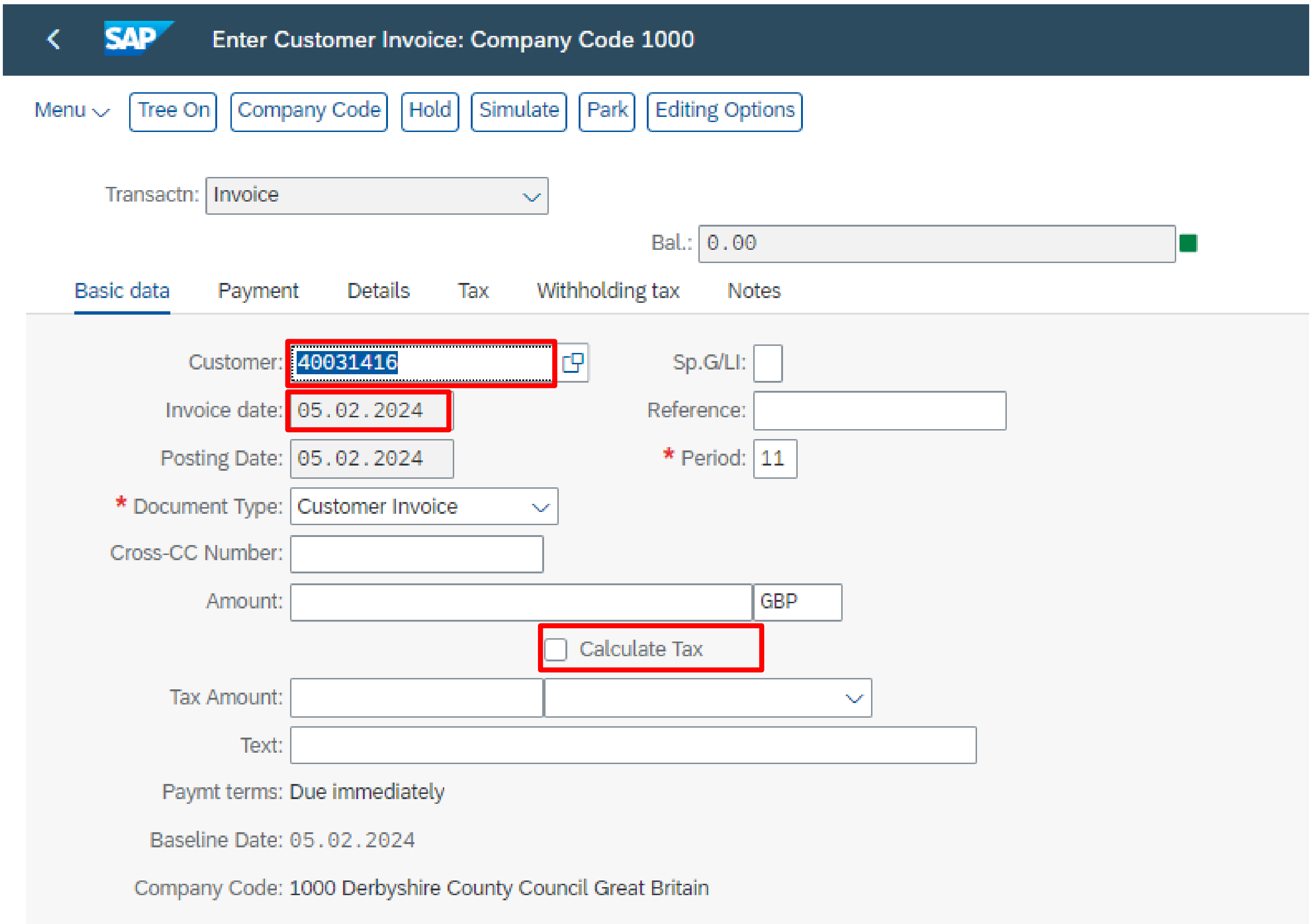


Tip: - If the name contains the letters, but does not start with them, put a * at either end of the letters typed - e.g., *Abbott*, *Pugh*.
Note: Search criteria fields are **NOT** case sensitive.

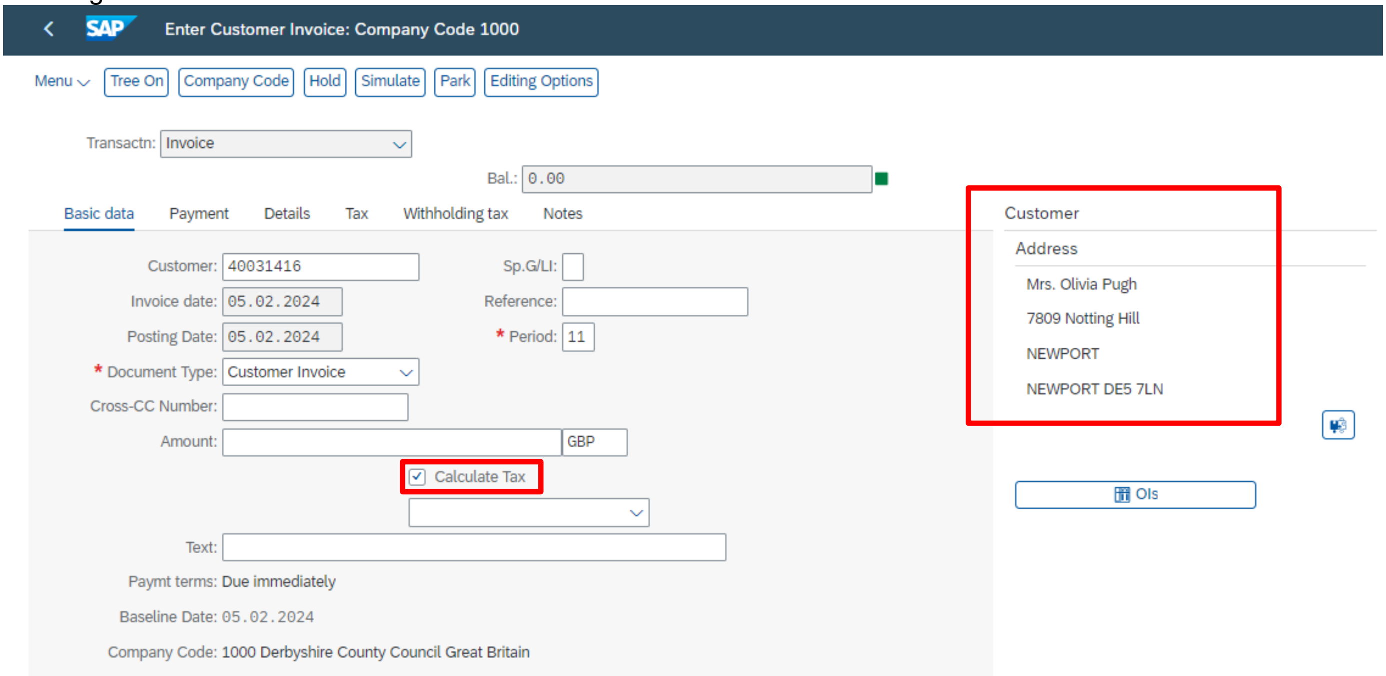
- **Click** on the square button to highlight the required customer.
- **Click** the green tick icon on bottom right of the screen to confirm selection.



- Type in the **Invoice date** (always today's date) in the format dd.mm.yyyy
- Tick **Calculate tax** box.



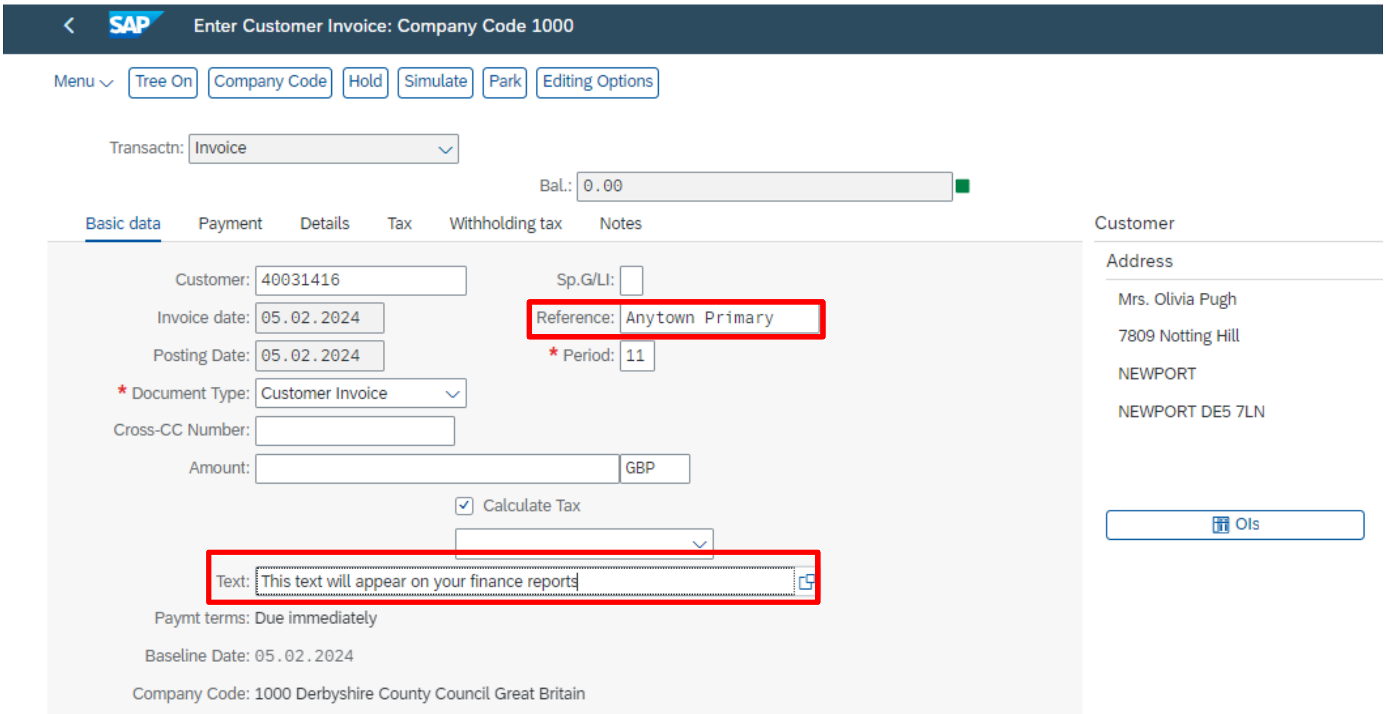
- The screen will refresh displaying the customer address details on the right of the screen.
- Check you have selected the correct customer.
- If the customer is incorrect return to the search.



Note: If the required Customer does not exist or the address needs to be changed please complete and submit the Customer Master Data Form **MD6** to the Master Data Team.

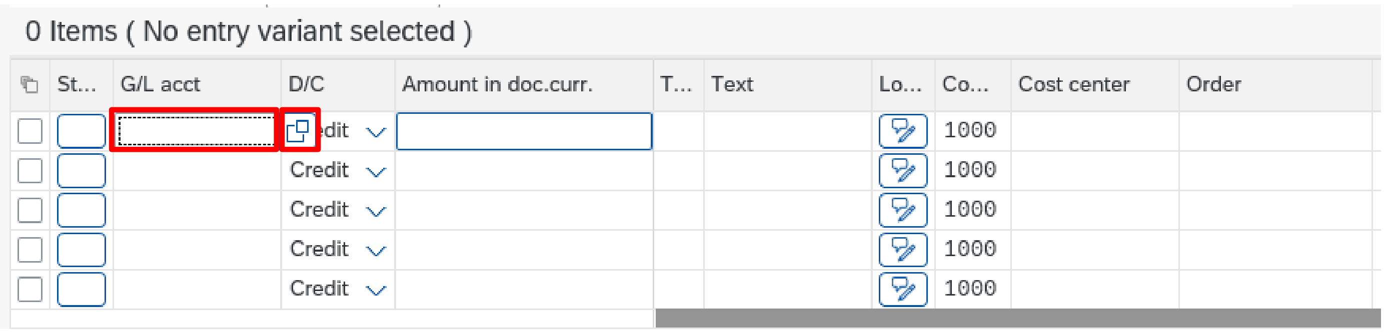
- **DO NOT** complete the **Amount** box at this stage

- Add a **Reference** (this will appear on the actual invoice, maximum of 16 characters) this will always appear in UPPERCASE.
- Add **Text** This will appear on your finance reports **not** on the printed invoice (maximum of 50 characters).



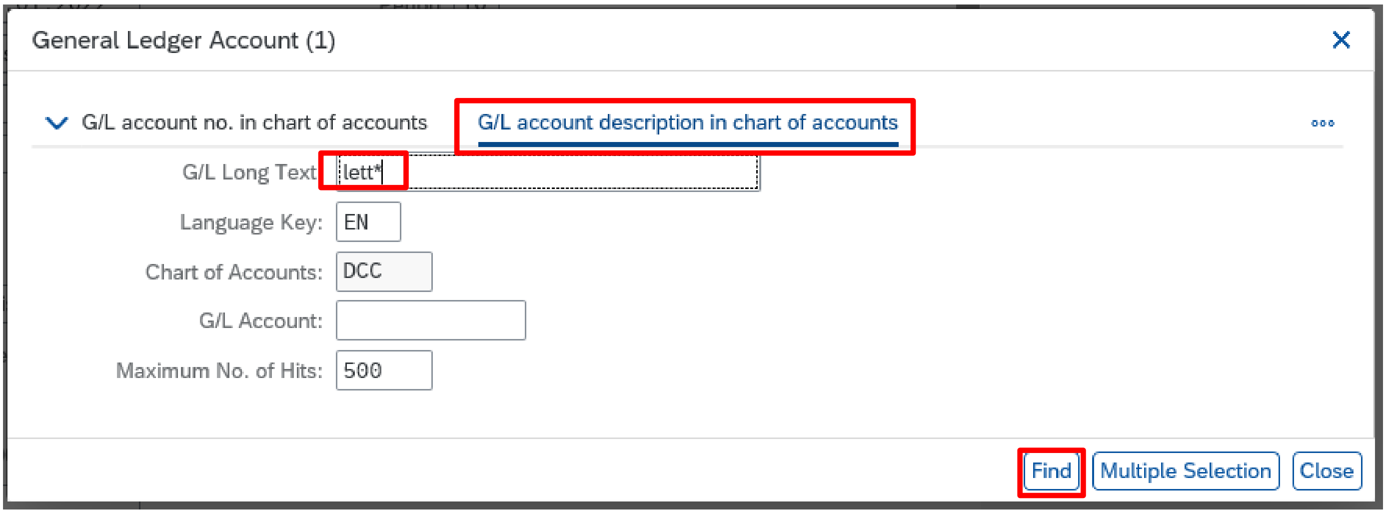
Now add the details of the invoice in the lower half of the screen

- Enter the **G/L Code** – this must be an income code, starting with a 2.
- If you do not know the code, you will need to search for it.
- To search for the **G/L code** click in the box and the 'Search Square' icon will appear click on it.

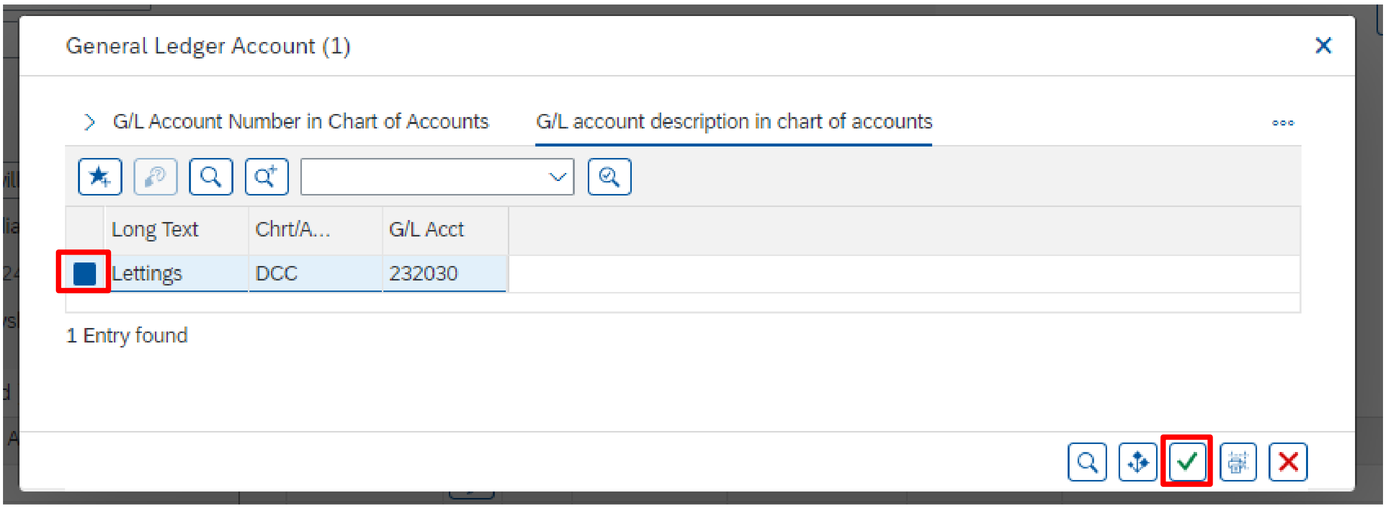


Ensure that the **G/L account description in chart of accounts** tab is chosen.

