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Job Aids

- **Accounts Receivable**
 - **Dunning Process**
 - **Bad Debt Provisions**




1. Doubtful Receivables Process Execution in SAP

- 1.1** For doubtful receivables, the overdue invoices will be transferred to a special GL account. The movement on the G/L account will be from 43000000 to 43500000. To perform the transaction in SAP, type the transaction code in the transaction box in a new SAP session, and press enter.



Transaction code: **F103**

The first screen is a filter to select the documents to be transferred (in future comments, this screen will be named as “Initial Filter Screen”):


Transfer Posting for Doubtful Receivables

   Data Sources



Customer selection

Customer account to 
 Company code to 

Selection using search help

Search help ID
 Search string
 Search help

Further Selections

Key date
 Provision method
 Spec.G/L indic.for dbtfl. rec.
 Document number to 
 Reconciliation account to 


Posting Parameters

☐ Post to Branch
☒ Create batch input session
 Batch input session name
 Posting key
 Document Type of the Posting
 Posting date
 Document date
 Posting period
☐ Post with tax amounts

The main fields are explained in this table:

Part	Brief Explanation
Customer selection	Filter by Customer data is allowed, using the Customer code (e.g. “33” or “2XXXXXX” –from 1 digit, up to 12 characters) Filter by Company Code
Further selections	<ul style="list-style-type: none"> Key date will be filled, and it is the overdue date (i.e. dd/mm+1/yyyy). (01/m+1/yyyy e.g if the current month is October the key date will be 01/11/2022) Posting date will be filled with the last day related the current month Document date will not be filled

	<ul style="list-style-type: none"> Provision method determines the type of predetermined provision used, and it is mandatory (e.g. NH1) Special G/L indicator for doubtful is used to introduce the SGL indicator (e.g. D – In this case is always “D”, doubtful debtors). A screen showing the different options is showed below. Document number, or range of documents is allowed (10 digit). Reconciliation account, or range (e.g. 430100 -6 digit).
Posting parameters	<p>The option “Create batch input session” is marked by default. It is used to create the batch input.</p> <ul style="list-style-type: none"> Batch input session name: Free text Posting Key (e.g. 09) Document type of the Posting is mandatory. By default the code is “DD”)

Once the first screen is filled, the user must click on “Execute” button , and the results will be displayed (in future comments, this screen will be named as “Results screen”):

Transfer Posting for Doubtful Receivables

NH HOTEL GROUP, S.A
MADRID

Transfer Posting for Doubtful Receivables

Time 10:06:46
SAPF103/

CoCode	Co.ID	Customer	Name 1	Name 2	Crcy	Sp.	G/L	Ind.Bal.	SG	
			Street		Crcy		Provisns	Posted		
BusA	SG	Due on	Days	Pstng Date	DocumentNo	Itm	Crcy	Amount in FC	Crcy	Amount in LC
			00000	.						
0014		23.03.2022	223	23.03.2022	1900055809	002	EUR	0,01	EUR	0,01
* Total		66211846								
								EUR		0,01
ES01		1014141126						EUR		0,00 D
								EUR		0,00
0014		29.05.2018	1.617	29.05.2018	1900111981	002	EUR	409,10-	EUR	409,10-
* Total		1014141126								
								EUR		409,10-

NH HOTEL GROUP, S.A
MADRID

Transfer Posting for Doubtful Receivables

Time 10:06:46
SAPF103/

Company code totals
ES01

CoCd	BusA	Crcy	Amount in FC	Amount in LC
ES01	0014	EUR	409,11	409,11
* ES01	0014			409,11
**ES01				409,11

The structure of the display is the following:

- The results are displayed with all the details in the first box.
- In the second box (marked with a red box), the amounts of the results are showed by company codes.
- Below, a message appears indicating the batch input session.



In case the documents to be displayed are unknown for the user, the option “Create batch input session” in the “Initial Filter Screen” has to be unmarked in order to display the results without creating the batch input.

The documents which are going to be introduced in the batch input must be copied from the “Results screen” (marked in the screen with a red arrow), and then, pasted in the “Initial Filter Screen” on “Document Number” field.

In SAP, the copy process is executed by pressing Ctrl + Y. The pointer will appear as a cross, and with this pointer, all the data must be selected. Once it is done, the selection will appear with a different color on the back, and the user must press Ctrl + C to copy, and Ctrl + V to paste on the destination fields.

