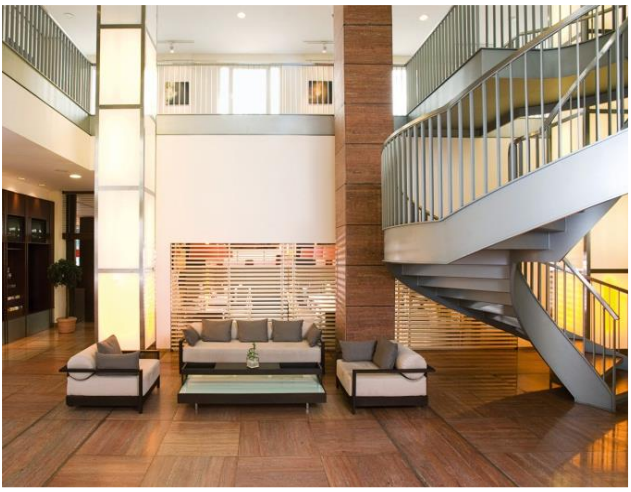


ANANTARA HOTELS · RESORTS · SPAS
AVANI Hotels & Resorts
elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

Job Aids

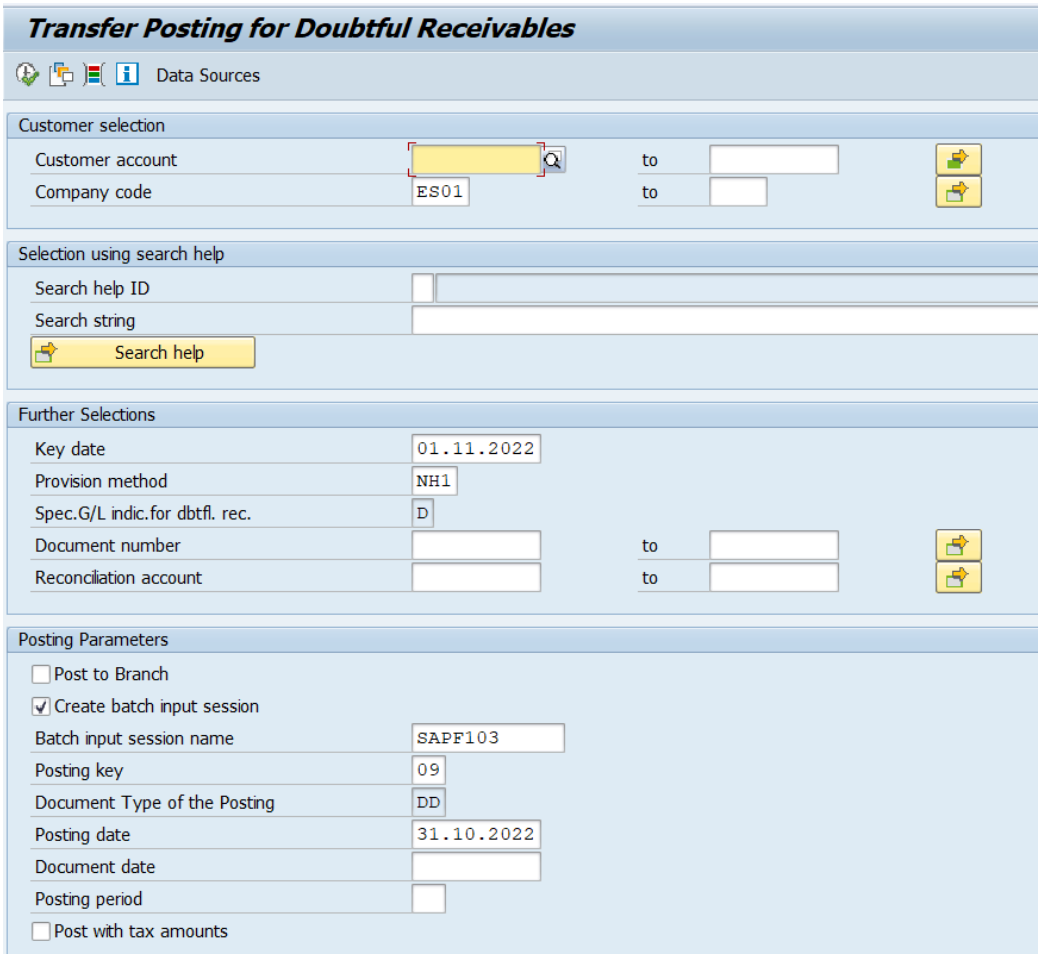
- Accounts Receivable
  - Dunning Process
  - Bad Debt Provisions

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"):