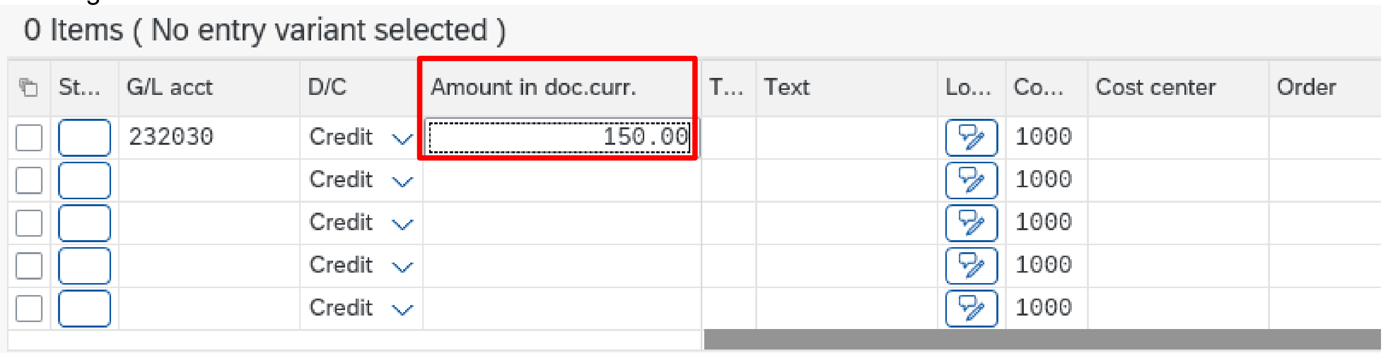
- Using '*' as a wild card as before, type into the **G/L long text** box e.g., lett*.
- **Click** on **Find** button in bottom right to start search.



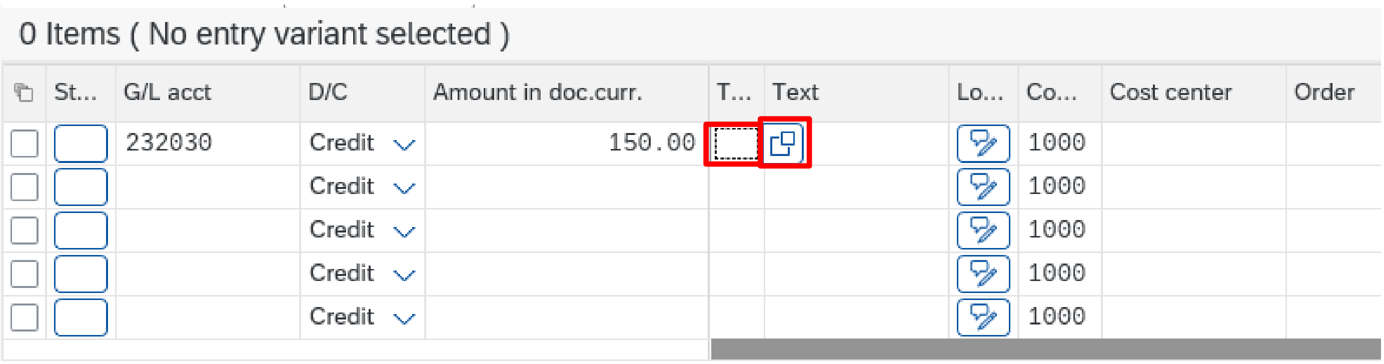
- **Click** on square button to highlight required entry, then **click** on green tick icon in bottom left of the screen to confirm selection.



- Enter the **<u>net</u> amount** of the item – do **NOT** include VAT.

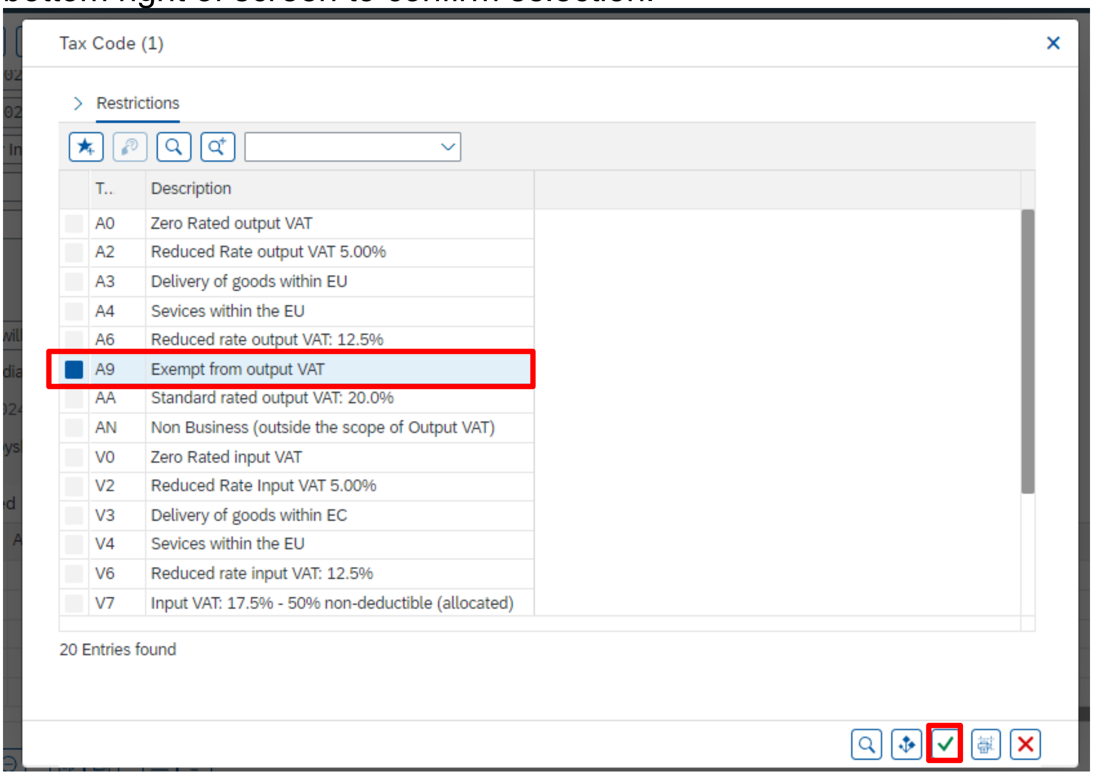


- Click in the **T… (tax column)** and enter the **VAT code** if known.
- To search for a VAT Code, click in the box and the 'search Square' icon will appear – click on it.



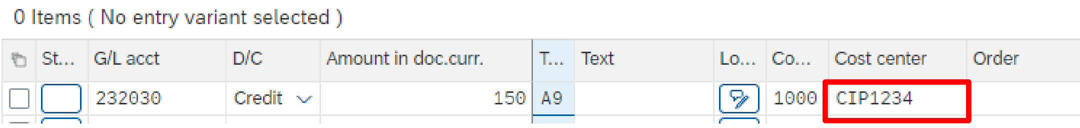
The following list will appear, you **must** use one of the following income VAT codes:

- **Click** on the square button to highlight the required code and click green tick icon in bottom right of screen to confirm selection.



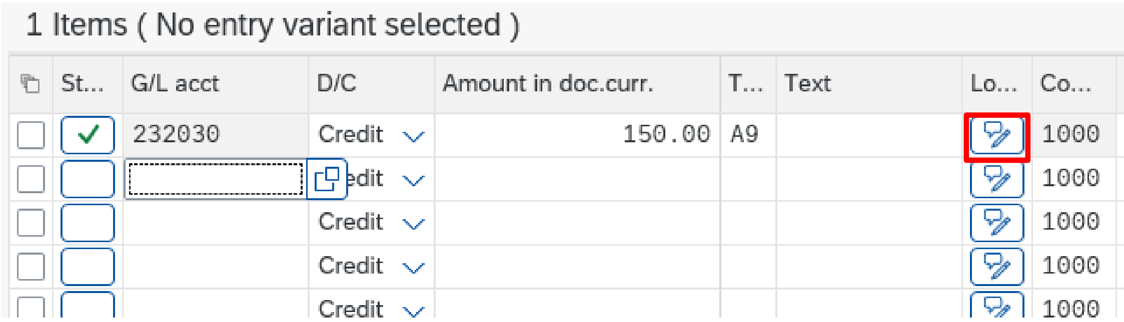
Note - If you are unsure which is the correct VAT code to use, or if VAT should be charged, please contact the DCC Technical Accountancy Team on v.at@derbyshire.gov.uk

- Enter your school's **Cost Centre** or **Statistical Internal Order (SIO)** number <u>but not both.</u>

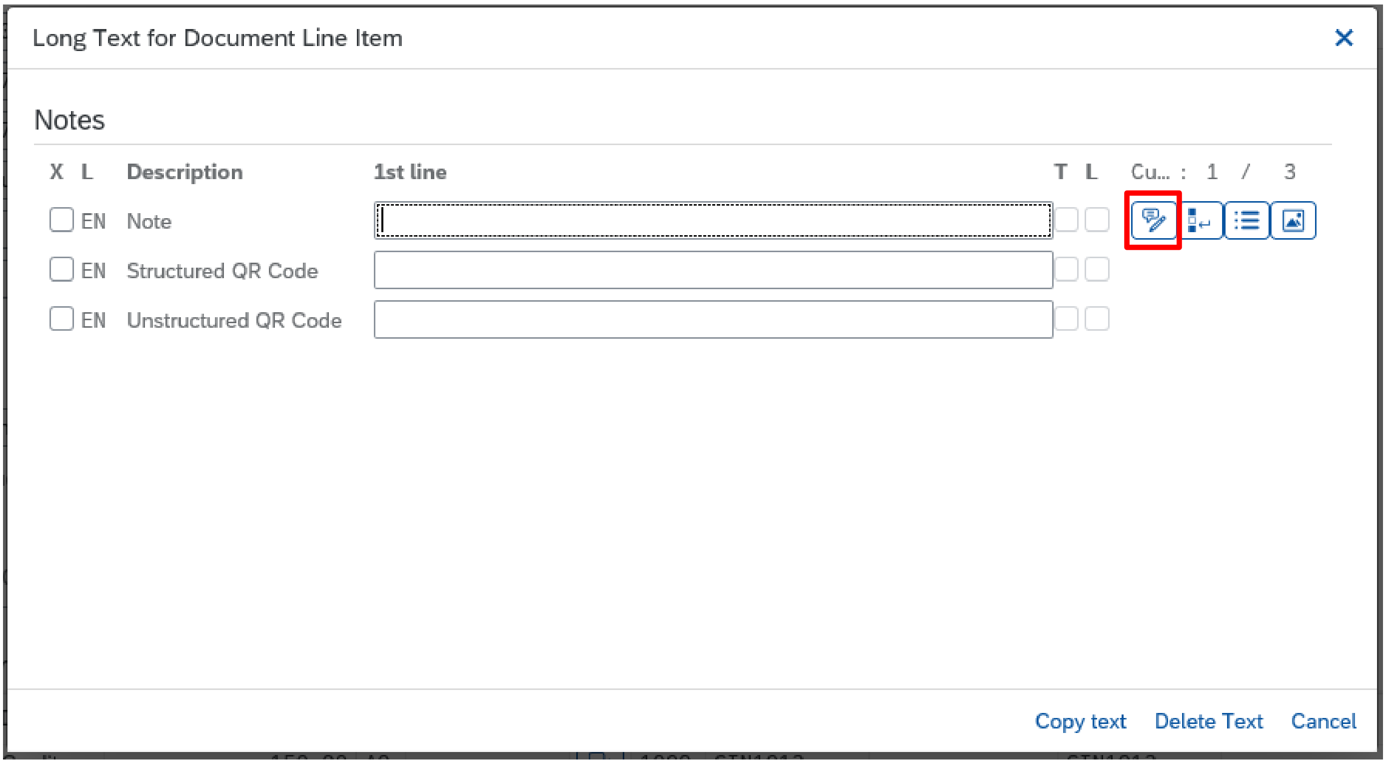


<u>Note</u> You <u>must</u> enter your Cost Centre/SIO **<u>before</u>** entering **Long Text.**

- **Click** on the **Long Text icon**

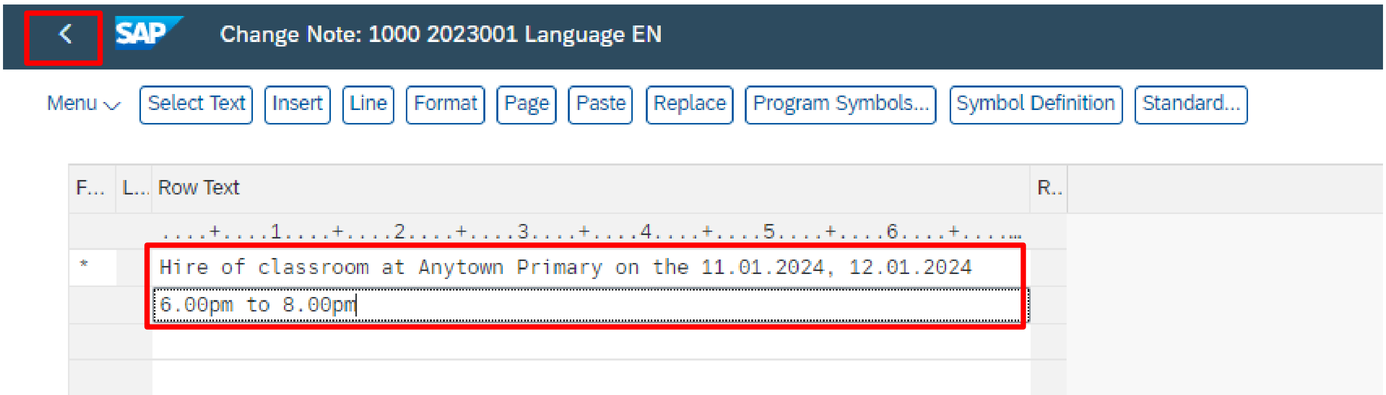


- In the following pop-up box click on the **Long Text** icon (again).



The following screen will appear: -

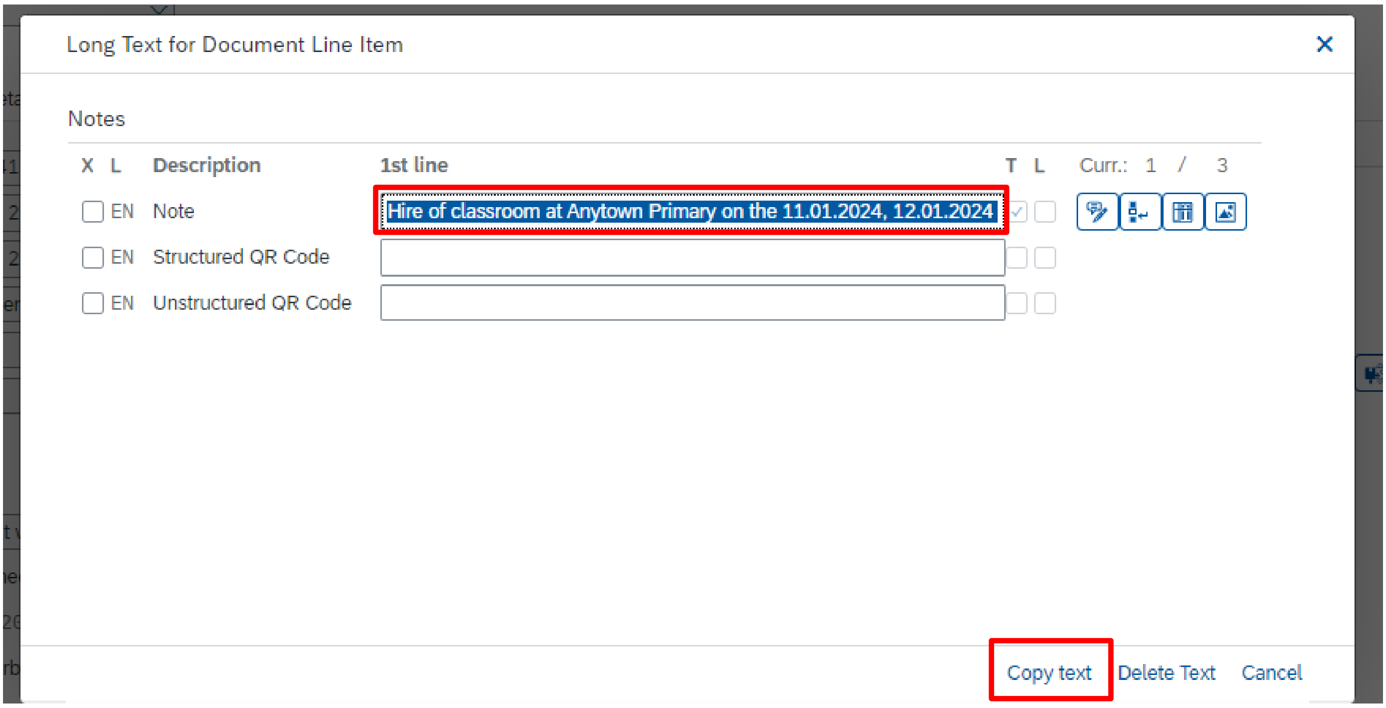
- Enter text as appropriate – at the end of each line click onto the following line.
- Make sure you include the name of your school in the text, so that the customer knows who the invoice is from.
- Click **Back** arrow on top left **(this will save your invoice text).**



You are returned to the pop-up box and the first line of your text is visible.