- 1.2 After transfer the accounts, it is necessary **to process the batch input**. To perform the transaction in SAP, type the transaction code in the transaction box in a new SAP session, and press enter.

Transaction code: **SM35**

The first screen directly displays all the batches that have been created:

Batch Input: Session Overview

Analysis Process Statistics Log Recording

Selection criteria
Sess.: [SAPF103] From: [] To: [] Created by: []

New Incorrect Processed In Process In Background Being Created Locked

Session name	Sta...	Created By	Time	Creation Program	Lock Date	Authorizat.	Trans.		Screens	D.. Queue ID
SAPF103	[Icon]		10:06:46	SAPF103			2	0	0	231110100646915

Batch Input: Session Overview

Analysis Process Statistics Log Recording

Selection criteria
Sess.: [SAPF103] From: [] To: [] Created by: []

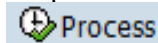
New Incorrect Processed In Process In Background Being Created Locked

Session name	Sta...	Created By	Time	Creation Program	Lock Date	Authorizat.	Trans.		Screens	D.. Queue ID
SAPF103	[Icon]		10:06:46	SAPF103			2	0	2	231110100646915

Each line represents one batch input created in the previous transaction, and the “St...” column shows the status.

- If a document is not processed, the icon in this column will appear like this: [Icon]
- And if the document is processed, the movement has been posted, and the icon in this column will appear like this: [Icon].

To process the batch input, the corresponding row must be selected by clicking on it and processed



Process Session SAPF103

Processing Mode

☐ Process/foreground
☒ Display errors only
☐ Background

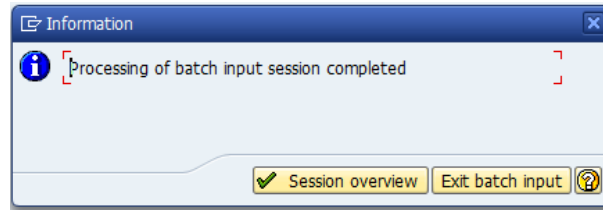
Target host


Additional Functions

☒ Extended log
☒ Expert mode
☒ Dynpro standard size
☐ Cancel if Log Error Occurs
☐ Simulate Background Mode

Process [X]

The user will select either to process the batch. After selecting the options, click on “Process” to proceed, and this message will appear:



Through “Session overview”, the first screen of the transaction is displayed again, and it will appear with our document as processed  in the “St...” column.

- 1.3** After the line accounted, **the provision amount must be recorded**. This accounting entry is the endowment (49000000) against to the expenses account (69400000). To perform the transaction in SAP, type the transaction code in the transaction box in a new SAP session, and press enter.

Transaction code: **ZF104**

Similarly to the F103 transaction, the “Initial Filter Screen” will be displayed:

Provisions for Doubtful Receivables

Data Sources

Customer selection


Customer account 1013655995 to

Company code ES01 to

Selection using search help

Search help ID

Search string


 Search help

Line item selection

Open items at key date 01.11.2022 to

Clearing date

Further Selections

Key date 01.11.2022 

Provision method NH1

☐ Calculate net

Special G/L indicator D to

Document Number

Reconciliation Account

Posting Parameters

☒ Generate Postings

Posting Mode N

File in case of error ZSAPF104_V2

Document Type of the Posting DD

Posting Date 31.10.2022

Document Date 31.10.2022


Posting Period

☐ in Transaction Currency

There are two additional parts not presented in F103:

Part	Brief Explanation
Line item selection	Filter for open items, or cleared items are allowed (i.e. ddmmyy). For open items at key date & Key date (Further selections) We use the first day of the following month and following year of the one we are processing. (d1 of m+1 and y+1: For October 22 run we use Nov 1 st of 2022)
Posting parameters	The option “Generate Postings” is marked by default. <ul style="list-style-type: none"> Posting Mode: the display mode.Filled by default Posting & Document date: Last day of the running month. Document type of the Posting: DD by default.

The user must complete the Customer account, the payment method (e.g. NH1), the Special G/L indicator (in this case, “D”, Doubtful debtors), (the Document number will leave in blanks), COMPANY CODE and BA and mark the “Generate Postings” option.