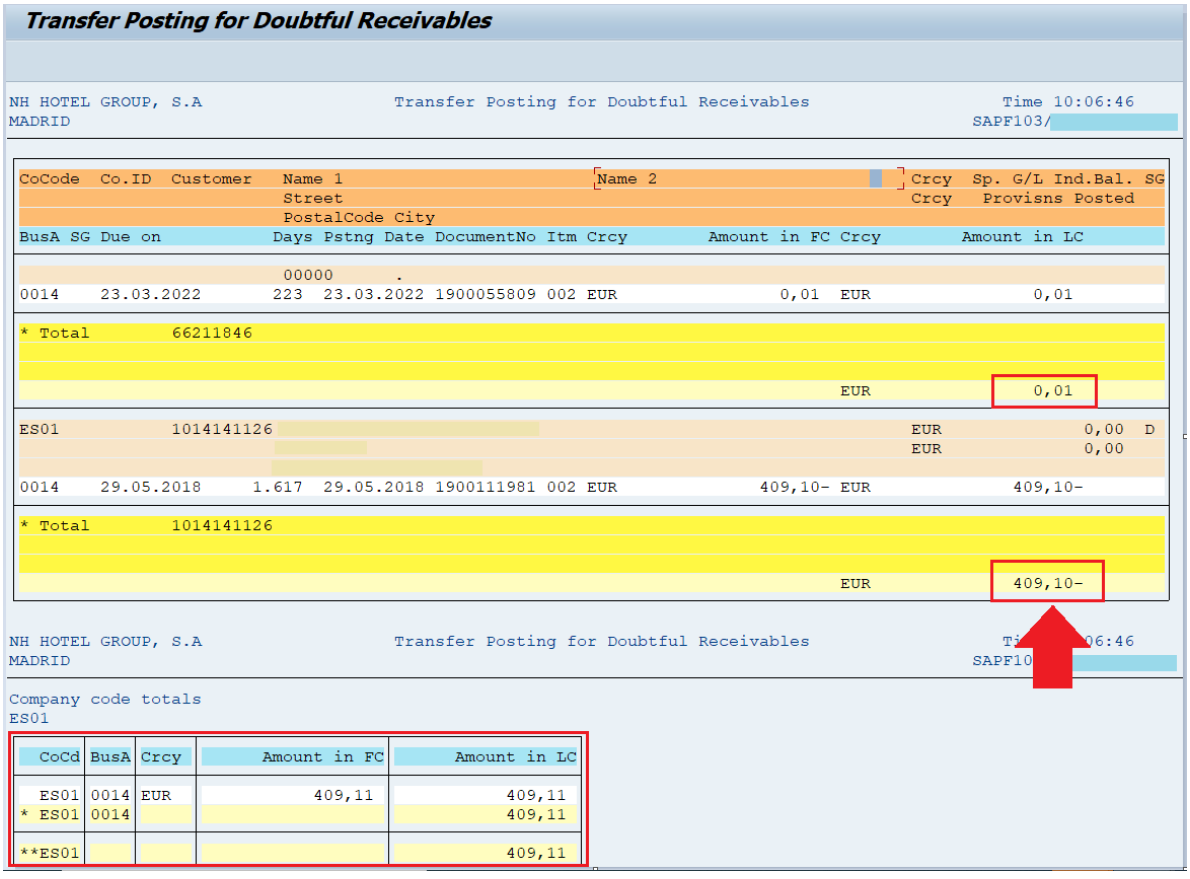


The main fields are explained in this table:

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	• 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

	• 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	The option "Create batch input session" is marked by default. It is used to create the batch input. • 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"):



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.

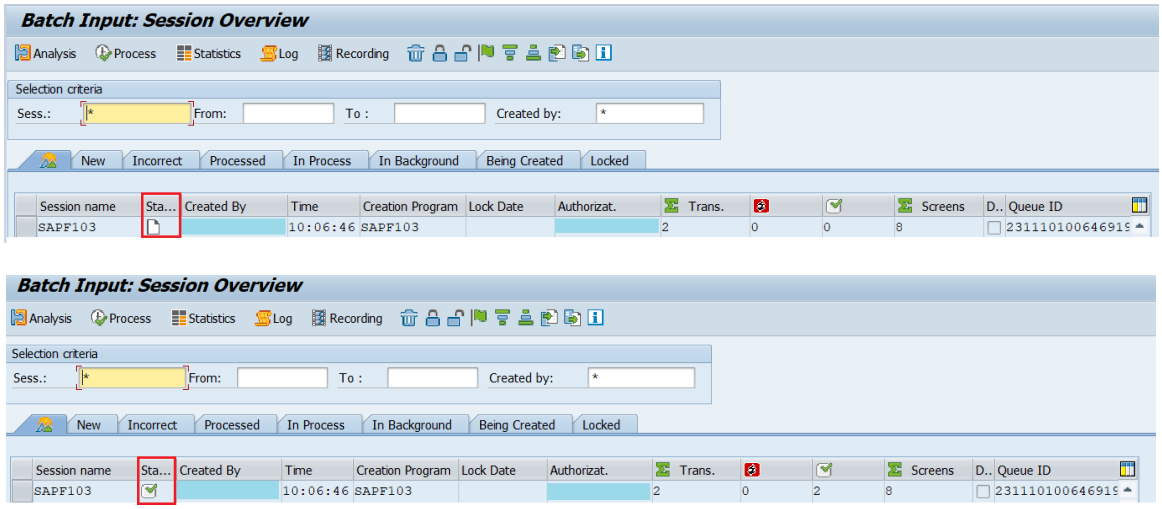
The documents which are going to be introduced in the batch input must be copied from the "Results screen" (marked in the screen with a red arrow), and then, pasted in the "Initial Filter Screen" on "Document Number" field.

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.

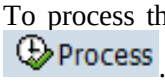
Transaction code: **SM35**

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

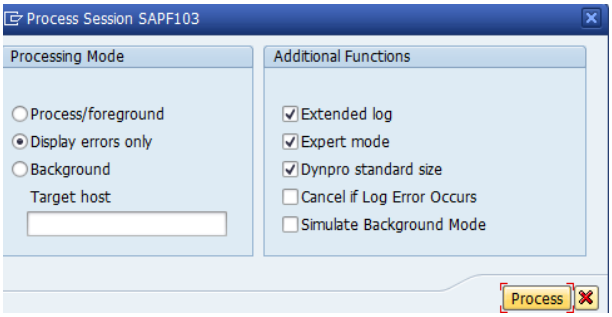


Each line represents one batch input created in the previous transaction, and the "St…" column shows the status.

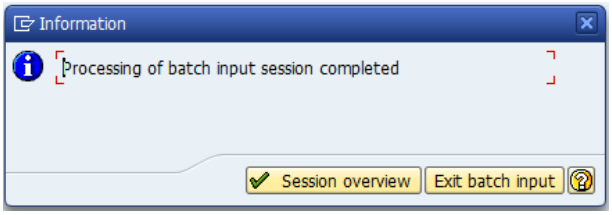
- If a document is not processed, the icon in this column will appear like this: ,
- And if the document is processed, the movement has been posted, and the icon in this column will appear like this: .

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

.