- **Click** on **Copy Text** in bottom right to continue.

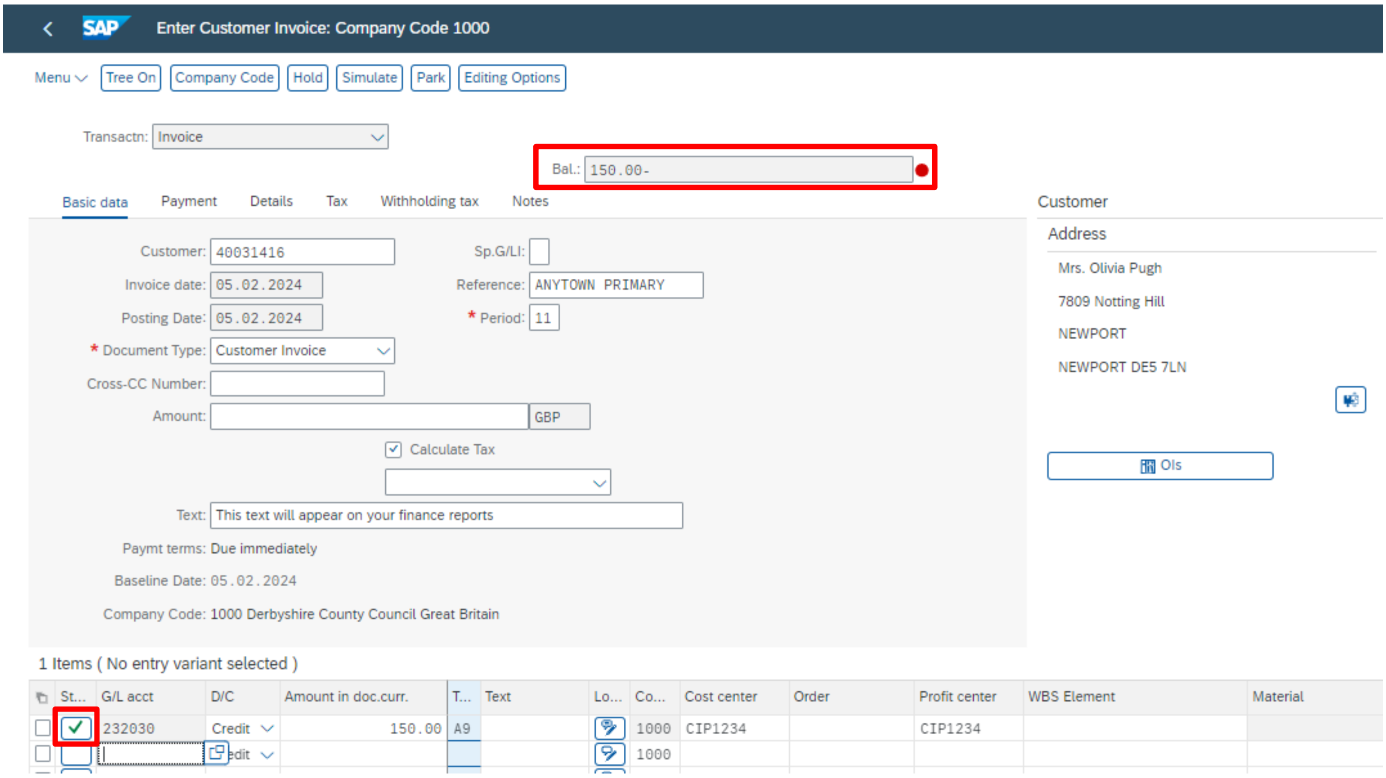
Occasionally SAP may move your text down one line leaving the top line blank, in which case no text will appear in the box, however your text will have been saved.



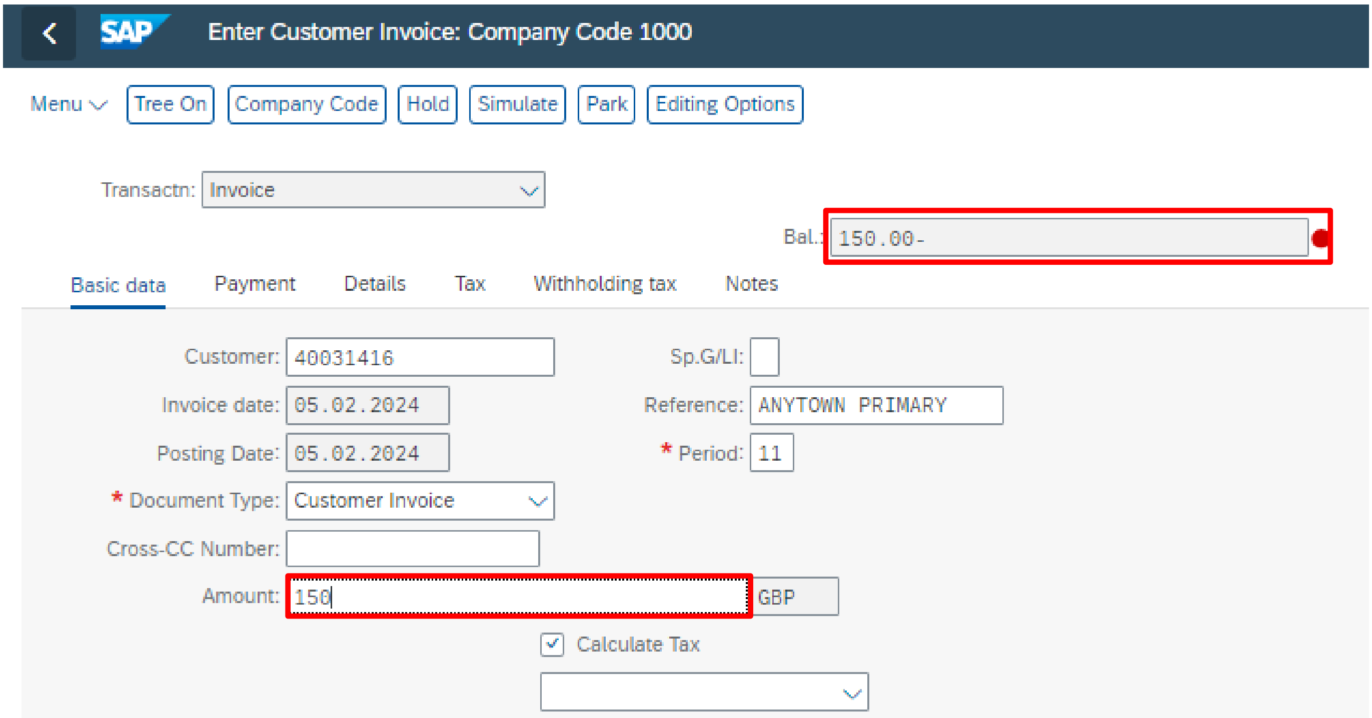
Tip

Repeat the above process to add more line items to the same invoice.

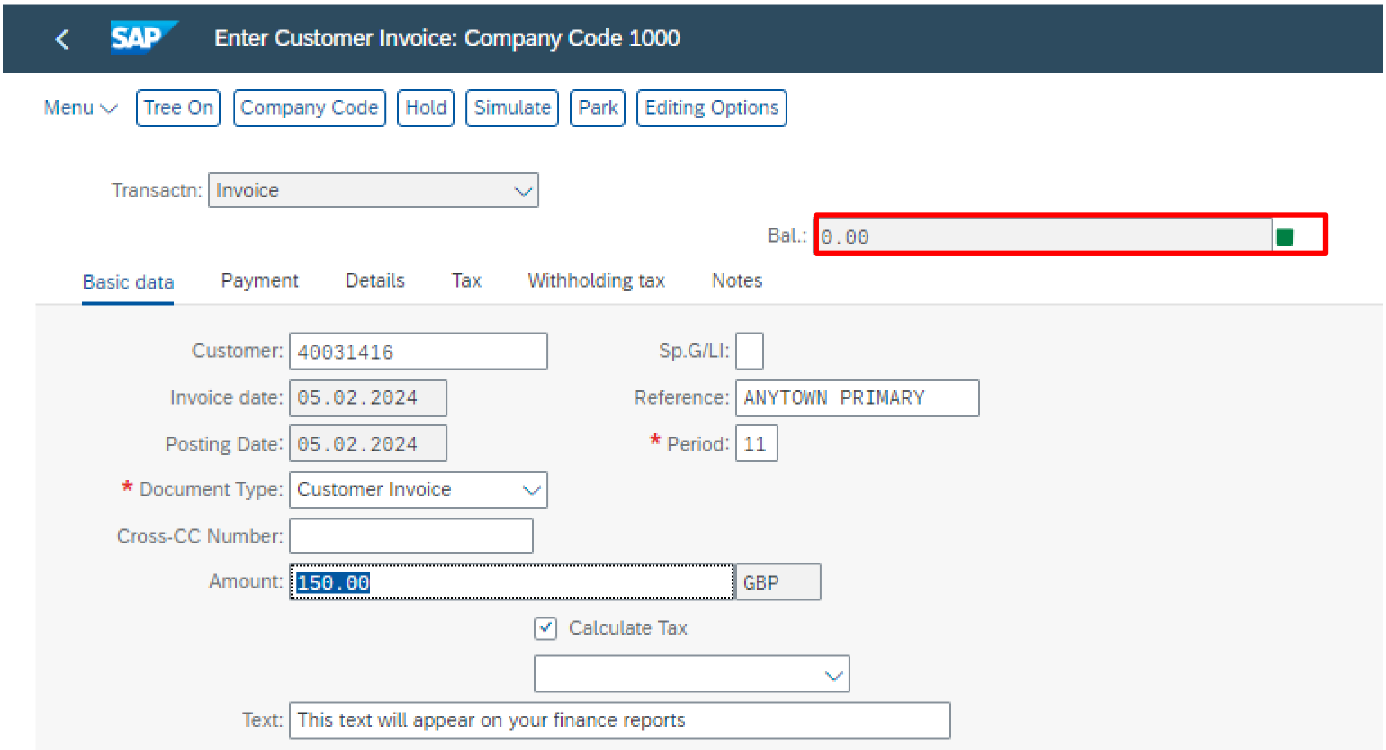
- When all entries have been added **check** that a green tick has appeared next to each line and that the balance has been calculated correctly. NB Any VAT will be added.



- Now **type** the total (gross amount) of the invoice in the Amount box on the top half of the screen – this should agree with the balance calculated.
- Press **Enter** on keyboard.



- The balance box on the right of the screen should now be zero and the ‘traffic light’ should be green.



- **Click** on ‘**Post’** button in bottom right of screen (to create the invoice).

The screen will be cleared for a new invoice to be input. **<u>Make a note</u>** of **<u>your invoice number (18********)</u>** which will appear **<u>in the bottom left of the screen</u>** (it is required for invoice printing).

- Invoice **<u>must</u>** be checked, then emailed or printed and sent out to the Customer on day of input.
- Please run KSB1 report to check Customer invoice details.
- Please complete transactions FB12 Request correspondence and F.61 Trigger for correspondence to print out the Customer invoice.

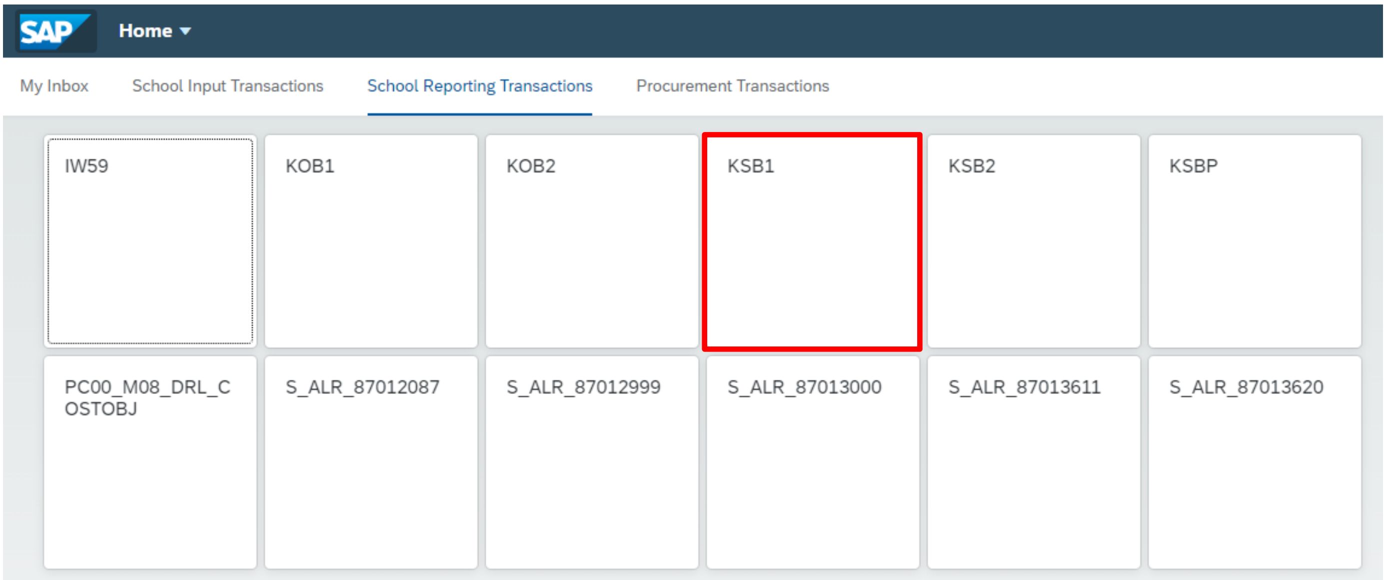
To **exit**, click on the grey cross in the top right corner of the screen.

Section 3 Checking Invoice details – KSB1

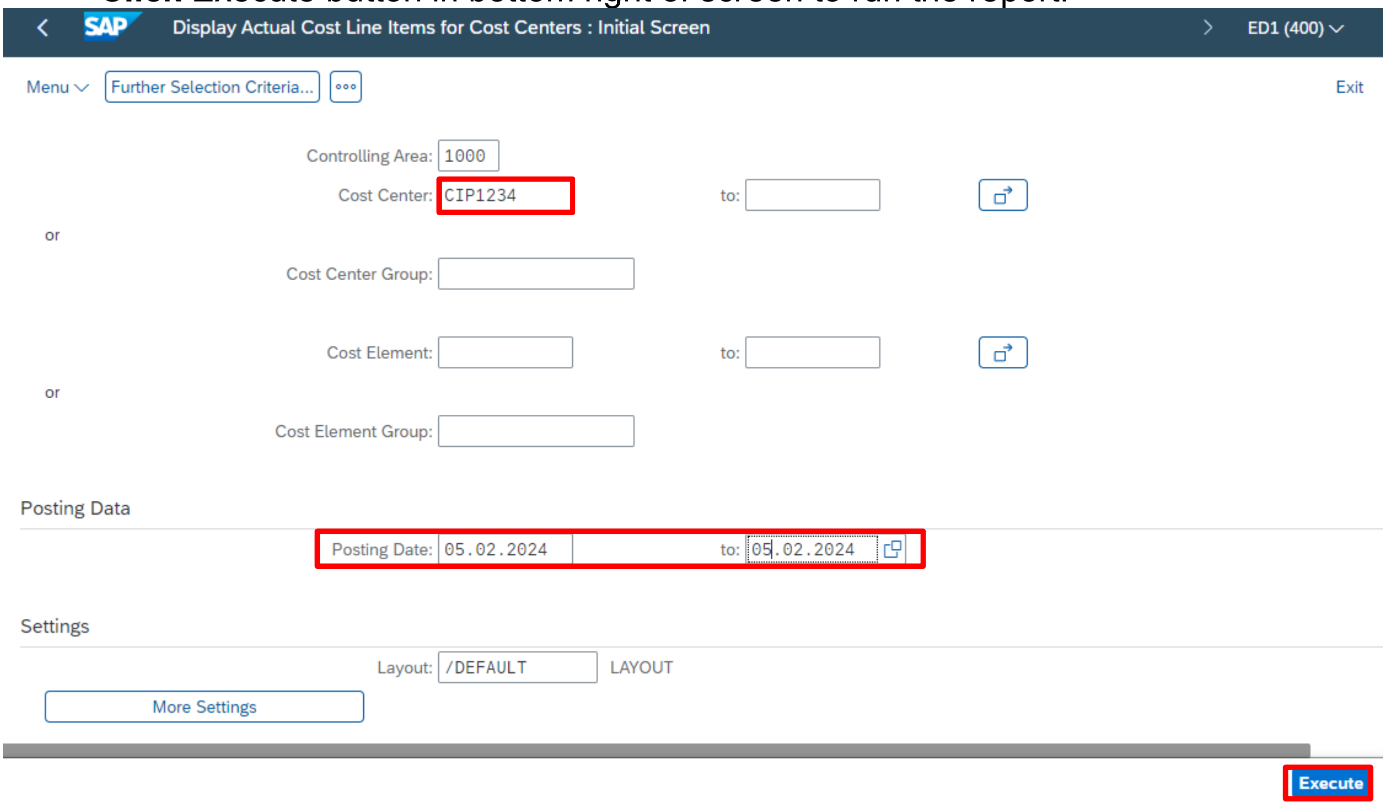
Display Actual Cost Line Items for Cost Centres.

