TODS Contract Maintenance

Step-by-Step

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Introduction

The TODS Contract Maintenance guide provides step-by-step instructions for maintaining contracts for the TODS Signing Program.

Conventions

Italicized text indicates text that must be entered in a field.

Bold text in a procedure step indicates application elements that you select, choose, press or enter text.

Italicized and bolded text in a procedure indicates the name of a screen or dialog box that displays.

The following text boxes in a procedure indicate important information:

i	**Note** – a guideline or practice
🔧	**Helpful Hint** – a tip or hint that helps improve your efficiency
⚠	**Warning** – a notification of important information
✳	**Example** – an example relevant to the task at hand
Y	**Decision** – a choice to make that will determine your next step

SAP Resources

Course materials, course catalog and training calendar are published on the BSIP (SAP) Training page of Inside NCDOT.

Overview

Key Terms

The following is a list of key terms and acronyms used throughout this guide. Refer to this section if you encounter an unfamiliar term.

Term	Acronym	Description
Accounting Document	--	SAP document used by Accounts Receivable to post customer payment; automatically created when billing document is saved
Billed Contract	--	contract that has had a payment posted against it
Billing Document	--	SAP document used to create an invoice
Business	--	tourist attractions located on the state non-freeway system which is located within the right-or-way at intersections
Business Owner	--	company or individual who owns the business (same as customer unless TODS fess are paid by corporate office)
Contract	--	SAP sales document that contains control data for the billing of annual renewal fees associated with the TODS Signing Program; includes details about the business
Customer	--	company or individual who pays the TODS fees (same as business owner until TODS fees are paid by corporate office)
Customer Master Record	--	data record in SAP that contains all information necessary to conduct business transactions with a specific customer
Dunning	--	process of sending letters and invoices notifying a customer of a payment due
Invoice	--	printed document used to notify customer of payment due; automatically prints when billing document is saved
Jurisdiction Code	--	code representing the county in which the customer resides
TODS Panel	--	panels are 72" x 16" and include the individual business name, distance, and directional arrow.
Physical Location	--	physical location of the actual business represented on the TODS panel
Sales Order	SO	SAP sales document that contains control data for the one-time billing of fees associated with the TODS Signing Program

Trade Name	--	SAP term for the actual business, included in the TODS Signing Program; also, be called physical location or business
Unbilled Contract	--	contract that has not had a payment posted against it, even if it has been invoiced
WBS Element	WBS	cost collector for revenues related to the TODS Signing Program

Annual Contract Renewal Process

```
Mail Invoices          Paid within 30      Yes      Post Payment
One Month Prior   ──▶     days?         ──────▶
to Anniversary
                           │ No
                           ▼
                      Send Dunning
                        Letter
                           │
                           ▼
                                                        Yes
                      Paid within 30      ──────────────┘ ▲
                         days?
                           │ No
                           ▼
Accounts              Send List of
Receivable            Delinquent
                      Accounts to
                      Coordinator
─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─

                                         Yes            Send Check to
TODS                                     ──────────────▶  Accounts
Coordinator                                             Receivable for
                                                          Posting
                                                            ▲ Yes
Contact          Paid within 7   No   Issue Work      Paid before
Delinquent    ──▶    days?       ──▶  Order to    ──▶ panels actually
Customer                              Dismantle       removed?
                                      Panels
                                                            │ No
                                                            ▼
                                                      Perform Cancel
                                                        Contract
                                                         Process
                                                            │
                                                            ▼
                                                         Notify
                                                        Accounts
                                                        Receivable
```

TODS contracts are renewed according to the *Annual Contract Renewal* process. Accounts Receivable mails invoices for annual renewal fees one month prior to the contract's anniversary. If the customer pays the invoice within 30 days, Accounts Receivable posts the customer payment against the contract. The contract is renewed and requires no additional maintenance.

If the customer does not pay the invoice within 30 days, Accounts Receivable sends a reminder (dunning letter) to the customer. If the customer pays the invoice, Accounts Receivable posts the customer payment and the contract is renewed. If the customer still does not remit payment within the time limit set in the dunning letter, Accounts Receivable forwards the customer information to the TODS coordinator.

The TODS Coordinator contracts the customer, informing them that payment must be received ty the Coordinator within 7 days or the panels will be removed. If the Coordinator receives payment, they forward the check to Accounts Receivable, where it is posted, and the contract is renewed. If the Coordinator does not receive payment within the time limit, they issue a work order to dismantle the panels.