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

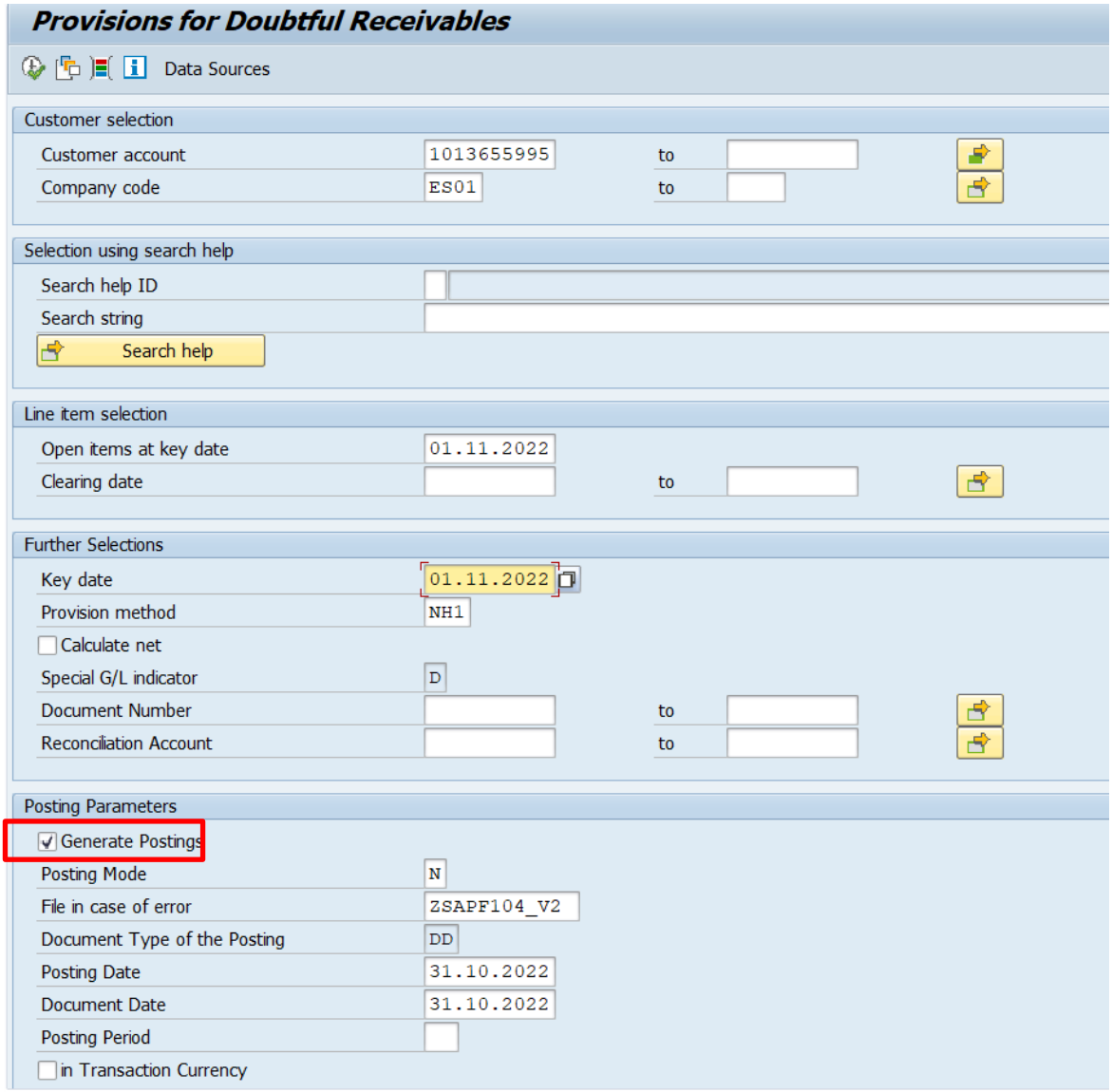


Through "Session overview", the first screen of the transaction is displayed again, and it will appear with our document as processed in the "St…" column.

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:

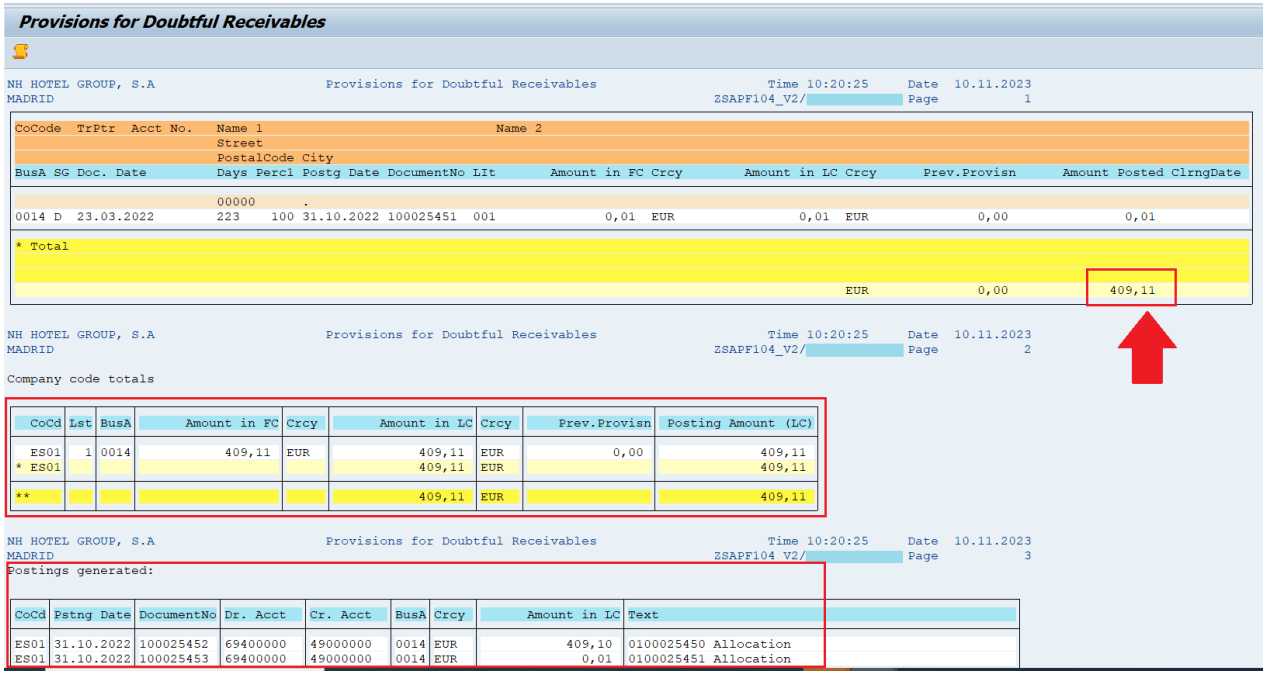


There are two additional parts not presented in F103:

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 1st of 2022)
Posting parameters	The option "Generate Postings" is marked by default. • 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"):