After the first screen is filled, the user must click on “Execute” button , and the results will be displayed (in future comments, this screen will be named as “Results Screen”):

Provisions for Doubtful Receivables

NH HOTEL GROUP, S.A
MADRID

Provisions for Doubtful Receivables

Time 10:20:25 Date 10.11.2023
ZSAPF104_V2/ Page 1

CoCd	TrPtr	Acct No.	Name 1	Name 2	Street	PostalCode	City	BusA	SG	Doc. Date	Days	Percl	Postg Date	DocumentNo	Lit	Amount in FC	Crcy	Amount in LC	Crcy	Prev.Provison	Amount Posted	ClrngDate
0014	D	23.03.2022	00000										31.10.2022	100025451	001	0,01	EUR	0,01	EUR	0,00	0,01	
* Total																						
																			EUR	0,00	409,11	

NH HOTEL GROUP, S.A
MADRID

Provisions for Doubtful Receivables

Time 10:20:25 Date 10.11.2023
ZSAPF104_V2/ Page 2

Company code totals

CoCd	Lst	BusA	Amount in FC	Crcy	Amount in LC	Crcy	Prev.Provison	Posting Amount (LC)
ES01	1	0014	409,11	EUR	409,11	EUR	0,00	409,11
* ES01			409,11	EUR	409,11	EUR		409,11
**					409,11	EUR		409,11

NH HOTEL GROUP, S.A
MADRID

Provisions for Doubtful Receivables

Time 10:20:25 Date 10.11.2023
ZSAPF104_V2/ Page 3

Postings generated:

CoCd	Postng Date	DocumentNo	Dr. Acct	Cr. Acct	BusA	Crcy	Amount in LC	Text
ES01	31.10.2022	100025452	69400000	49000000	0014	EUR	409,10	0100025450 Allocation
ES01	31.10.2022	100025453	69400000	49000000	0014	EUR	0,01	0100025451 Allocation

Following the same structure to the F103 transaction, the display is divided into three parts:

- The results are displayed with all the details in the first box.
- In the second box, the amounts of the results are showed by company codes.
- Below, a message appears indicating the batch input session.



In case the documents to be displayed are unknown for the user, the option “Create batch input session” in the “Initial Filter Screen” has to be unmarked in order to display the results without creating the batch input.

The documents which are going to be introduced in the batch input must be copied from the “Results screen” (marked in the screen with a red arrow), and then, pasted in the “Initial Filter Screen” on “Document Number” field.

In SAP, the copy process is executed by pressing Ctrl + Y. The pointer will appear as a cross, and with this pointer, all the data must be selected. Once it is done, the selection will appear with a different color on the back, and the user must press Ctrl + C to copy, and Ctrl + V to paste on the destination fields.

G/L Account		49000000		PROVISION FOR BAD DEBTS	
Company Code		ES01			

G/L	FK	TY	Year	Pe	Posting Date	Doc. Date	DocumentNo	CoCd	BusA	Amount in doc. curr.	Curr.	Text	Reference	Assignment
<input type="checkbox"/> 49000000		50	DD	2022	10	31.10.2022	31.10.2022	100025452	ES01	0014	409,10-	EUR	0100025450 Allocation	4014614978

Data Entry View														
Document Number	100025452				Company Code	ES01				Fiscal Year	2022			
Document Date	31.10.2022				Posting Date	31.10.2022				Period	10			
Reference					Cross-Comp.No.									
Currency	EUR				Texts exist	<input type="checkbox"/>				Ledger Group				

CoCd	Item PK	SG Account	Assignment	Description	Amount in LC	Amount Curr.	Tx	BusA	Re Tr	Cimg doc.	Cost Center
ES01	1 50	49000000	4014614978	PROVISION FOR BAD DE	409,10-	409,10-	EUR	0014			
	2 40	69400000	4014614978	PROVISION BAD DEBT	409,10	409,10	EUR	0014			ES010014OP

- 1.4** After the proposal execution, it is necessary **to process the postings generated in SAP**. To perform the transaction in SAP, type the transaction code in the transaction box in a new SAP session, and press enter.

Transaction code: **SM35**

The execution will follow the same procedure as the explained above (see step 5.2).

2. Bad Debtors Process Execution in SAP

- 2.1 When the customer pays part of the due, **the special GL account** will be reduced. The movement on the G/L account will be 4301000 to 43500000. To perform the transaction in SAP, type the transaction code in the transaction box in a new SAP session, and press enter.