If the customer remits payment before the panels are removed, the payment is posted, and the contract remains in force. If the panels are removed, the TODS Coordinator performs the *Cancel Billed Contract* process and notifies Accounts Receivable that the contract has been cancelled. Accounts Receivable cancels the outstanding invoice.

Review Financial History of Contract and Customer

Before maintaining a contract, review the financial history of the contract and the customer using the contract document flow, the contract, and the Customer Line Items report.

Contract Document Flow

The contract document flow displays a list of all financial documents for the contract. Review the contract document flow to determine if the contract has been invoiced, and if so, if the invoice has been cleared. If the document flow does not include an invoice, it is an unbilled contract. If the document flow includes at least one invoice, and the invoice has been cleared, it is a billed contract. If the document flow includes only one invoice, and that invoice has not been cleared, the contract is treated as an unbilled contract.

Document Flow Screen

The Document Flow screen displays the name and customer master record number of the owner of the contract in the header.

The term invoice refers to the document that prints when an SAP billing document is saved. In the contract document flow, billing documents are called TODS invoices. Each TODS invoice has an associated accounting document that is automatically created to record the customer payment.

When an invoice is paid by the customer or otherwise cleared by Accounts Receivable, the accounting document displays a status of *Cleared*. Accounting documents for invoices that have been cancelled by Accounts Receivable also display a status of Cleared.

(Use transaction FBL5N to determine how the invoice was cleared. Refer to the *FBL5N – Display Customer Line Items* Procedure for instructions.)

If payment for an invoice has not been posted against the contract, the status of *Not cleared* displays for the accounting document. When the contract document flow includes at least one TODS invoice and accounting document, the contract has been invoiced (but the invoice may or may not have been paid by the customer).

VA43 – Display Contract Document Flow

Use this procedure to determine if a contract has been invoiced, and if an invoice has been cleared.

1. Enter *VA43* in the **Command** field on the **SAP Easy Access** screen.
2. Click ✅ or press **Enter**. The **Display Contract: Initial Screen** displays.

3. Enter a *contract number* in the **Contract** field.

> ⚠ Do not click ✅ or press **Enter**.
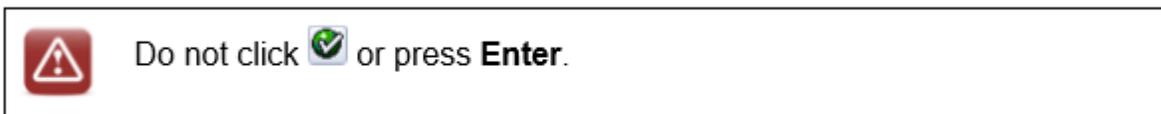
4. Click 🗗. The **Document Flow** screen displays.

> ℹ The customer master record number and name displays to the right of **Business partner** in the header.
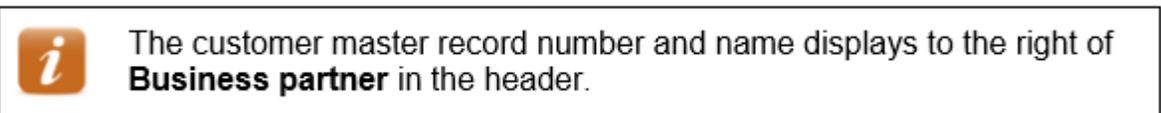
5. Review the list of financial documents for the contract.

> ℹ The **On** column displays the date the document was created. The **Status** column displays the status of the document.
> Contract numbers begin with 004. Invoice numbers begin with 009.
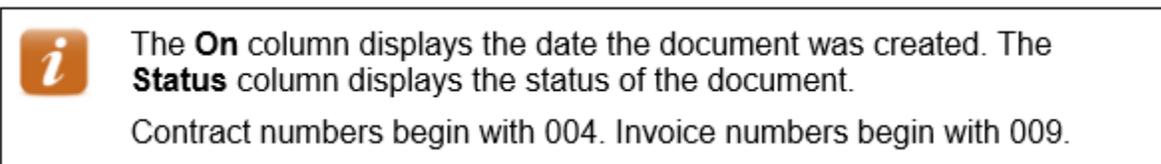
6. Select a contact number, the click 👓 Display document to display the contract, if desired.