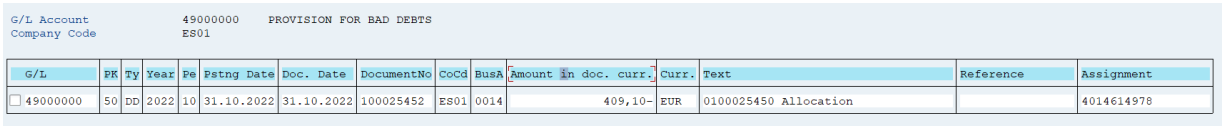
Following the same structure to the F103 transaction, the display is divided into three parts:

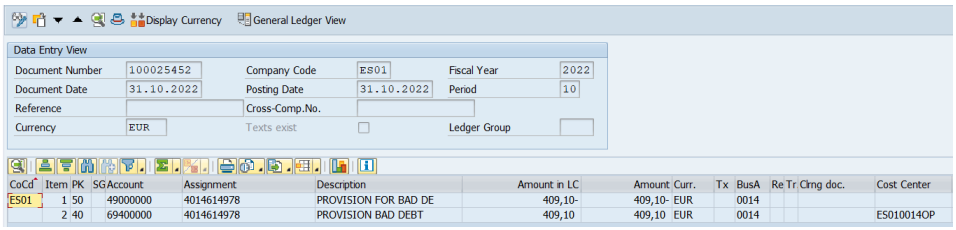
- The results are displayed with all the details in the first box.
- In the second box, the amounts of the results are showed by company codes.
- Below, a message appears indicating the batch input session.

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.





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**

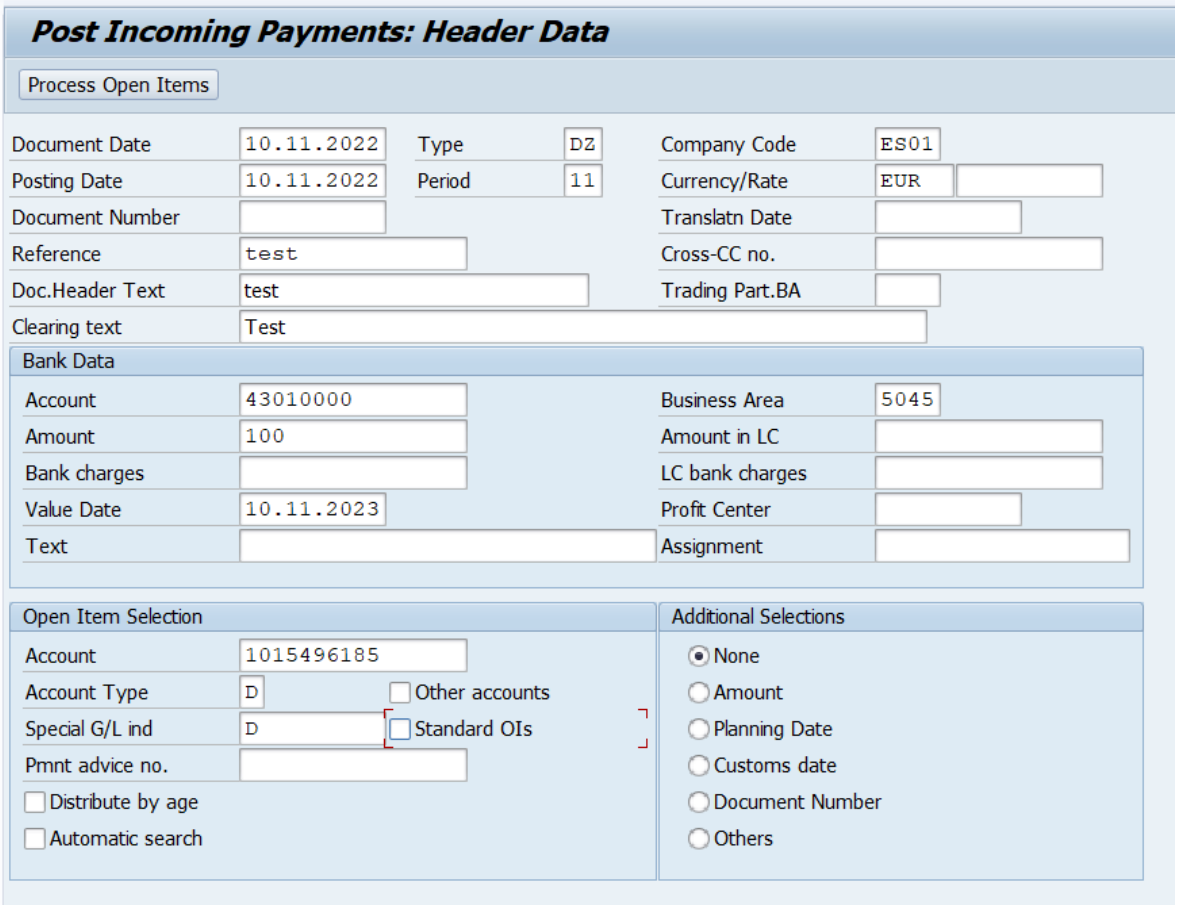
The execution will follow the same procedure as the explained above (see step 5.2).