Run the KSB1 report to check the invoice details are correct before it is emailed directly to the Customer **or** Printed and posted out to the Customer.

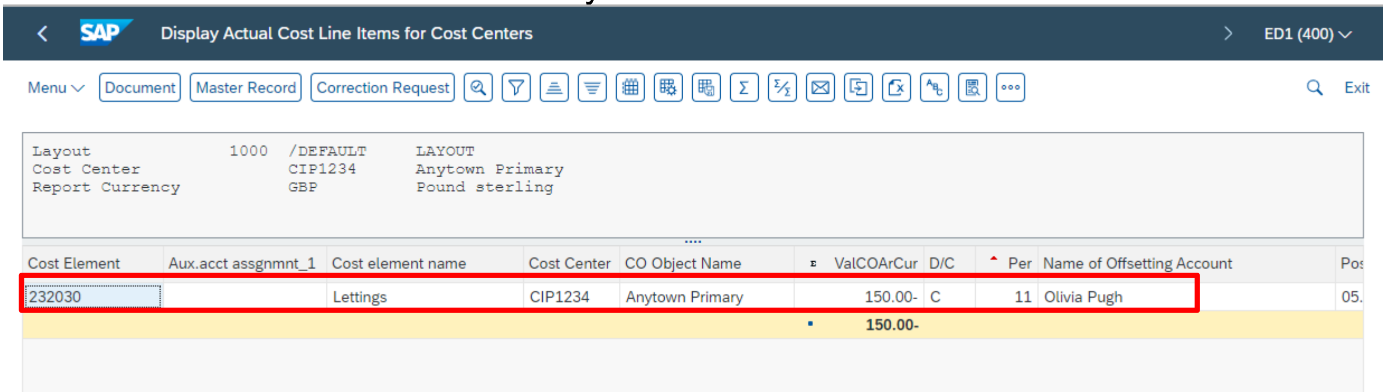
Click on the KSB1 report app on the Fiori Dashboard.



- **Enter** the Cost Centre.
- **Enter** the posting dates as today's date (invoice creation date).
- **Click** Execute button in bottom right of screen to run the report.



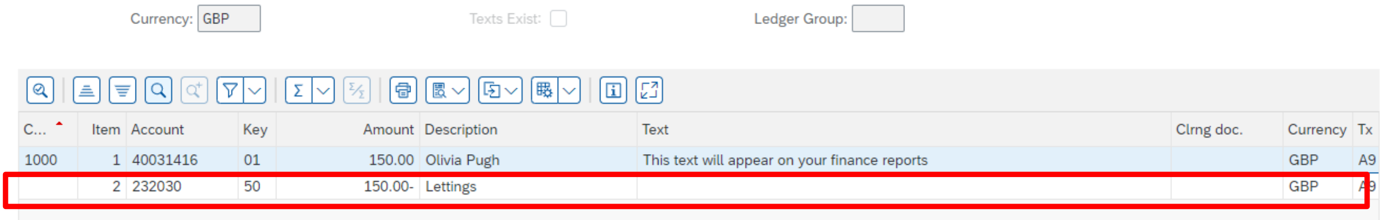
- Double click on invoice line entry.



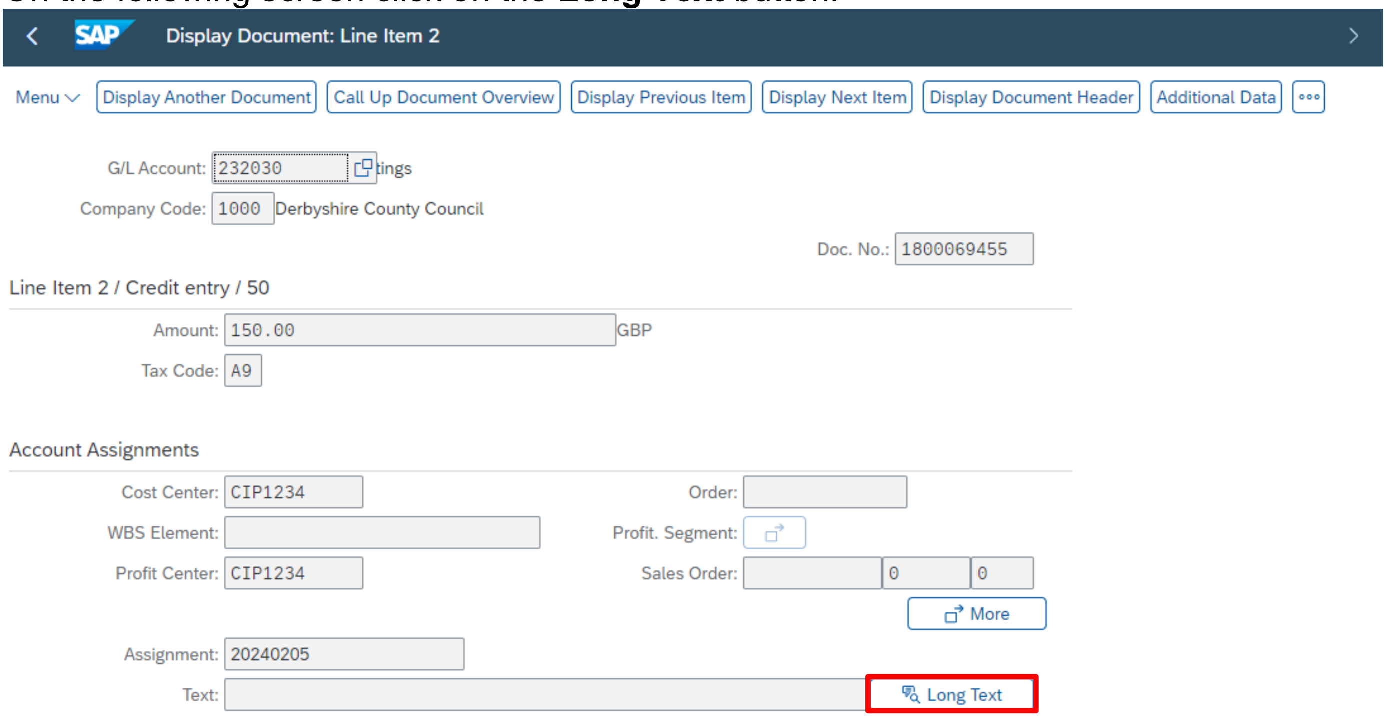
On the following screen check all the following invoice details: -

- Customer name
- Amount
- Tax Code
- Reference
- General ledger code

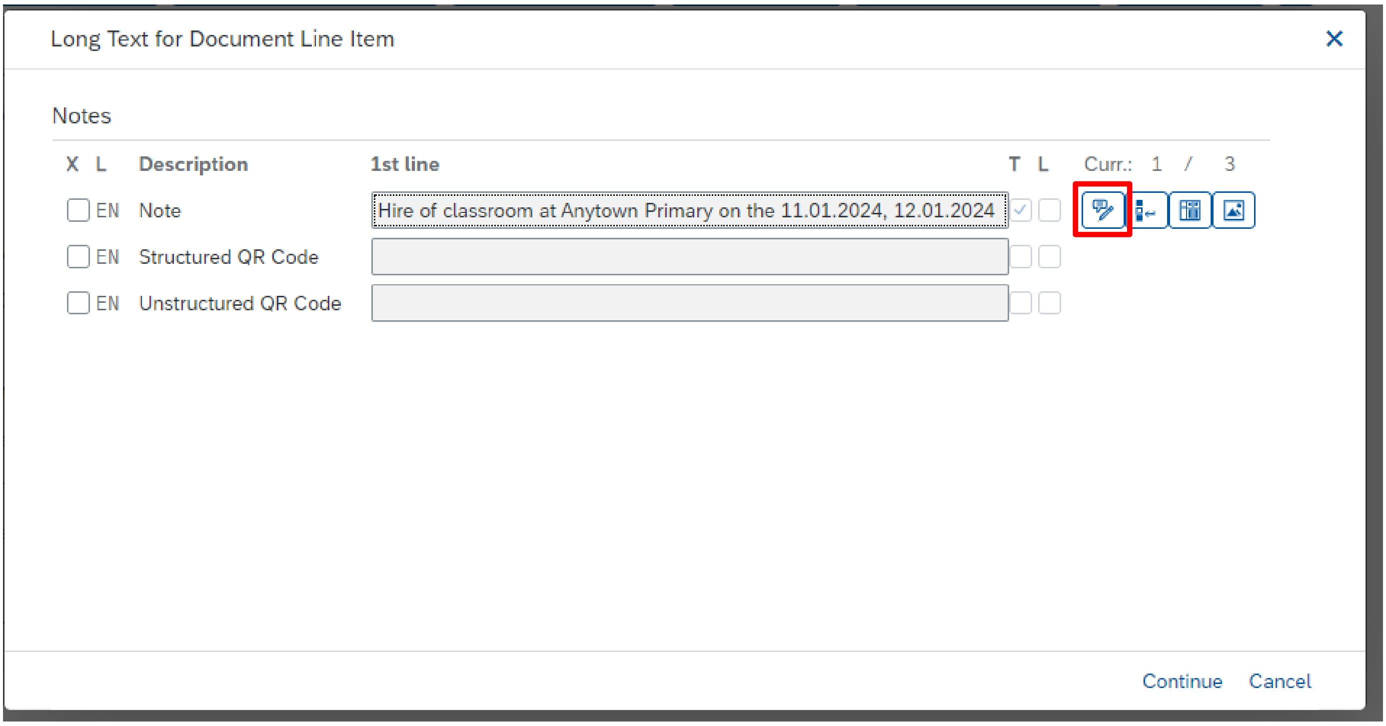
To check the actual invoice text double click on the second line:



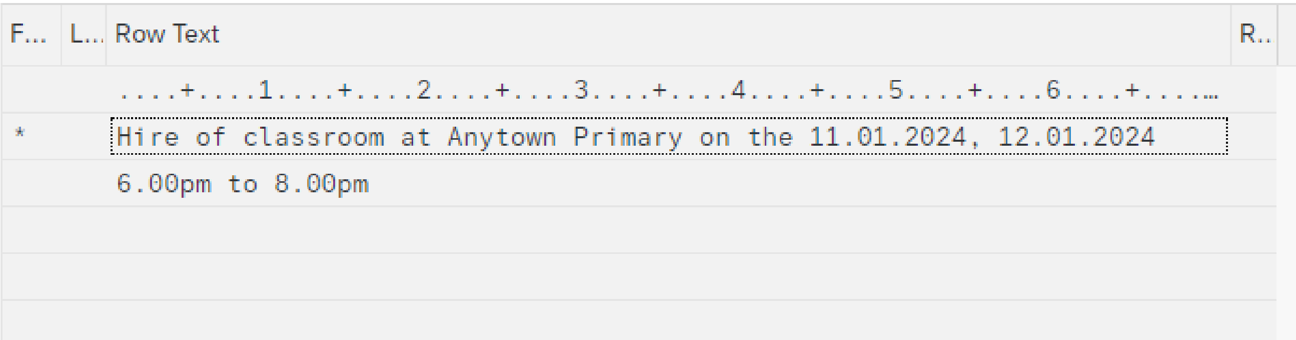
On the following screen click on the **Long Text** button:



In the following pop-up box **click** on the Long Text icon.

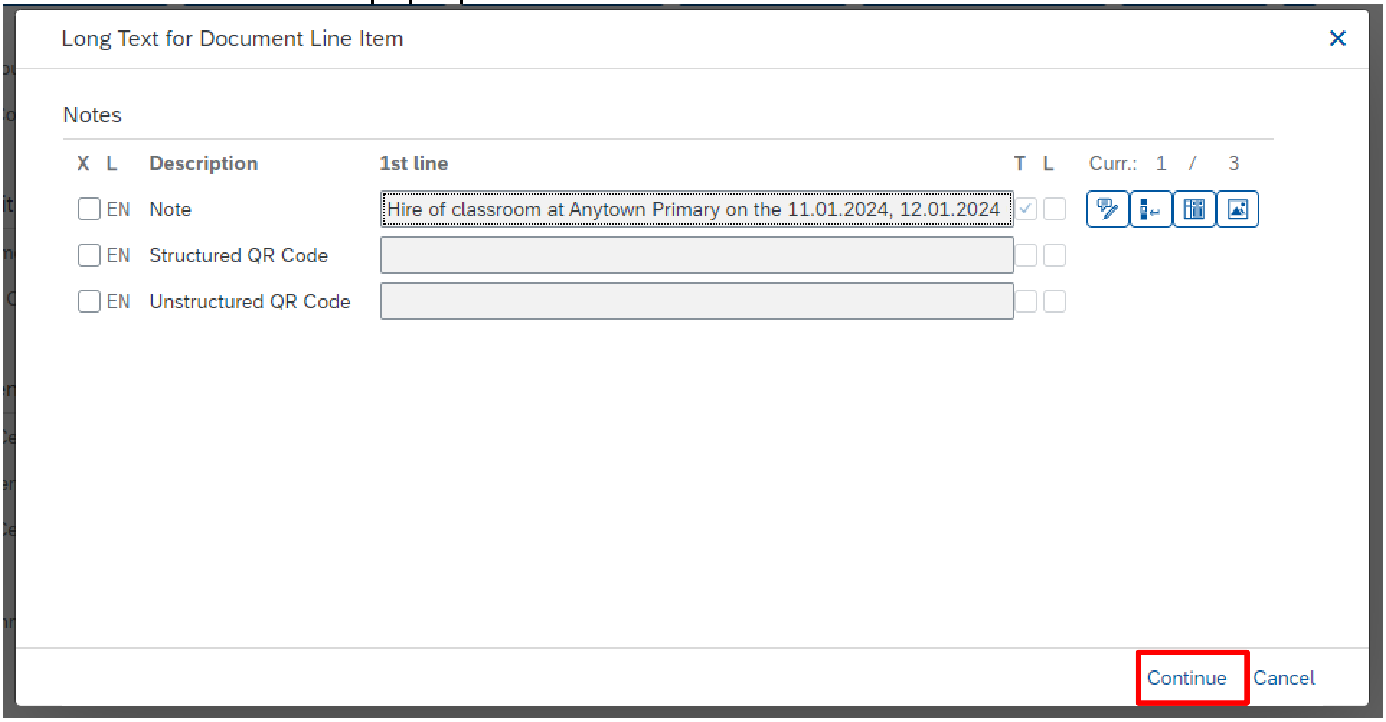


- The Invoice text details are displayed.