Transaction code: **F-28**

The first screen is used to configure the movement in the accounting:

Post Incoming Payments: Header Data

Process Open Items

Document Date	10.11.2022	Type	DZ	Company Code	ES01
Posting Date	10.11.2022	Period	11	Currency/Rate	EUR
Document Number				Translatn Date	
Reference	test			Cross-CC no.	
Doc.Header Text	test			Trading Part.BA	
Clearing text	Test				

Bank Data

Account	43010000	Business Area	5045
Amount	100	Amount in LC	
Bank charges		LC bank charges	
Value Date	10.11.2023	Profit Center	
Text		Assignment	

Open Item Selection	Additional Selections
Account	1015496185
Account Type	D <input type="checkbox"/> Other accounts
Special G/L ind	D <input type="checkbox"/> Standard OIs
Pmnt advice no.	
<input type="checkbox"/> Distribute by age	<input checked="" type="radio"/> None
<input type="checkbox"/> Automatic search	<input type="radio"/> Amount
	<input type="radio"/> Planning Date
	<input type="radio"/> Customs date
	<input type="radio"/> Document Number
	<input type="radio"/> Others

The user must fill the information as showed in the screen. The fields used are explained in this table:


Part	Brief Explanation
Header	The dates when the document is created or posted (i.e. ddmmyy), the type of payment (e.g. YT), the Company Code (e.g. ES01) where the payment must be accounted, the period (month when is posted, e.g. 11), and currency.
Bank data	The bank account where is posted the amount, the amount, and the date when is received.
Open item selection	This part is a filter, and must be filled with the customer account (e.g. 33 or 1015496185 –from 1 digit, up to 12 characters), the type of the account (e.g. D), and the special G/L indicator (e.g. D). The option “Standard OIs” is marked by default, and must be unmarked.

By clicking on **Process open items**, all the open items are displayed:

[illegible]



Since the payment is completed partially, the quantity will be introduced in the tab “Partial Payment”.



 If the residual amount is paid in the future, the amount should be introduced in the standard tab. And the next steps are similar as explained in this step.

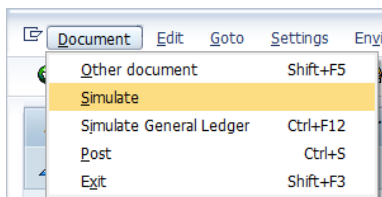
All the items appears as selected, to unselect all the items the user must press the “Select all” button



, and then “Deactivate Items”  Items. The user must select the item which the payment is made for, and introduce the amount paid in the column of “Payment Amount”.

[illegible]

After this process, by clicking on the menu “Document”, and “Simulate”, the document will be simulated, visualizing the corresponding movement.



When all the information is correct, by clicking on “Save” button , the movement will be posted.

Post Incoming Payments Display Overview

Display currency Taxes Reset

Document Date: 10.11.2022 Type: DZ Company Code: ES01
 Posting Date: 10.11.2022 Period: 11 Currency: EUR
 Document Number: INTERNAL Fiscal Year: 2022 Translatn Date: 10.11.2022
 Reference: TEST Cross-CC no.:
 Doc. Header Text: test Trading Part. BA:
 Tax Report Date: 10.11.2022
 Inv. rcpt date:

Items in document currency

PK	BusA	Acct	EUR	Amount	Tax amnt
001 40	5045	0043010000	RECEIPTS PENDING TO	100,00	
002 19D	5045	1015496185	BCD TRAVEL IRELAND	100,00-	

D 100,00 C 100,00 0,00 * 2 Line items

✓ Document 300016839 was posted in company code ES01

If we check the customer with special indicator we can see the partial payment applied and the amount pending to be received.

Customer	G/L	PK	Typ	Year	Period	Postng Date	Doc. Date	DocumentNo	CoCd	BusA	Amount in DC	Curr.	Assignment	Reference
1015496185	43500000	09	DD	2022	10	31.10.2022	23.09.2021	100025458	ES01	5045	215,30	EUR	4045186101	4045186101
1015496185	43500000	19	DZ	2022	11	10.11.2022	10.11.2022	300016839	ES01	5045	100,00-	EUR	4045186101	TEST
*									ES01		115,30	EUR		
**											115,30	EUR		

- 2.2 After the previous line accounted, **the provision amount must be reduced**. This accounting entry is the movement from 69400000 to 49000000. To perform the transaction in SAP, type the transaction code in the transaction box in a new SAP session, and press enter.