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**

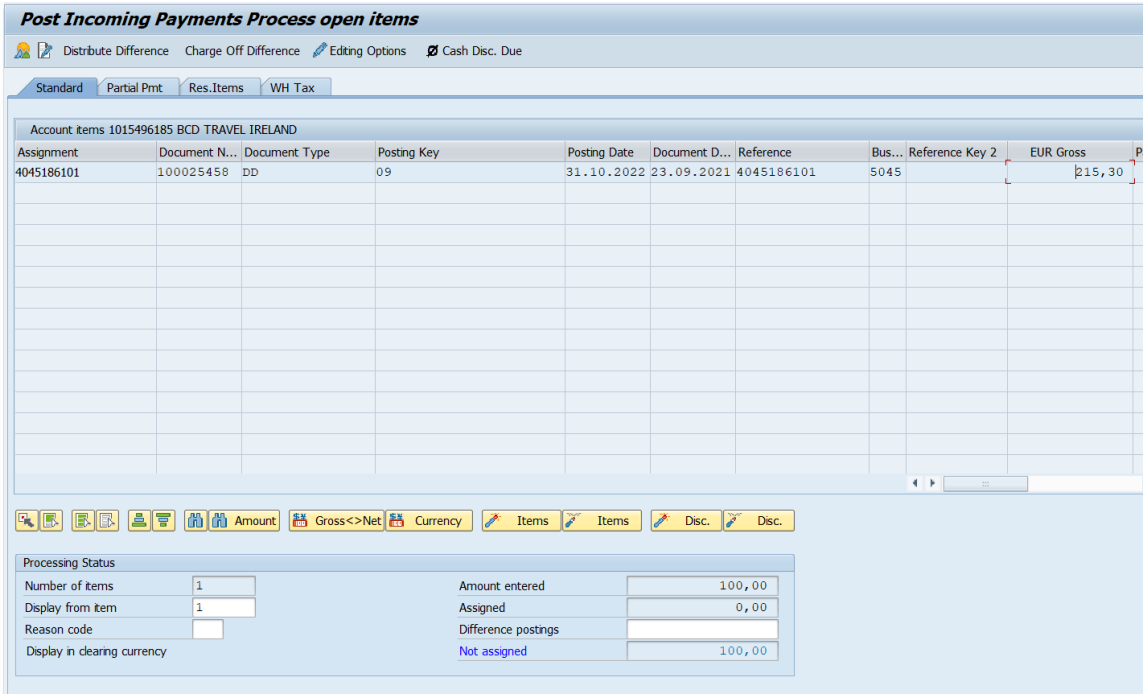
The first screen is used to configure the movement in the accounting:



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.

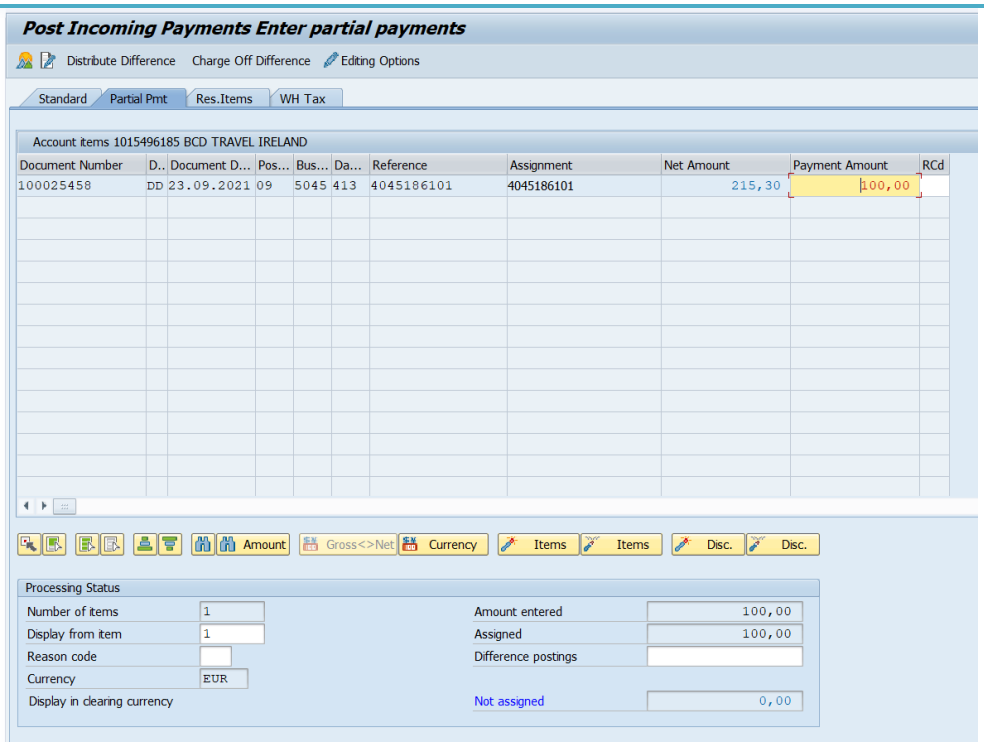
By clicking on Process open items, all the open items are displayed:



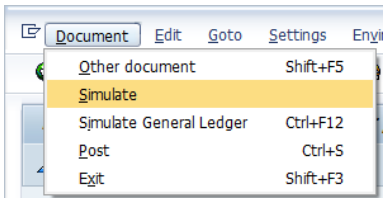
Since the payment is completed partially, the quantity will be introduced in the tab “Partial Payment”.

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.

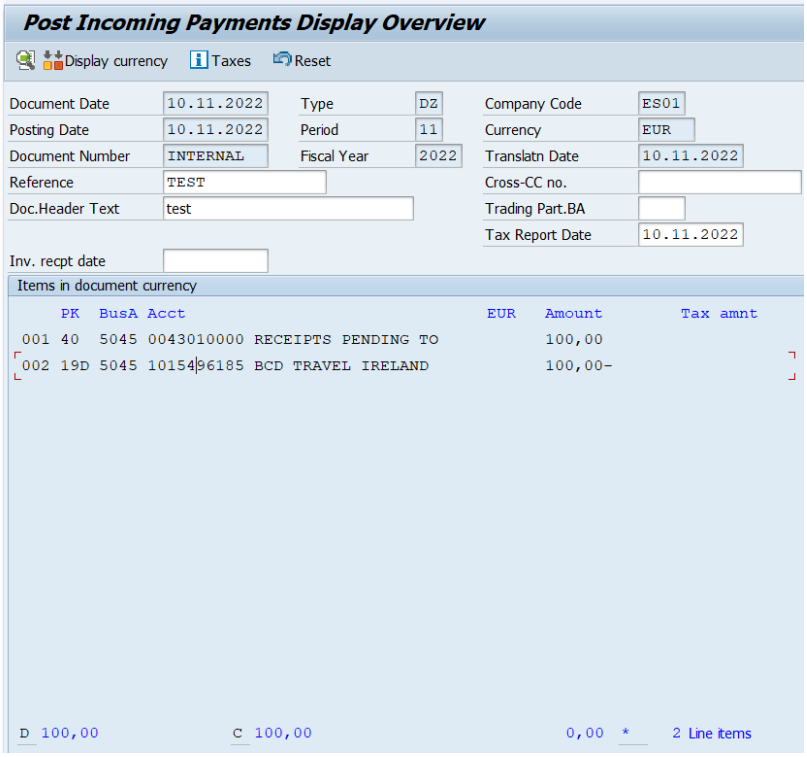
All the items appears as selected, to unselect all the items the user must press the “Select all” button , and then “Deactivate Items” Items. The user must select the item which the payment is made for, and introduce the amount paid in the column of “Payment Amount”.