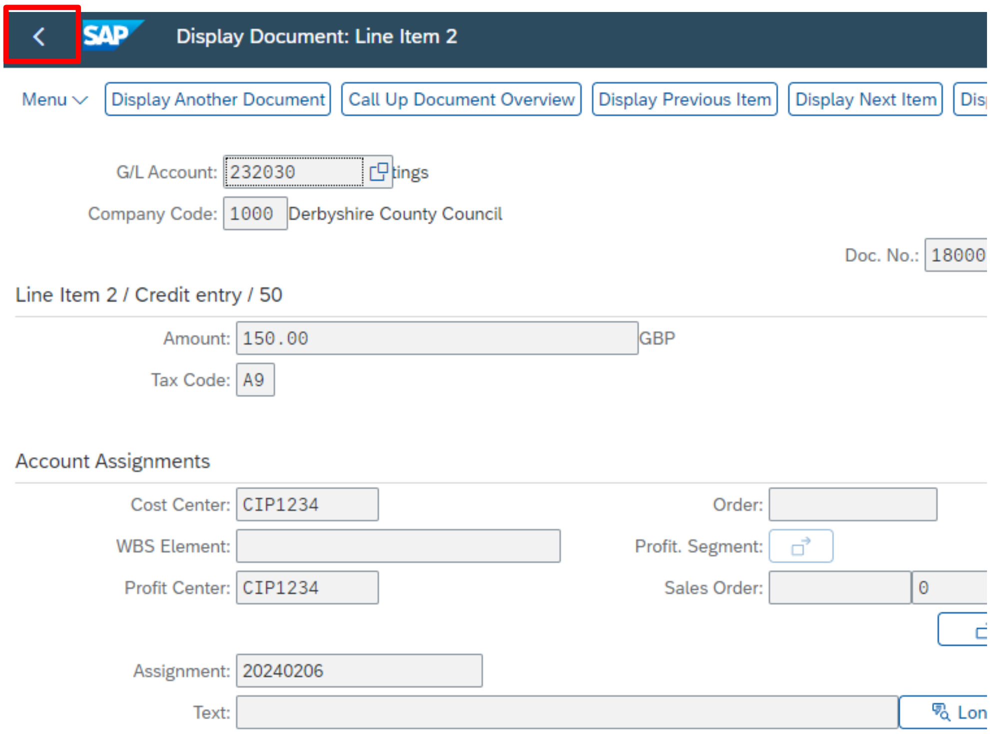


- To go back, click on the back arrow on the top left of the screen

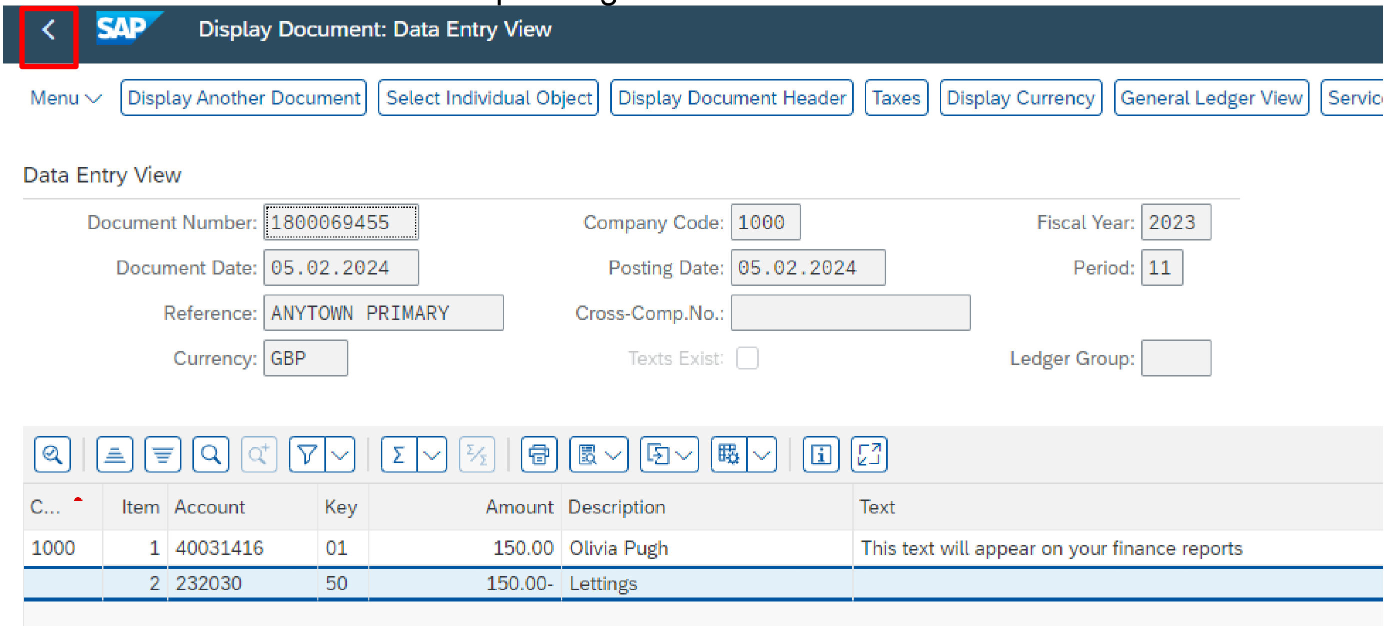
You are returned to the pop-up box click on **Continue.**



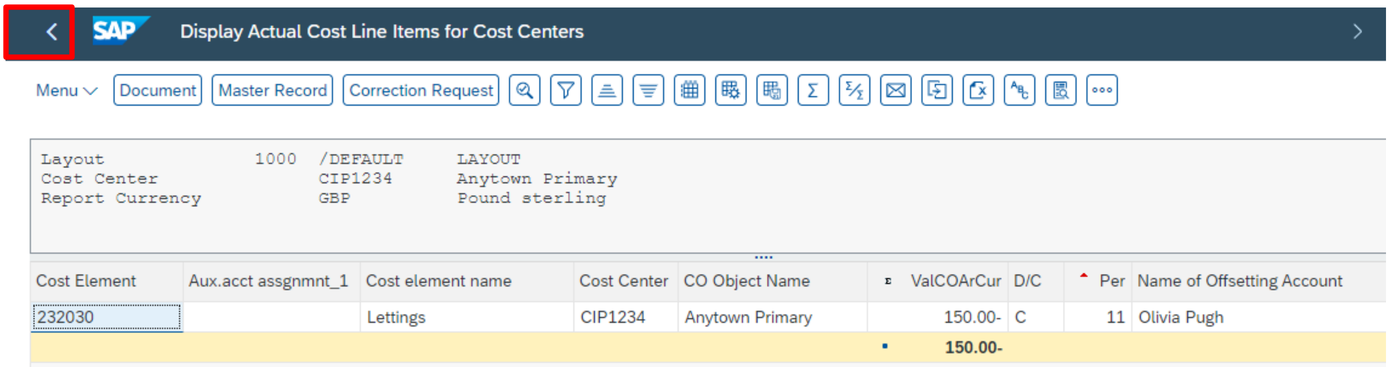
- You are returned to the **Display Document** screen.
- **Click** on back arrow on top left again.



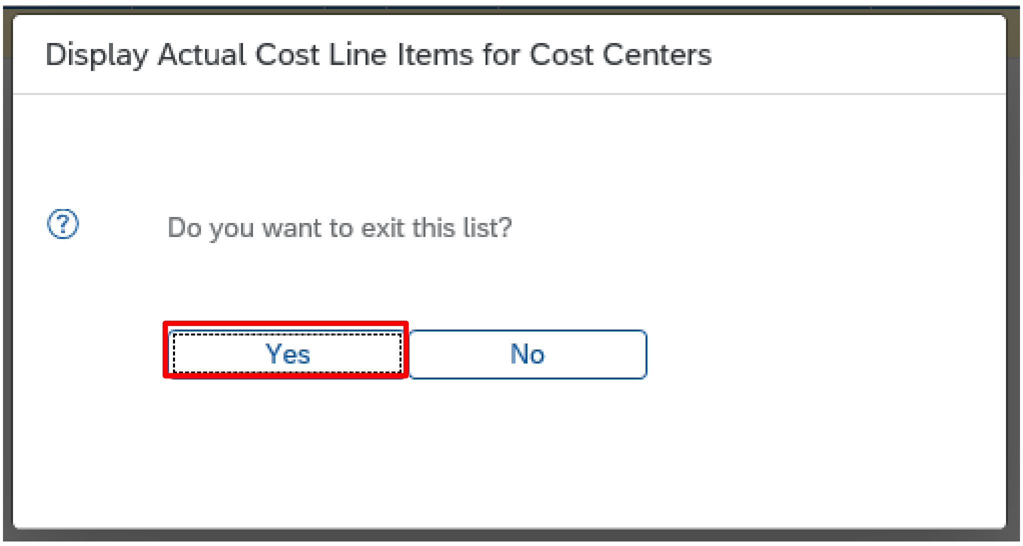
- Returned to Data Entry View screen.
- **Click** on back arrow on top left again.



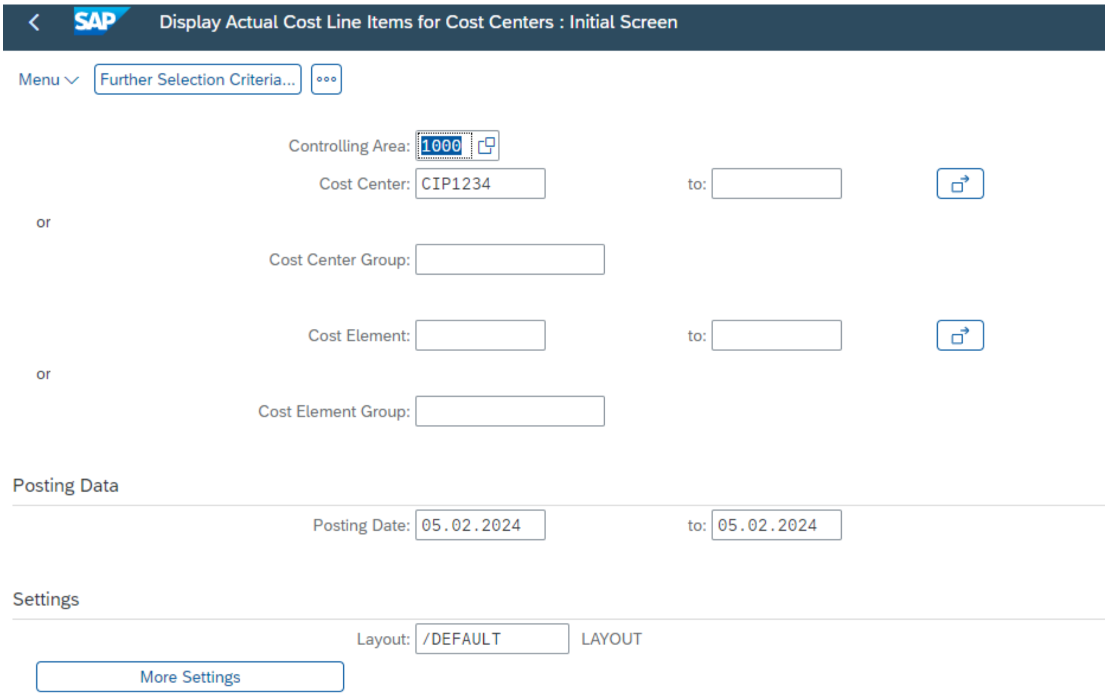
- Now returned to initial report screen.
- **Click** on back arrow.



In the following pop-up box **click** on **Yes** button.



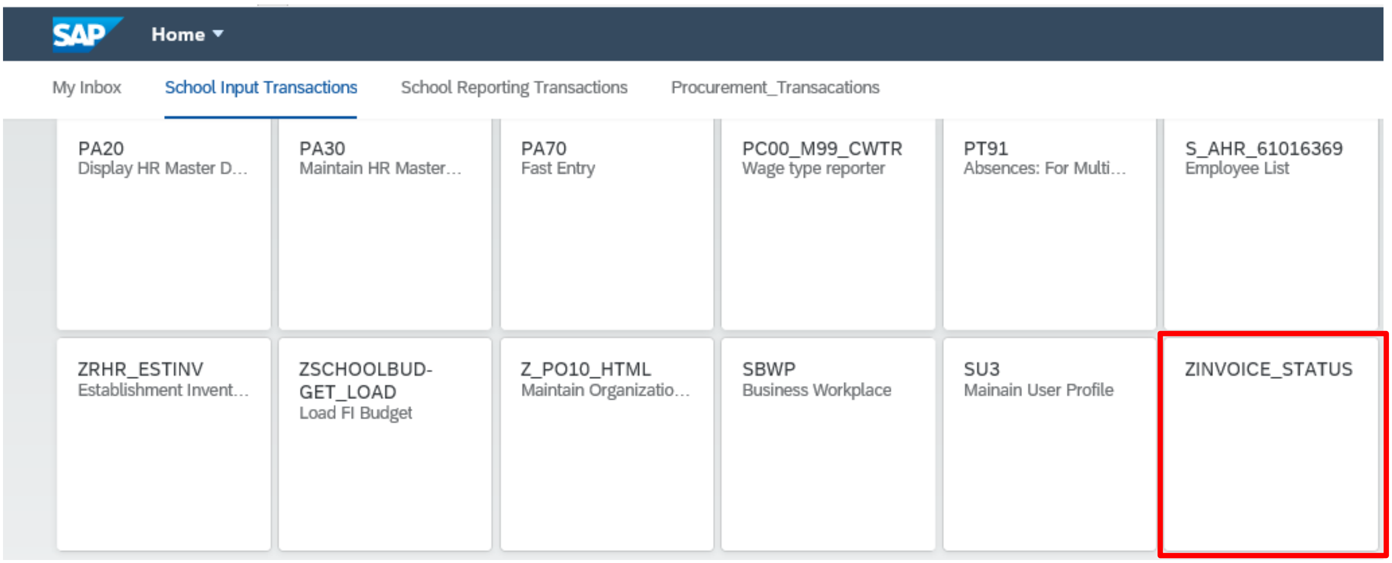
Returned to initial KSB1 entry screen.



To exit, click on the grey cross in the top right corner of the screen.

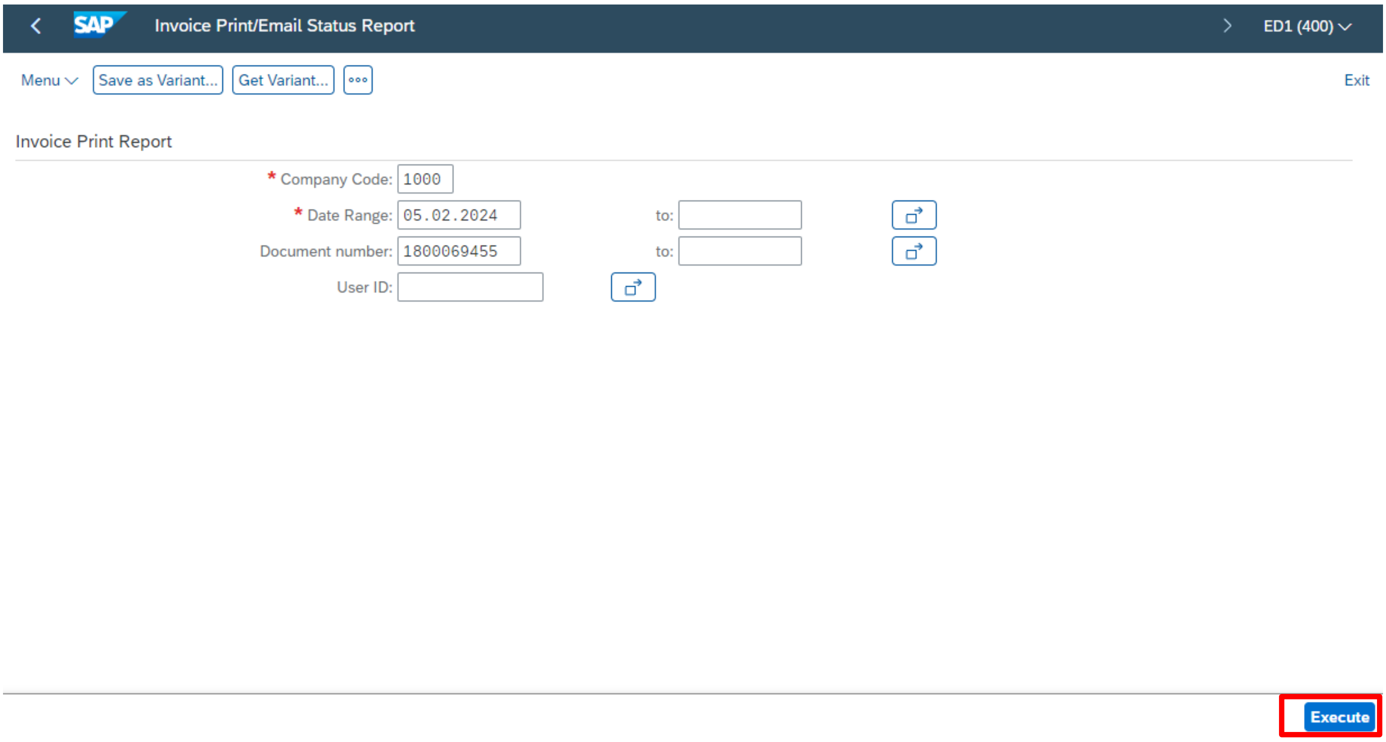
Section 4 - Checking progress using ZINVOICE_STATUS app (invoice Print/Email Status report)

Click on the **ZINVOICE_STATUS** app.

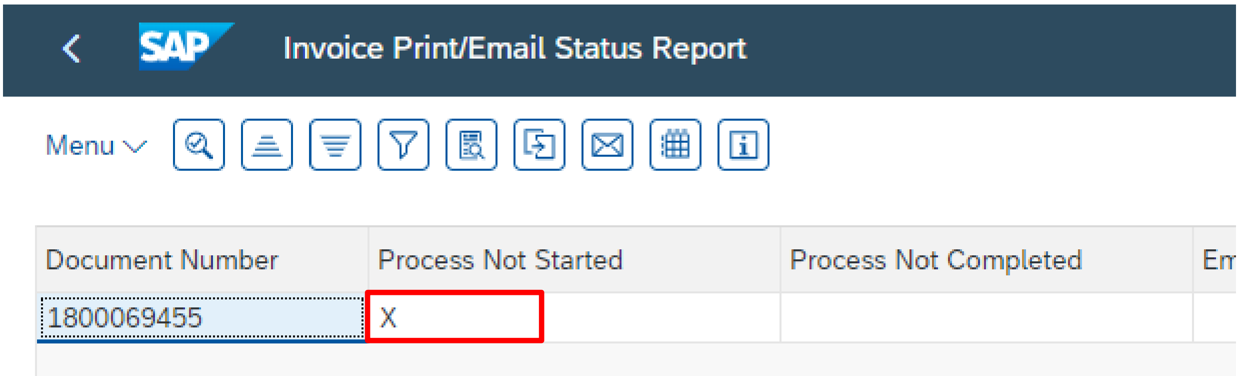


Enter data for the invoice you are checking.
In this example - Invoice number 1800069455.