Transaction code: **ZF104**

When a movement in the account 43500000 is posted, at the execution of this transaction, a reversal accounting entry adjusting the residual amount in the 43500000 will be posted.

Display Document: Data Entry View

Display Currency General Ledger View

Data Entry View

Document Number: 100025459 Company Code: ES01 Fiscal Year: 2022
 Document Date: 30.11.2022 Posting Date: 30.11.2022 Period: 11
 Reference: Cross-Comp.No.:
 Currency: EUR Texts exist: Ledger Group:

CoCd	Item	PK	SG Account	Assignment	Description	Amount in LC	Amount Curr.	Tx	BusA	Re Tr	Clr	Cost Center
ES01	1	50	49000000	4045186101	PROVISION FOR BAD DE	215,30-	215,30-	EUR	5045			
	2	40	69400000	4045186101	PROVISION BAD DEBT	215,30	215,30	EUR	5045			ES0150450P

The filter process must be introduced as explained, and the next screen displayed will show the negative amount which will be posted.

NH HOTEL GROUP, S.A									
MADRID									
Provisions for Doubtful Receivables									
Time 11:34:54 Date 10.11.2023									
2SAPF104_V2/ Page 1									
CoCd	TrPtr	Acct No.	Name 1	Name 2					
			Street						
			PostalCode	City					
BusA	SG Doc.	Date	Days	Percl	Postg Date	DocumentNo	Lit	Amount in FC CrCy	Amount in LC CrCy
5045	D	23.09.2021	434	100	31.10.2022	100025458	001	215,30	EUR
5045	D	23.09.2021	434	100	10.11.2022	300016839	002	100,00-	EUR
* Total									
								EUR	0,00
									115,30

NH HOTEL GROUP, S.A									
MADRID									
Provisions for Doubtful Receivables									
Time 11:34:54 Date 10.11.2023									
2SAPF104_V2/ Page 2									
Company code totals									
CoCd	Let	BusA	Amount in FC CrCy	Amount in LC CrCy	Prev.Provian	Posting Amount (LC)			
ES01	1	5045	115,30	EUR	0,00	115,30			
* ES01			115,30	EUR		115,30			
**			115,30	EUR		115,30			

NH HOTEL GROUP, S.A									
MADRID									
Provisions for Doubtful Receivables									
Time 11:34:54 Date 10.11.2023									
2SAPF104_V2/ Page 3									
Postings generated:									
CoCd	Postng Date	DocumentNo	Dr. Acct	Cr. Acct	BusA	CrCy	Amount in LC	Text	
ES01	30.11.2022	100025459	69400000	49000000	5045	EUR	215,30	0100025458 Allocation	
ES01	30.11.2022	100025460	49000000	69400000	5045	EUR	100,00	0300016839 Write-off	

As explained in previous steps (see 5.3), the box “Generate Postings” must be marked, before execute the next transaction.

- 2.3** After the proposal execution, it is necessary **to process the postings generated in SAP**. To perform the transaction in SAP, type the transaction code in the transaction box in a new SAP session, and press enter.

Transaction code: **SM35**

The execution will follow the same procedure as the explained above (see step 5.2). This document with the accounting entry will be produced:


3. Write Off Process Execution in SAP

- 3.1** When the customer does not pay the due within the next 5 years, the process of write off, which **recognize the due in the Profit and Loss account** must be executed. To perform the transaction in SAP, type the transaction code in the transaction box in a new SAP session, and press enter.

Transaction code: **F-30**

The user must fill the information as showed in the screen. The fields used will be explained in the next table:

<i>Part</i>	<i>Brief Explanation</i>
Header	The dates when the document is created or posted (i.e. ddmmyy), the type of document (e.g. AB), the Company Code (e.g. ES01) where the payment must be accounted, the period (month when is posted, e.g. 11), and currency.
Transaction to be processed	The box “Transfer posting with clearing” should be marked, to clear the items after the posting.
First line item	The posting key and the general ledger account.