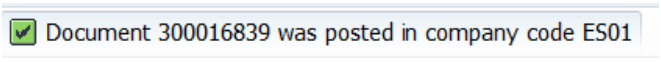


After this process, by clicking on the menu "Document", and "Simulate", the document will be simulated, visualizing the corresponding movement.

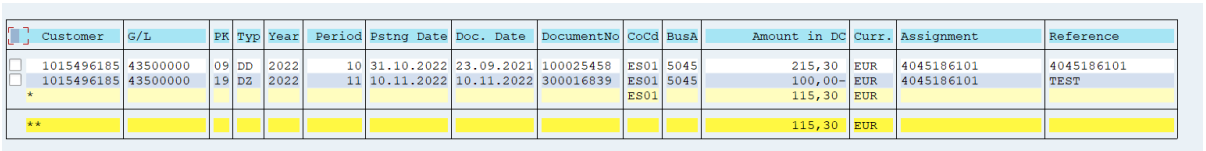


When all the information is correct, by clicking on "Save" button , the movement will be posted.





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

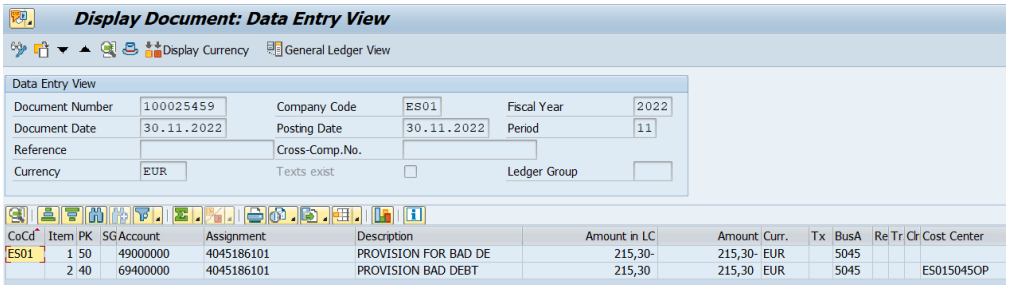


Customer	G/L	PK	Typ	Year	Period	Pstng Date	Doc. Date	DocumentNo	CoCd	BusA	Amount in DC	Curr.	Assignment	Reference
1015496185	43500000	09	DD	2022	10	31.10.2022	23.09.2021	100025458	ES01	5045	215,30	EUR	4045186101	4045186101
1015496185	43500000	19	DZ	2022	11	10.11.2022	10.11.2022	300016839	ES01	5045	100,00-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

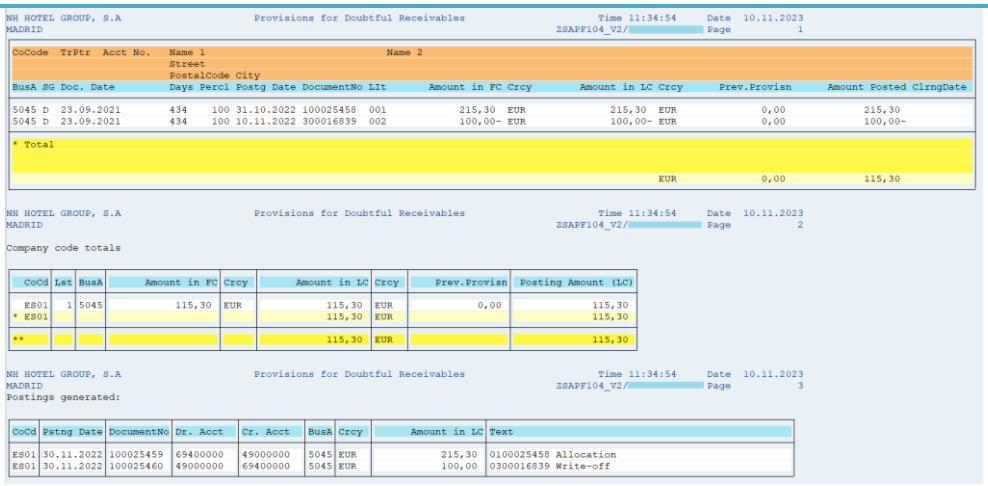
2.2 After the previous line accounted, **the provision amount must be reduced**. This accounting entry is the movement from 69400000 to 49000000. To perform the transaction in SAP, type the transaction code in the transaction box in a new SAP session, and press enter.

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.



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 — Provisions for Doubtful Receivables — Time 11:34:54 — Date 10.11.2023
MADRID — ZSAPF104_V2/ — Page 1

CoCode	TrPtr	Acct No.	Name 1 / Street / PostalCode City	Name 2

BusA	SG	Doc. Date	Days	Percl	Postg Date	DocumentNo	LIt	Amount in FC	Crcy	Amount in LC	Crcy	Prev.Provisn	Amount Posted	ClrngDate
5045	D	23.09.2021	434	100	31.10.2022	100025458	001	215,30	EUR	215,30	EUR	0,00	215,30	
5045	D	23.09.2021	434	100	10.11.2022	300016839	002	100,00-	EUR	100,00-	EUR	0,00	100,00-	
* Total											EUR	0,00	115,30	

NH HOTEL GROUP, S.A — Provisions for Doubtful Receivables — Time 11:34:54 — Date 10.11.2023
MADRID — ZSAPF104_V2/ — Page 2

Company code totals

CoCd	Lst	BusA	Amount in FC	Crcy	Amount in LC	Crcy	Prev.Provisn	Posting Amount (LC)
ES01	1	5045	115,30	EUR	115,30	EUR	0,00	115,30
* ES01					115,30	EUR		115,30
**					115,30	EUR		115,30

NH HOTEL GROUP, S.A — Provisions for Doubtful Receivables — Time 11:34:54 — Date 10.11.2023
MADRID — ZSAPF104_V2/ — Page 3

Postings generated:

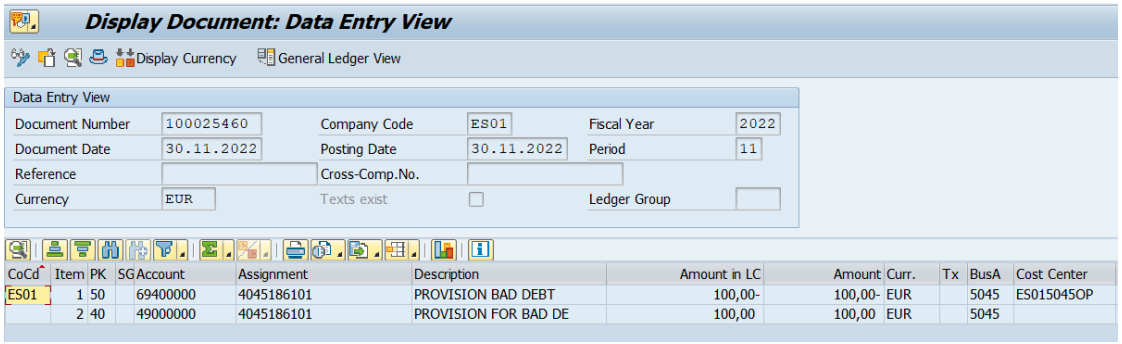
CoCd	Pstng Date	DocumentNo	Dr. Acct	Cr. Acct	BusA	Crcy	Amount in LC	Text
ES01	30.11.2022	100025459	69400000	49000000	5045	EUR	215,30	0100025458 Allocation
ES01	30.11.2022	100025460	49000000	69400000	5045	EUR	100,00	0300016839 Write-off

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:



Display Document: Data Entry View

Display Currency | General Ledger View

Data Entry View

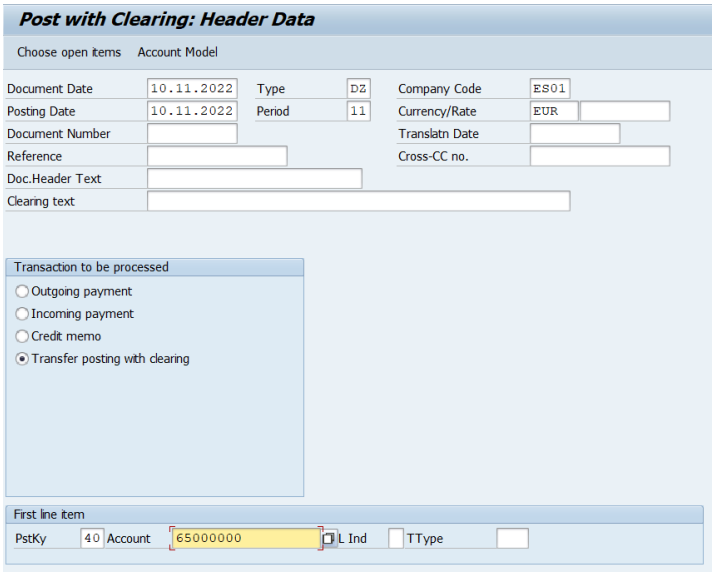
Document Number	100025460	Company Code	ES01	Fiscal Year	2022
Document Date	30.11.2022	Posting Date	30.11.2022	Period	11
Reference		Cross-Comp.No.			
Currency	EUR	Texts exist	☐	Ledger Group	

CoCd	Item	PK	SG	Account	Assignment	Description	Amount in LC	Amount	Curr.	Tx	BusA	Cost Center
ES01	1	50		69400000	4045186101	PROVISION BAD DEBT	100,00-	100,00-	EUR		5045	ES015045OP
	2	40		49000000	4045186101	PROVISION FOR BAD DE	100,00	100,00	EUR		5045	

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.