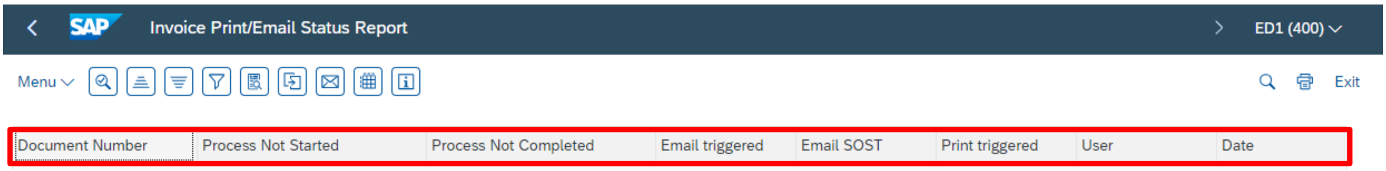
- Date range defaults to today's date.
- Enter your invoice number (or number range using the multiple selection icon) in Document Number.
- Click on Execute icon.



The following screen is displayed with a **X** in the **“Process Not Started”** column.



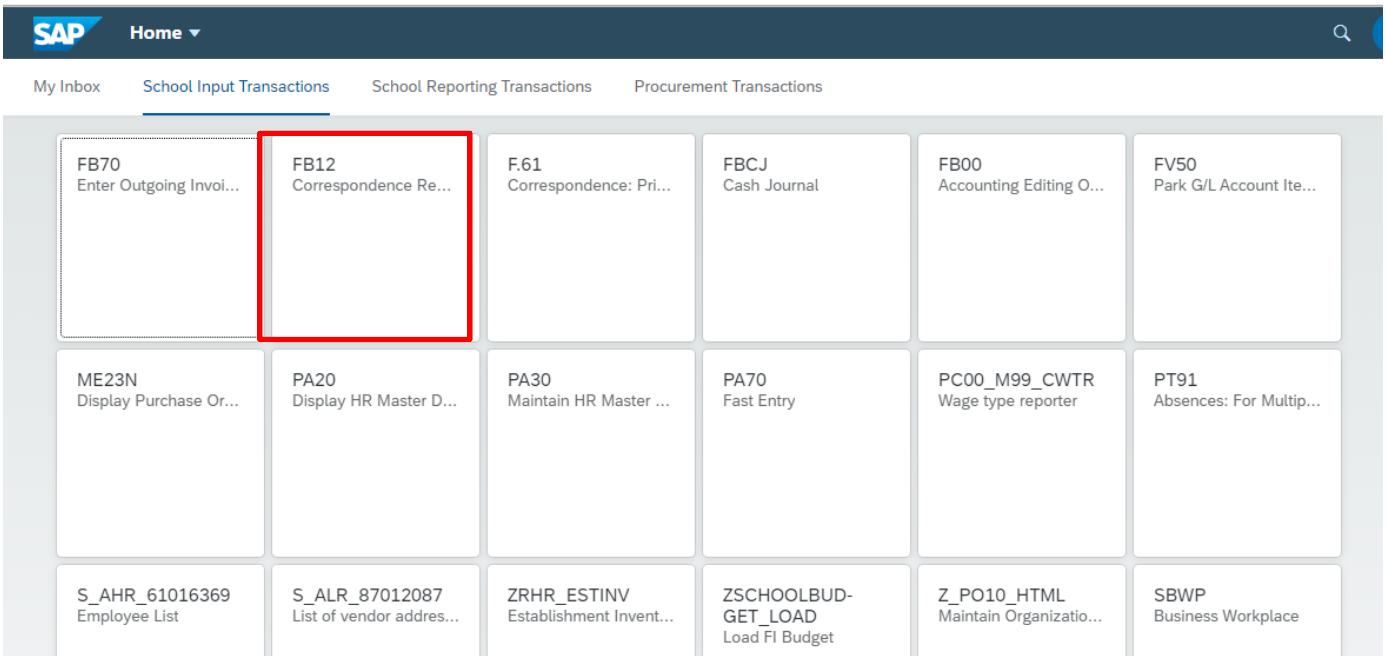
Status of the invoice columns:
Document Number – invoice number.
Process Not Started – cross confirms that printing/emailing 2 step process not started.
Process Not Completed – cross confirms that step 1 (FB12) was actioned.
Email triggered – cross confirms that step 2 (F.61) was actioned (email sent).
Email SOST – customer’s email address where invoice was sent to.
Print triggered – cross confirms that step 2 (F.61) was actioned (print option).
User – payroll number.
Date – date of action (to email/to print).



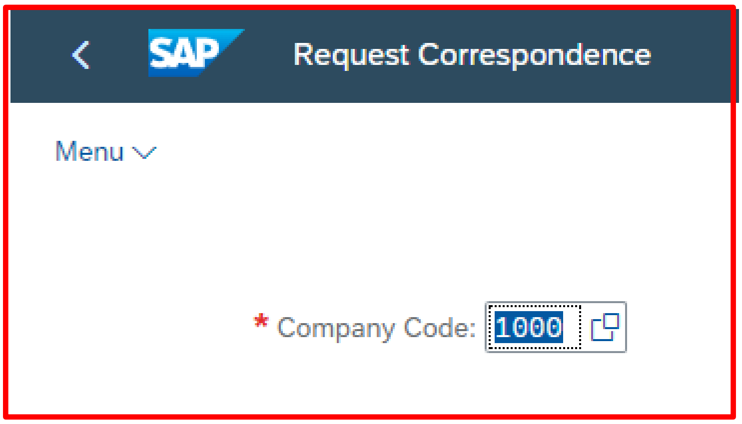
To exit, click on the grey cross in the top right corner of the screen.

Section 5 - Step 1 FB12 Correspondence request

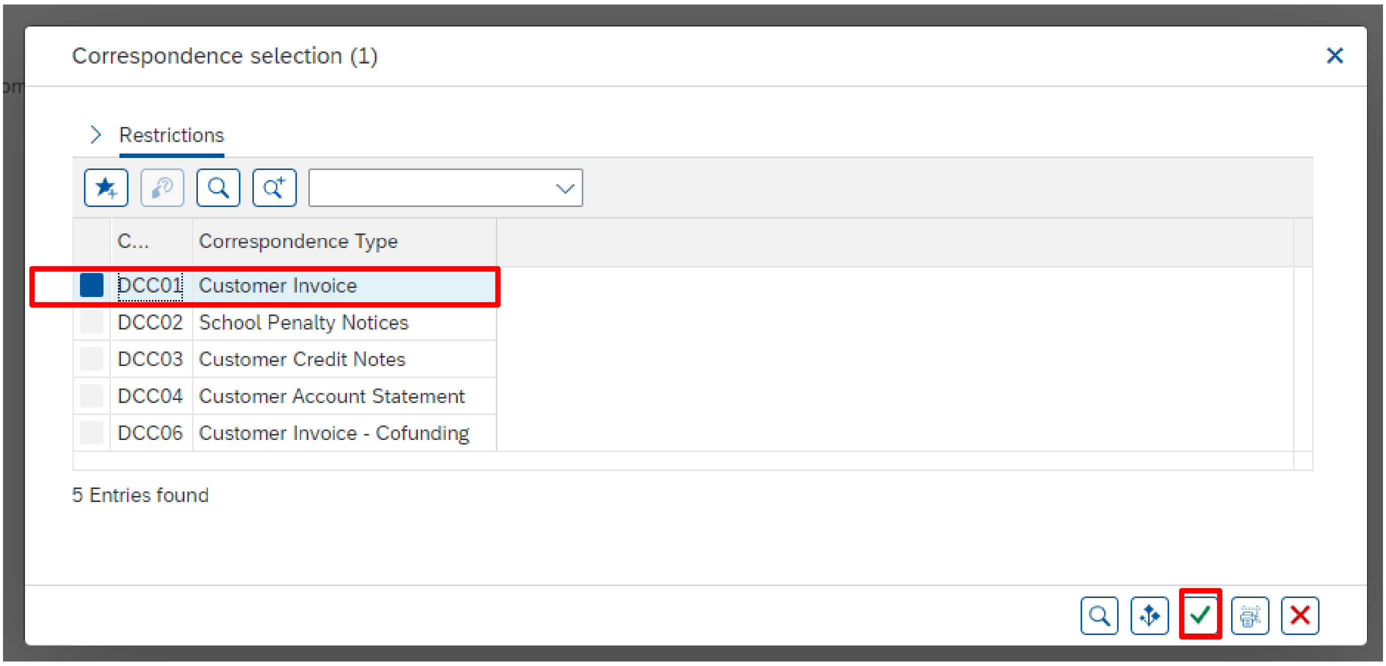
Step 1 – Click on FB12 Correspondence request app.



The following screen is displayed, press enter on your keyboard.

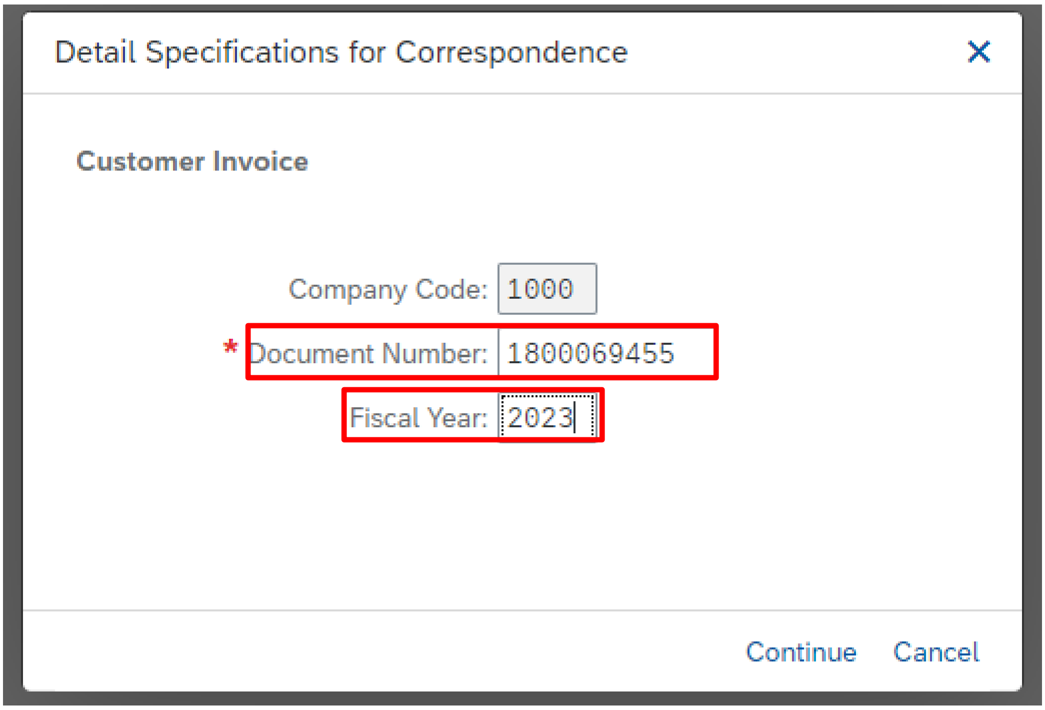


On the following screen ensure **DCC01** is highlighted and **click** on **green tick icon.**

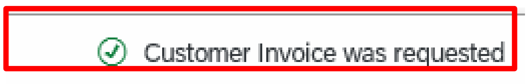


In the following pop-up box enter the following: -

- **Document Number** enter the 10-digit Invoice number (In this example Invoice number 1800069455).
- **Fiscal Year** enter current financial year.
- Click on **Continue.**



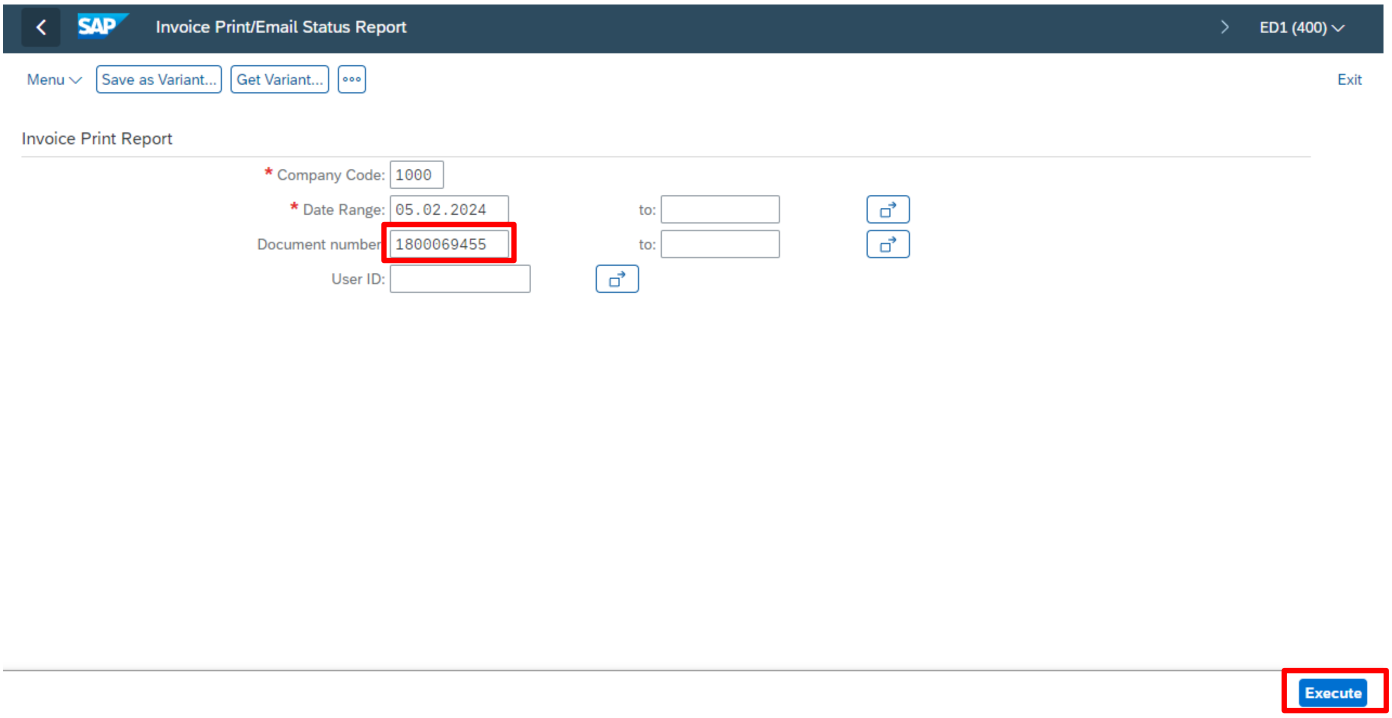
You are returned to the first FB12 screen and there is a message in the bottom left of the screen advising the Customer Invoice has been requested.



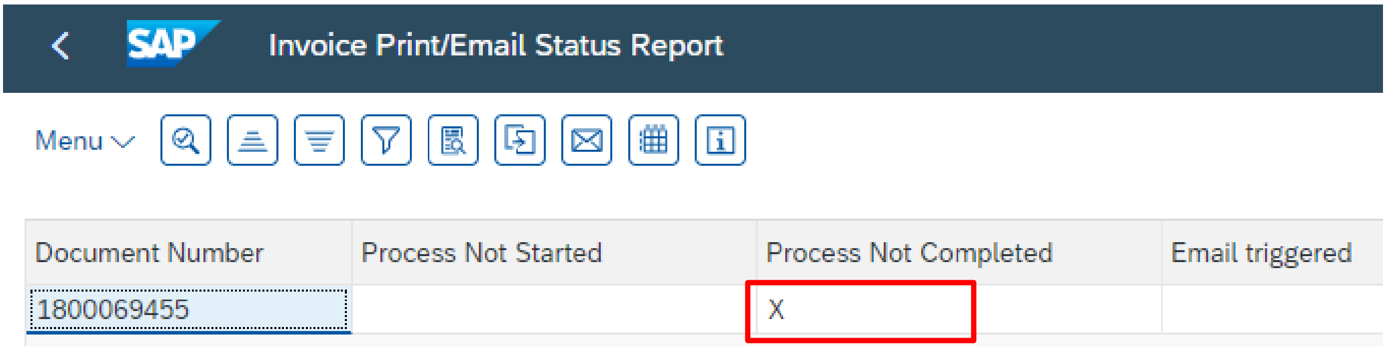
Exit the app back to the Fiori Dashboard.

Now click on **ZINVOICE_STATUS** app on your Fiori Dashboard to check the invoice status:

- Enter Invoice number in Document number.
- Click on Execute button.