By clicking on , the next screen is showed, where amount, business area and cost center are required to be introduced:

Post with Clearing Add G/L account item

Choose open items Process Open Items More data Account Model

G/L Account IRRECOVERABLE CREDIT COLLECTIONS
Company Code NH HOTEL GROUP, S.A

Item 1 / Debit entry / 40

Amount EUR ☐ Calculate tax

Business Area
Cost Center
Profit Center

Order
Network

Purchasing Doc.
Quantity

Assignment
Text

Next Line Item

PstKy Account SGL Ind TType New co.code

Process open items

Once the information is introduced, by clicking on **Process open items**, the next screen displayed must be filled with the Company Code, Customer account, Account type “D” (Customers) and Special General Ledger indicator “D” (Doubtful Debtors) to configure the operation.

Post with Clearing Select open items

Process Open Items

Open Item Selection	Additional Selections
Company Code <input type="text" value="ES01"/>	<input type="radio"/> None
Account <input type="text" value="1002982860"/>	<input type="radio"/> Amount
Account Type <input type="text" value="D"/>	<input type="radio"/> Planning Date
Special G/L ind <input type="text" value="D"/> <input checked="" type="checkbox"/> Standard OIs	<input type="radio"/> Customs date
Pmnt advice no. <input type="text"/>	<input type="radio"/> Document Number
<input type="checkbox"/> Other accounts	<input type="radio"/> Posting Date
<input type="checkbox"/> Distribute by age	<input type="radio"/> Dunning Area
<input type="checkbox"/> Automatic search	<input type="radio"/> Reference
	<input type="radio"/> Payment Order
	<input type="radio"/> Document Type
	<input type="radio"/> Business Area
	<input type="radio"/> Tax code
	<input type="radio"/> Branch account
	<input type="radio"/> Currency
	<input type="radio"/> Posting Key
	<input type="radio"/> Document Date
	<input checked="" type="radio"/> Assignment
	<input type="radio"/> Others

Process open items

By clicking on **Process open items**, the next screen which shows the open items filtered will be showed:

Post with Clearing Process open items

Distribute Difference Charge Off Difference Editing Options ☒ Cash Disc. Due

Standard Partial Pmt Res. Items WH Tax

Account items 1002982860 CWT ITALIA SRL

Assignment	Document N...	Document Type	Posting Key	Posting Date	Document D...	Reference	Bus...	Reference Key 2	EUR Gross
4019808371	100014283	DD	09	31.07.2018	24.11.2017	4019808371	0019		145,99

Amount Gross<->Net Currency Items Items Disc. Disc.

Processing Status

Number of items	1	Amount entered	145,99
Display from item	1	Assigned	145,99
Reason code		Difference postings	
Display in clearing currency		Not assigned	0,00

After this process, by clicking on the menu “Document”, and “Simulate”, the document will be simulated, visualizing the corresponding movement. The user will inform the lines necessary to complete this accounting entry by pressing the enter key.

Post with Clearing Display Overview

Display currency Taxes Reset

Document Date	10.11.2022	Type	DZ	Company Code	ES01
Posting Date	10.11.2022	Period	11	Currency	EUR
Document Number	INTERNAL	Fiscal Year	2022	Translatn Date	10.11.2022
Reference				Cross-CC no.	
Doc.Header Text				Trading Part.BA	
Inv. rcpt date				Tax Report Date	10.11.2022

Items in document currency

PK	BusA	Acct		EUR	Amount	Tax amnt
001	40	0019 0065000000	IRRECOVERABLE CREDI		145,99	
002	19D	0019 1002982860	CWT ITALIA SRL		145,99-	

D 145,99 C 145,99 0,00 * 2 Line items

When all the information is correct, by clicking on “Save” button , the movement will be posted.

Data Entry View

Document Number	300016840	Company Code	ES01	Fiscal Year	2022
Document Date	10.11.2022	Posting Date	10.11.2022	Period	11
Reference		Cross-Comp.No.			
Currency	EUR	Texts exist	<input type="checkbox"/>	Ledger Group	

CoCd	Item	PK	SG Account	Assignment	Description	Amount LC	Amount Curr.	Tx BusA	Ref. Tr...	Clng doc.	Cost Center
ES01	1	40	65000000		IRRECOVERABLE CRED...	145,99	145,99 EUR	0019			
	2	19	D 1002982860		CWT ITALIA SRL	145,99-	145,99- EUR	0019		300016840	ES01001901