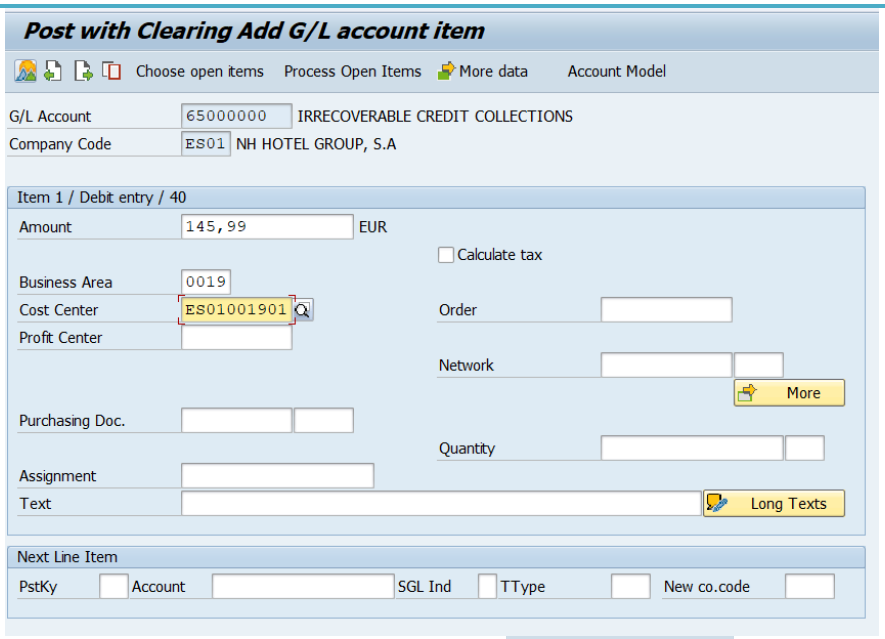
Transaction code: **F-30**



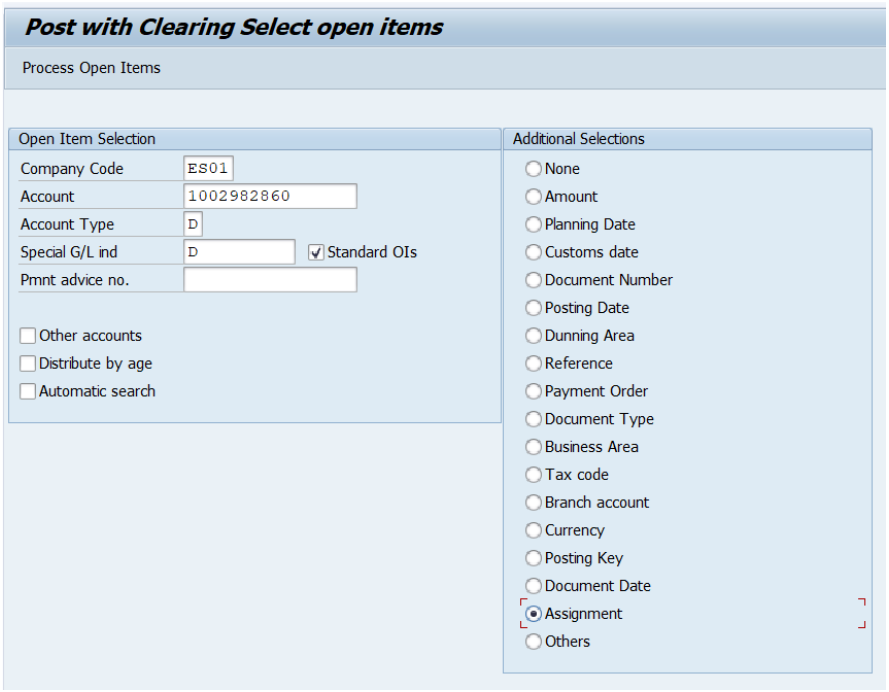
The user must fill the information as showed in the screen. The fields used will be explained in the next table:

Part	*Brief Explanation*
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.

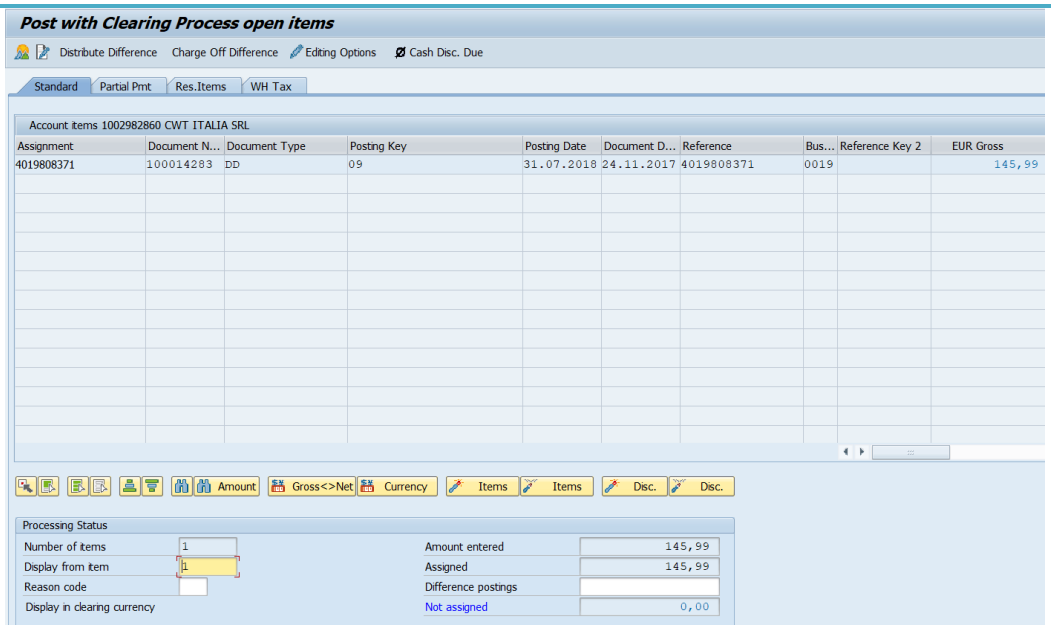
By clicking on , the next screen is showed, where amount, business area and cost center are required to be introduced:



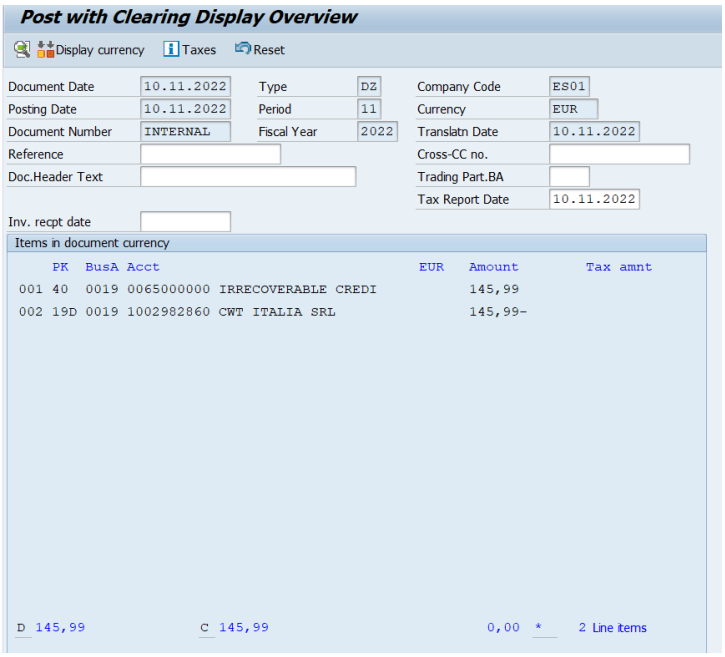
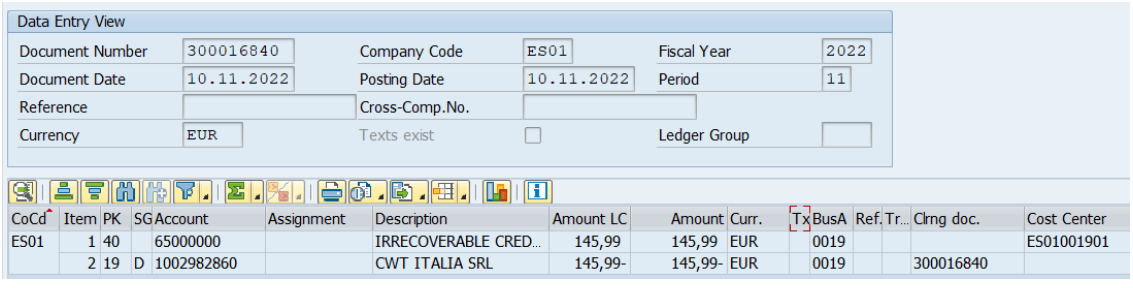
Once the information is introduced, by clicking on Process open items, the next screen displayed must be filled with the Company Code, Customer account, Account type "D" (Customers) and Special General Ledger indicator "D" (Doubtful Debtors) to configure the operation.



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



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.



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