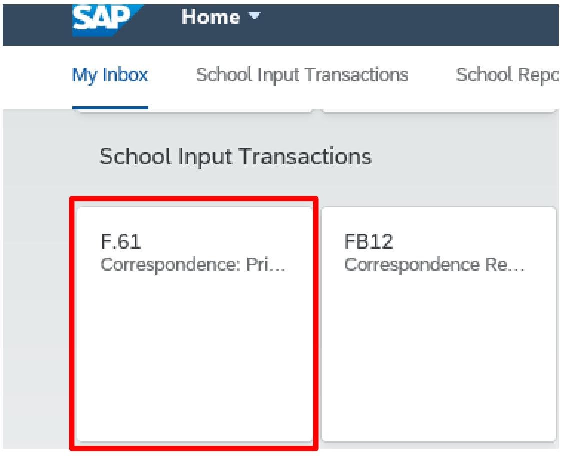
There is now a **X** in the **Process Not Completed** column. (Step 1 - FB12 – correspondence request was actioned).



To exit, click on the grey cross in the top right corner of the screen.

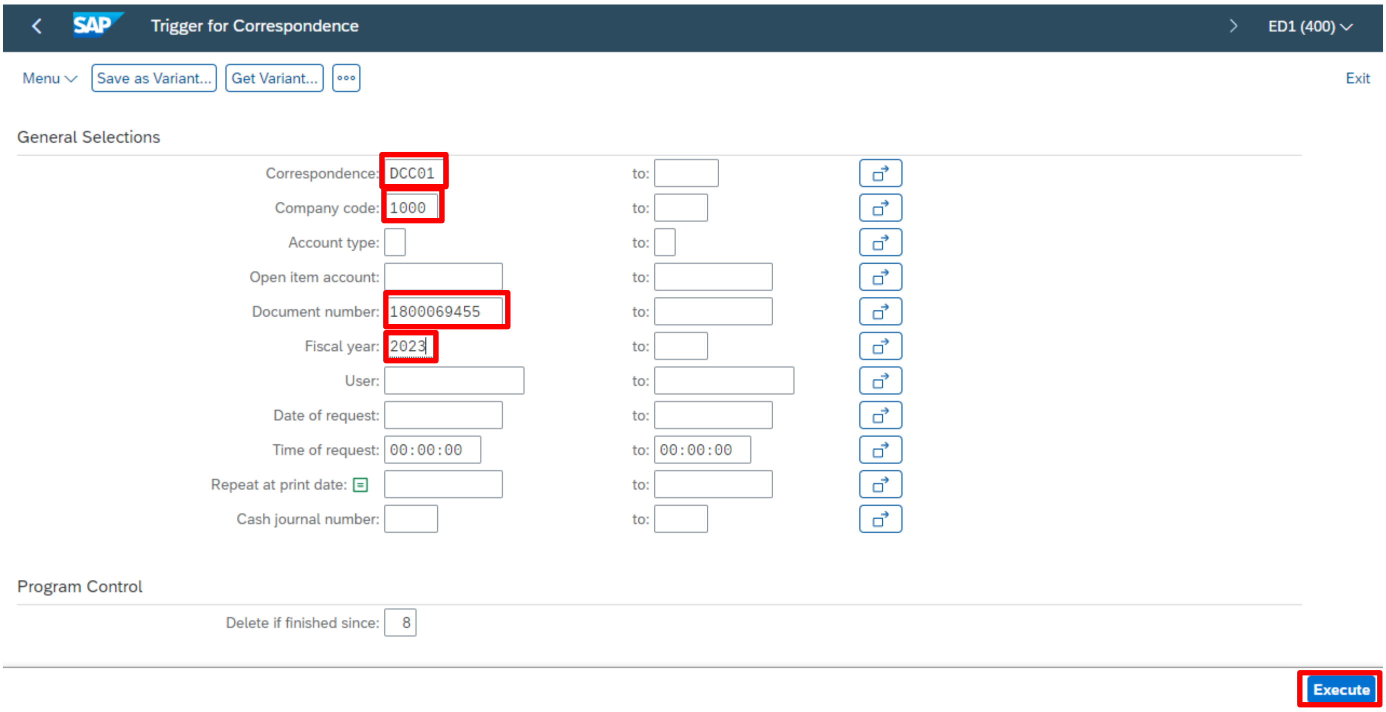
Section 6 - Step 2 F.61 Printing/Emailing invoice request.

Click on **F.61** app.

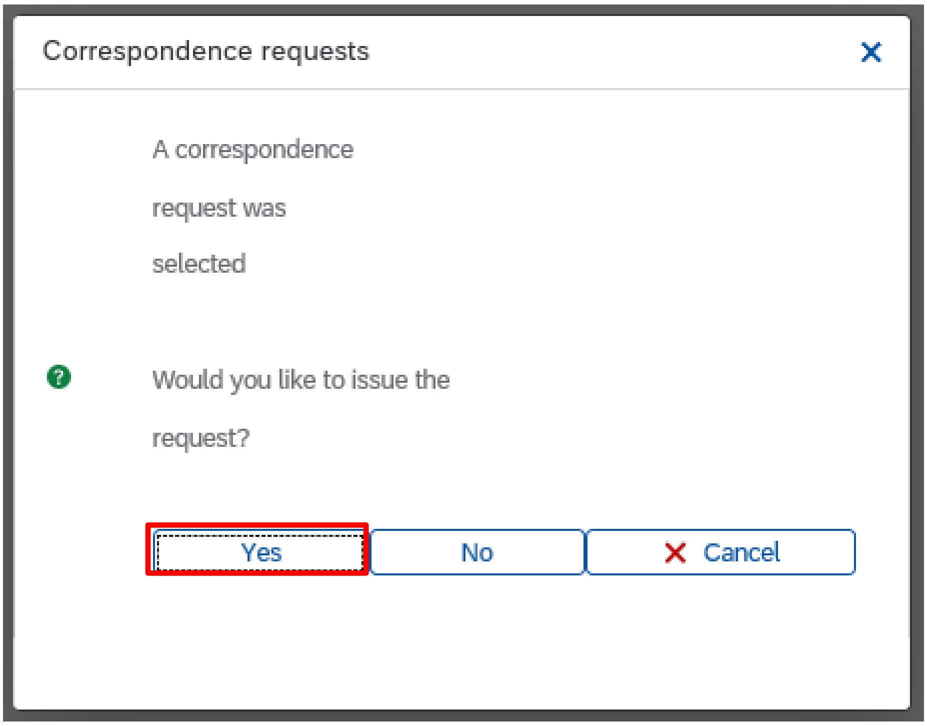


On the Trigger for Correspondence screen enter the following details: -

- Correspondence - DCC01
- Company Code - 1000
- Document number - 10-digit Customer invoice number
- Fiscal year - Current Fiscal Year
- **Click** on Execute



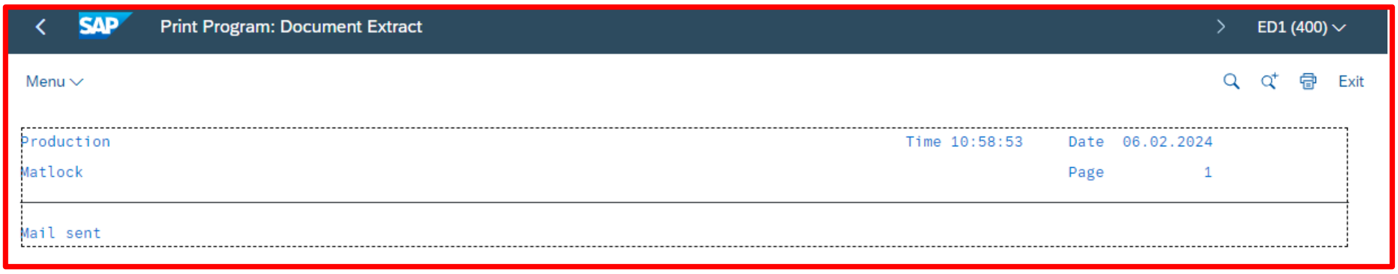
The following message will appear, when you click on the Yes button.



and then:

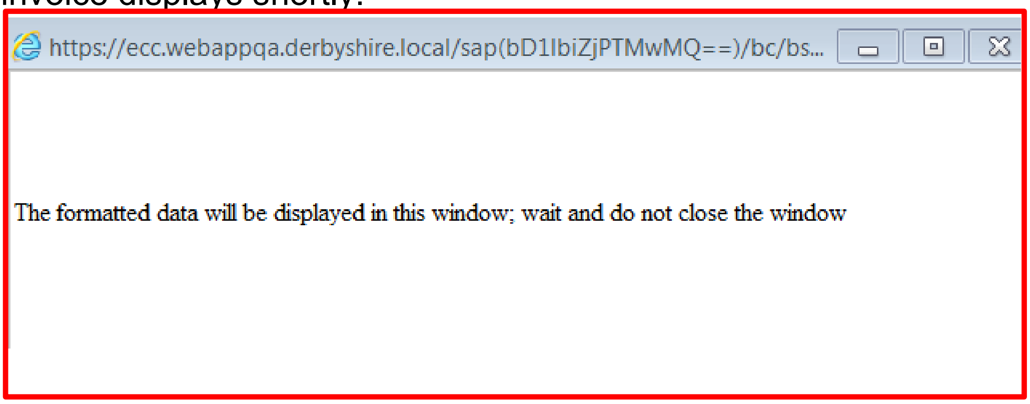
- **a) the invoice is emailed to the Customer (automatically) and to the person who has created invoice.**
- **b) the invoice has to be printed to be sent out to the Customer.**

a) Email sent: The following screen will be displayed:

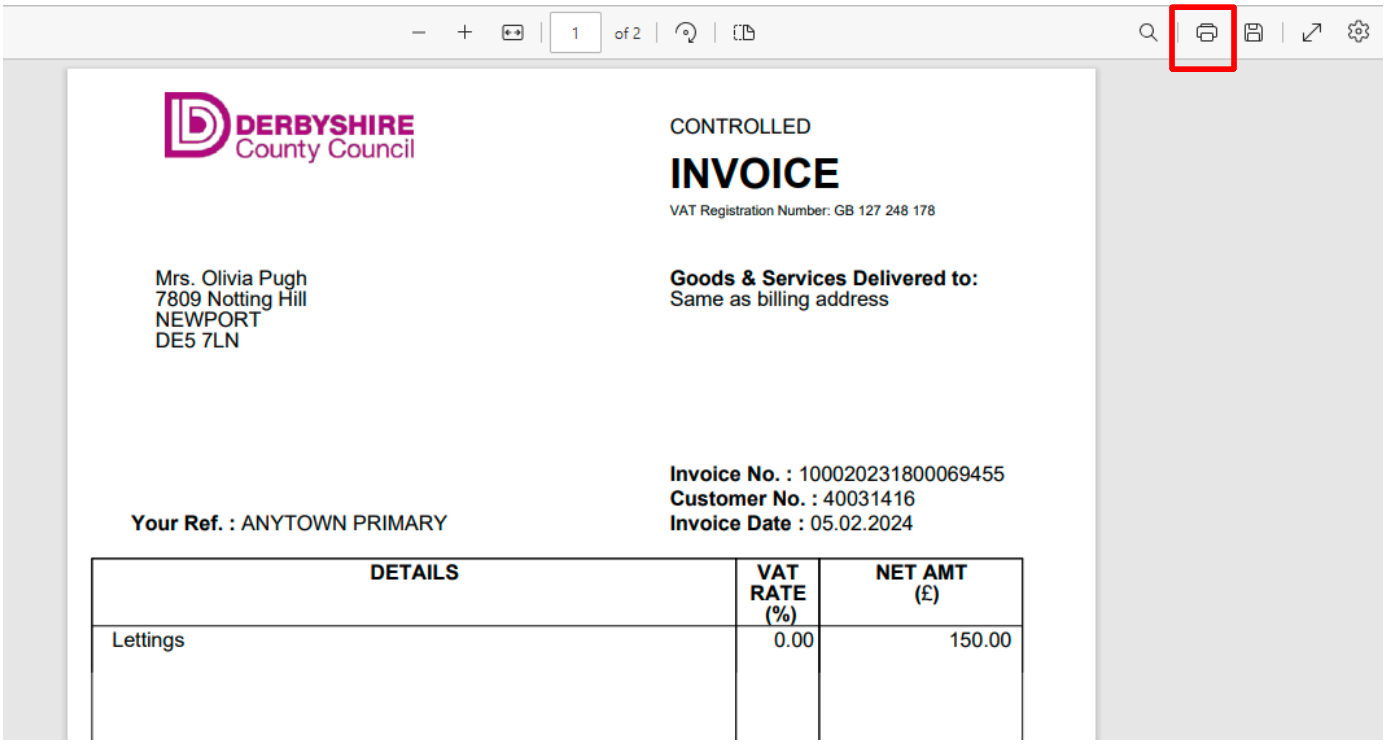


To exit, click on the grey cross in the top right corner of the screen.

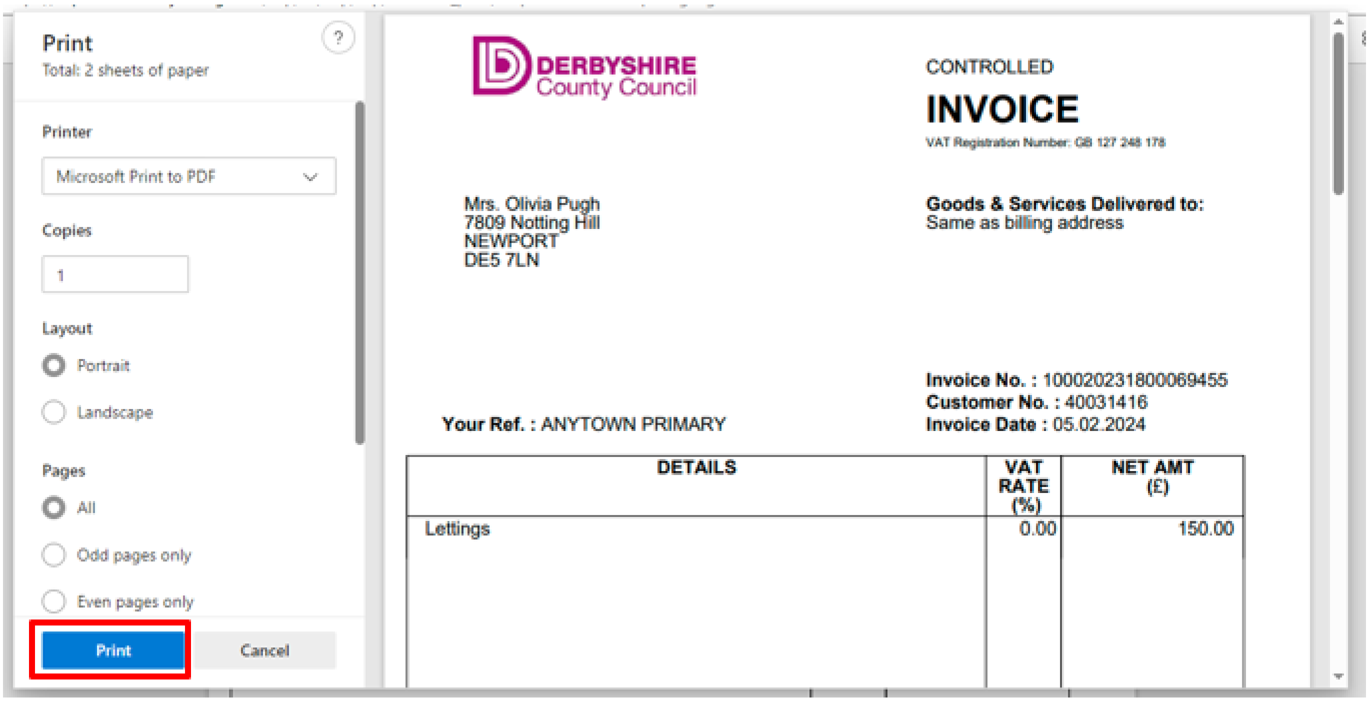
b) If no email is set up for the Customer: The following pop window appears, and invoice displays shortly.



- Click on **Print** button to print to your local printer.



- Make any setting adjustments, including printing double-sided (duplex) if possible.

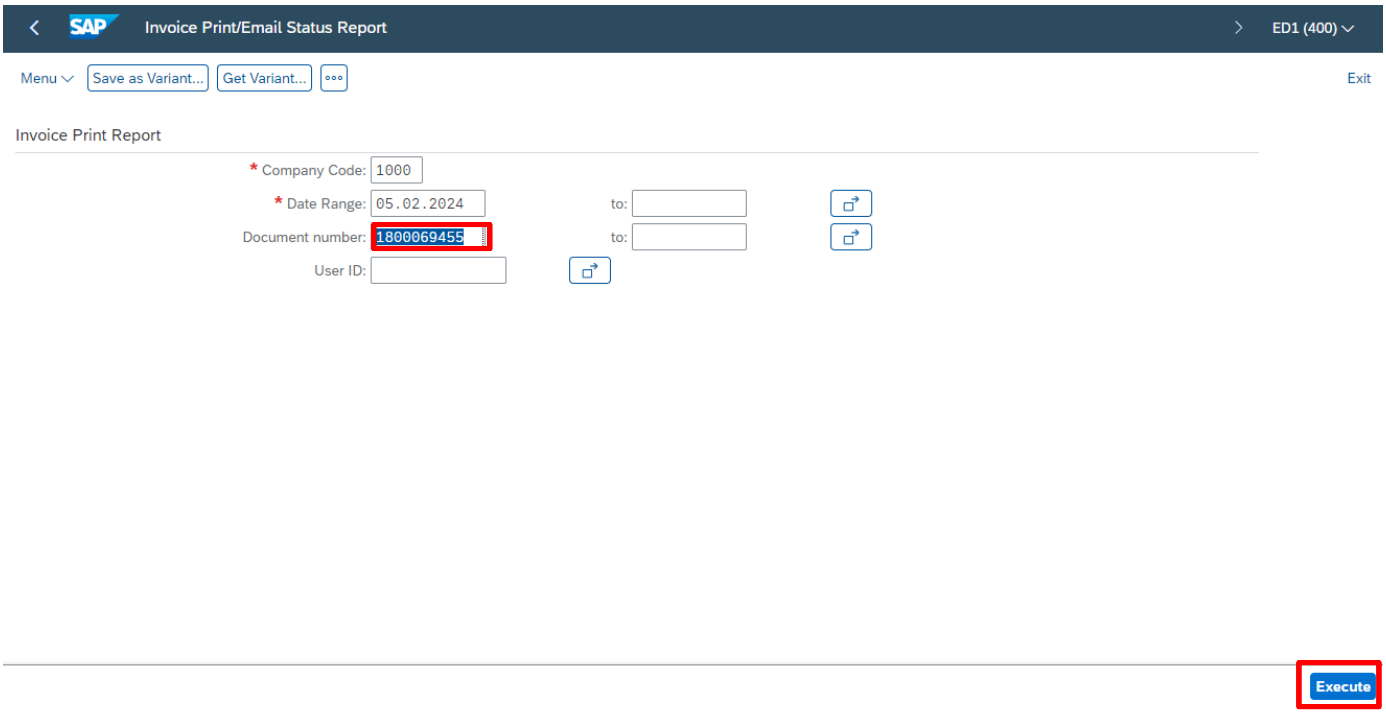


Note

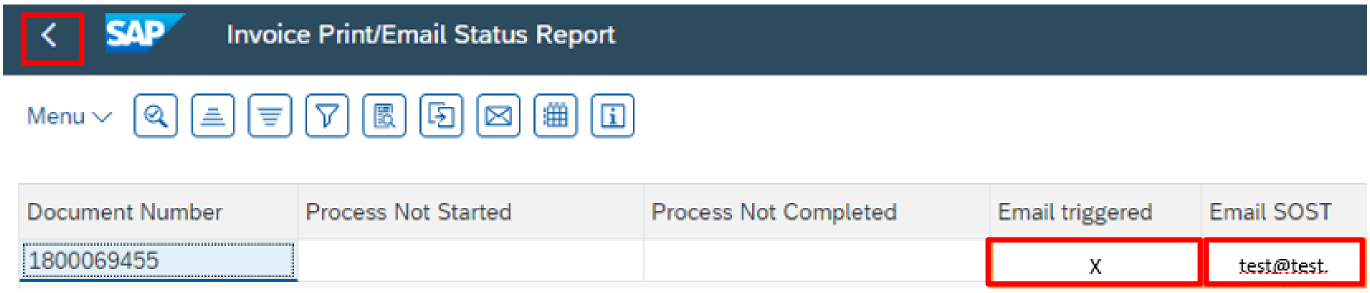
The 2nd side of the invoice gives important **"How to Pay"** information to the customer. If your invoice is not printed on two sides, you **MUST** send out both sheets.

Click on **ZINVOICE_STATUS** app on your Fiori Dashboard to check the status:

- Enter Invoice number in Document number (In this example - Invoice number 1800069455).
- Click on Execute icon.

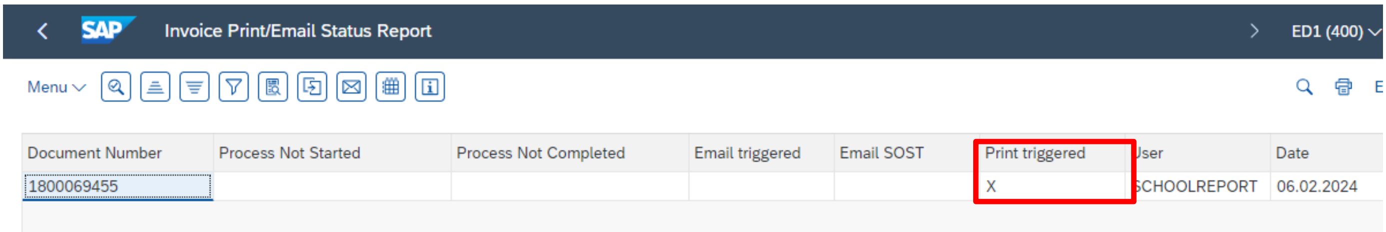


There will be a **X** in the **Email triggered column** confirming the invoice has been emailed to the Customer and the Customer email address is visible. **Exit** this screen.



OR

There will be a **X** in the **Print triggered column** confirming the invoice has been triggered to be printed.



To **Exit,** click on the grey cross on the top right corner of the screen.

Section 7 - Invoice Cancellation, Reduction or Write Off of Debt

Any customer invoice cancellation, reduction or write off is requested by the completion of the appropriate Master Data forms that are available on SchoolsNet.

Credit Note
Form **MD30** is only used to reduce/cancel an invoice where the original invoice has been sent to the customer.

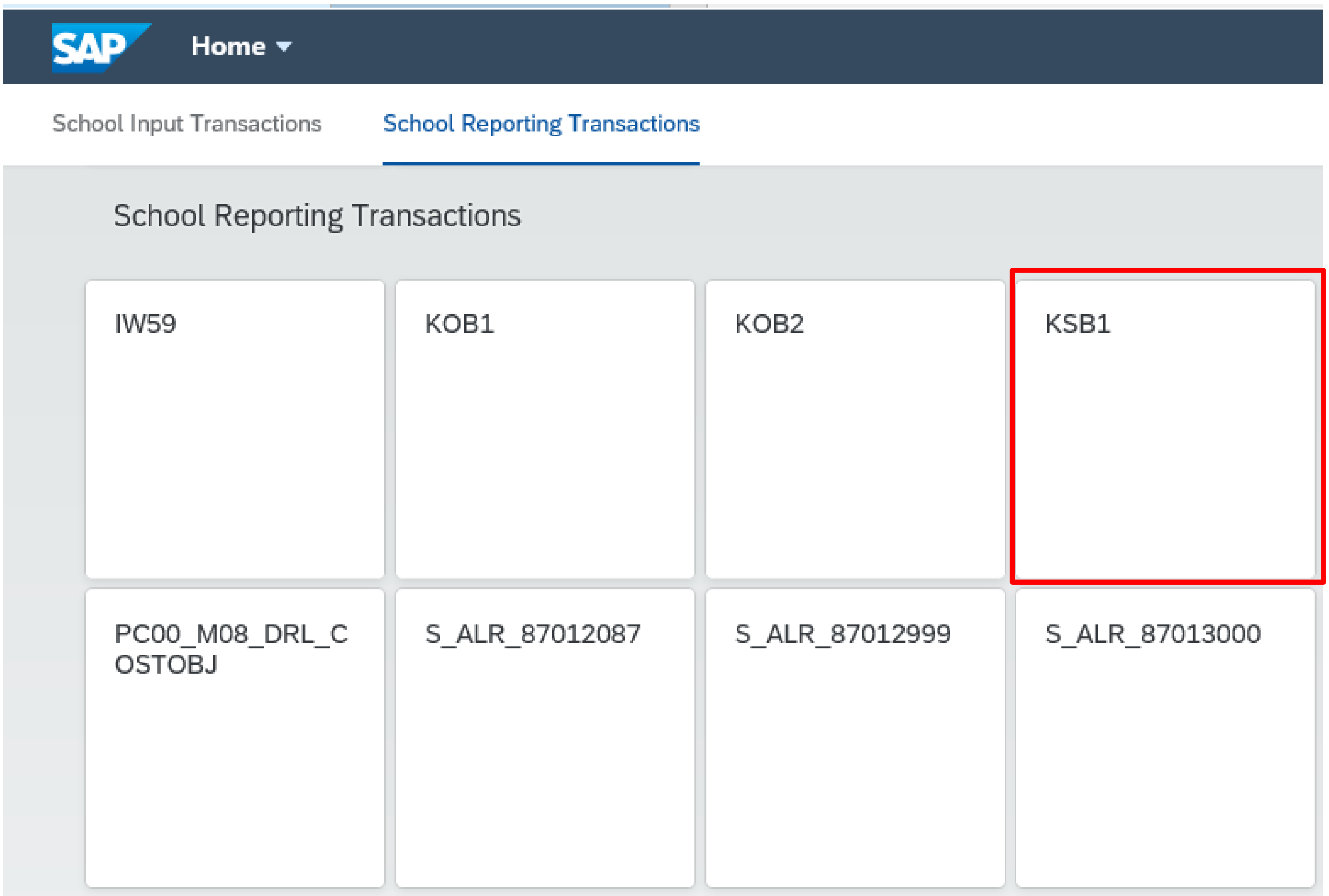
Reversal
Form **MD31** is only used to cancel an invoice where the original invoice has **not** been sent to the customer.

Write Off
Form **MD32** is only used to write off bad or irrecoverable debt.

All forms should be completed electronically and approved in accordance with current accepted practice.

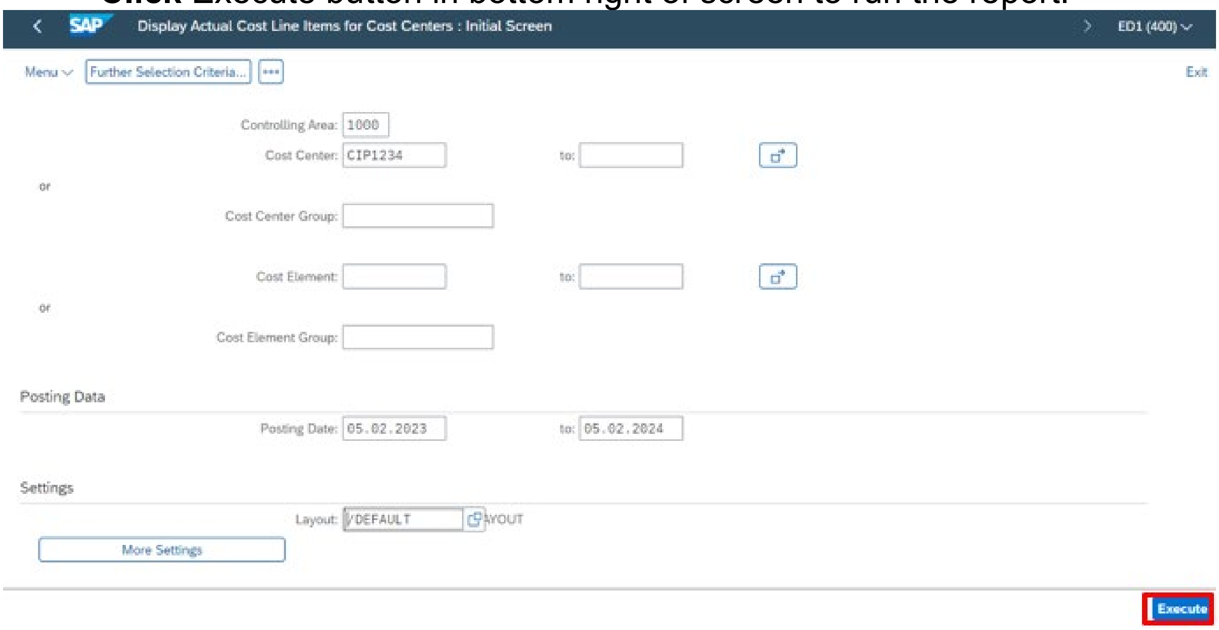
Section 8 - How to check if a Customer Invoice has been paid.

Click on the **KSB1 app –** Display Actual Cost Line Items for Cost Centres.



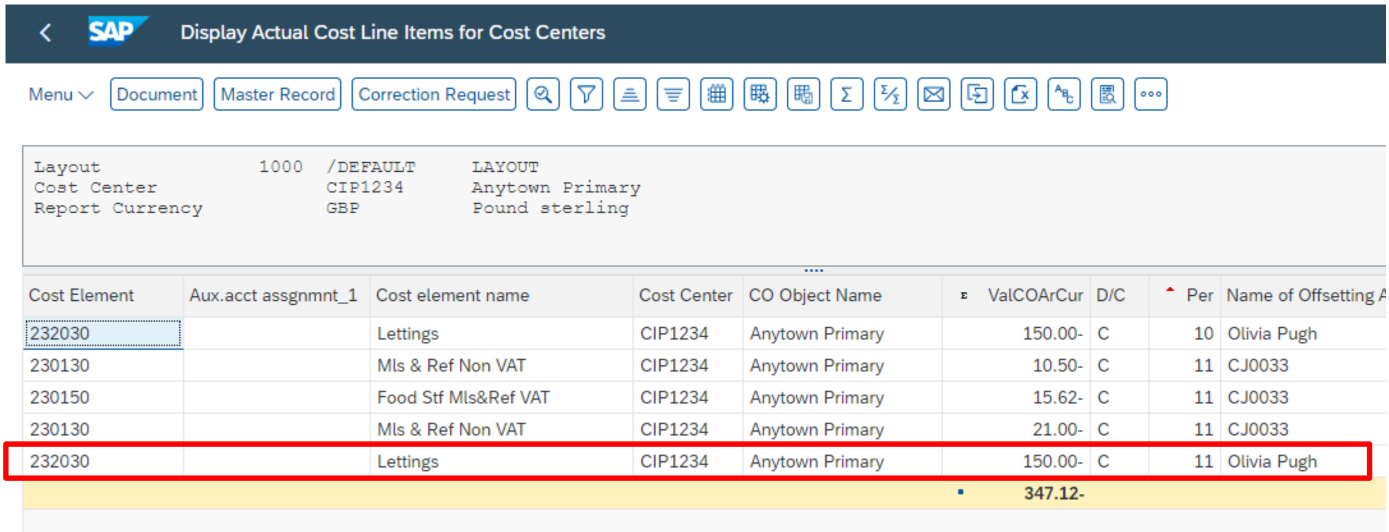
- Enter the Cost Centre and the G/L Code (if you know it).
- Check the posting dates meet your requirements.

- **Click** Execute button in bottom right of screen to run the report.

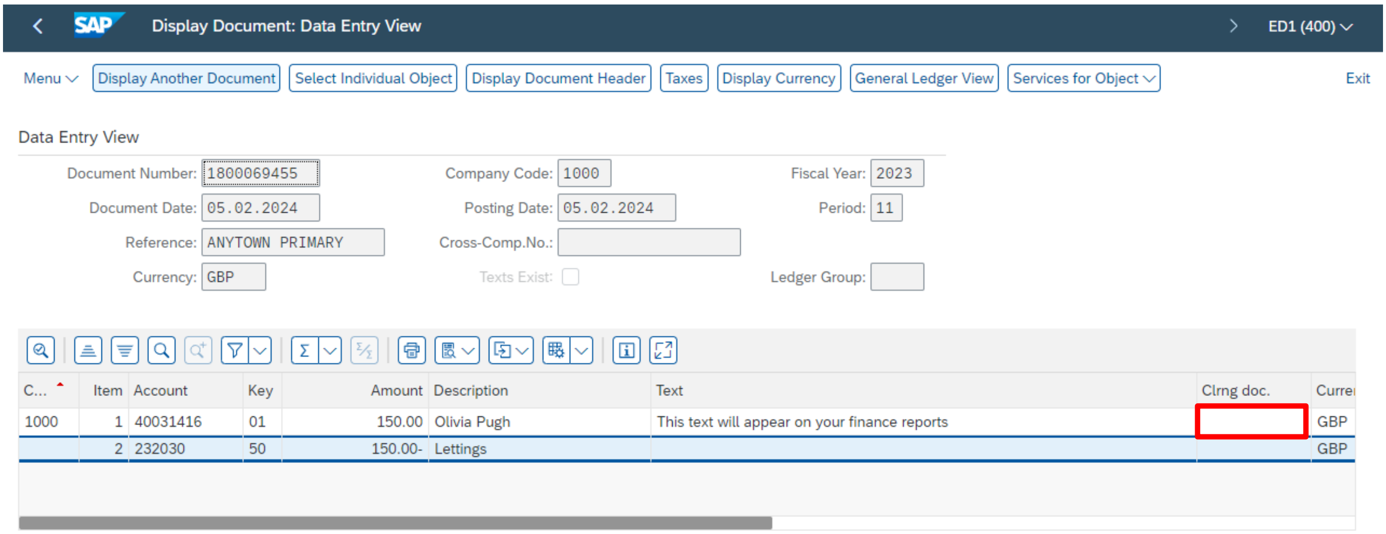


The following report is displayed.

Double click anywhere in your chosen invoice line entry.



- If there is a number starting with **14**** in the **Clearing Document** box (top line) the Customer invoice has been paid in full.



To see what date the Customer invoice has been paid: -

- Double click on the Clearing Document Number.
- The date the Customer invoice has been paid will be displayed as the **'Clearing'** date.

When you have finished using SAP Fiori, please ensure you log off the system.