7. Click 🏠 to exit this transaction.

Contract

Contracts include details about the business and the TODS agreement. Review a contract to identify contract start and end dates, materials, quantities, etc. Contracts can be displayed from the VA43 initial screen or from within the contract document flow.

VA43 – Display Contract

Use this procedure to identify additional information about a contract and TODS panel.

1. Enter *VA43* in the **Command** field on the *SAP Easy Access* screen.
2. Click ![icon] or press **Enter**. The *Display Contract: Initial Screen* displays.

3. Enter a *contract number* in the **Contract** field.
4. Click ![icon] or press **Enter**. The *Display TODS Contract [number]: Overview* screen displays.

5. Review values in the follow fields of the header:
   - **TODS Contract** – contract number
   - **Sold-To-Party** – customer master record number and customer name/address
   - **Ship-To-Party** – customer master record number and business name/address
   - **PO Number** – agreement number
   - **PO date** – date contract was created
6. Review values in the following fields on the **Sales** tab:
   - **Contract start** – beginning date of contract
   - **Contract end** – ending date of contract
   - **Sales area** – sales organization, distribution channel, and division
7. Review data in the following columns:
   - **Material** – TODS material number
   - **Target quantity** – amount of material
   - **Description** – description of TODS material
   - **Net value** – value of TODS material online item
   - **WBS Element** – object to which TODS payments are posted
8. Click ![icon] in the header. The *Display TODS Contract [number]: Header Data* screen displays.
9. Review values in the following fields on the **Sales** tab:
   - **Created by** – ID of user who created contract
   - **Created on** – date contract was created
10. Select the **Contract data** tab.
11. Review values in the following fields:
    - **Installation date** – date panels were installed
    - **Acceptance date** – date customer check was received
    - **Contract signed** – date agreement was signed by Division Engineer or designee
    - **Dismantling date** – date panels were dismantled
    - **Reason for cancel**. – reason contract was cancelled
    - **Receipt of canc.** – date NCDOT received notice of cancellation from the customer or date panels were removed (if contract cancelled due to lack of payment)

12. Select the **Partners** tab.

13. Click [ ] to the left of the **Ship-to party**.

14. Click [icon] near the bottom of the screen. The ***Address From Master Data for Ship-to party*** dialog box displays.

> [i] Data on this dialog box should reflect details about the business (rather than the customer).

15. Review the data.

16. Click [X] to close the dialog box.

17. Click [icon] to exit this transaction.

Customer Line Items Report

The Customer Line Items report displays a list of all financial documents for a customer. Review the report to determine if a contract is billed or unbilled, how an invoice was cleared, if a contract has unpaid invoices, and the date of the last customer payment. A customer can have more than one TODS contract, so it is important to refer to the values in the Reference and Assignment columns to correctly identify each line item.

Every invoice that has been cleared has two-line items: one for the invoice and another for the document that cleared it. Both line items have the same clearing document number.

TODS invoices (RV document type) that were paid by the customer are cleared by an incoming payment (DZ document type) for the offsetting amount. Invoices (RV) with customer payments (DZ) indicate the contract is a billed contract. See the chart below:

	Doc No	**Doc Type**	**Amount**	**Clearing Doc**
invoice line item	90679322	RV	200.00	1400114776
clearing line item	1400114776	DZ	200.00-	1400114776

TODS invoices that were cleared by some means other than an incoming payment display a different document type for the clearing document, but both line items still have the same clearing document number. Invoices (RV) cleared by other means (AC) <u>may</u> indicate the contract is an unbilled contract. See the chart below:

	Doc No	**Doc Type**	**Amount**	**Clearing Doc**
invoice line item	90651389	RV	200.00	102794751
clearing line item	102794751	AB	200.00-	102794751

If the clearing line item has a document type of AC, contact Accounts Receivable for more information about the invoice and how it was cleared. If the clearing line item has a document type of AB, the invoice was reversed. Contract Account Receivable for more information.

FBL5N – Display Customer Line Item

Use this procedure to determine how an invoice was cleared, if a contract has any unpaid invoices, and/or the date of the most recent customer payment.

1. Enter *FBL5N* in the **Command** field on the *SAP Easy Access* screen.

2. Click ✅ or press **Enter**. The *Customer Line Item Display* screen displays.

3. Enter the *customer master record* in the **Customer account** field.

4. Select the **All items** radio button.

> ℹ️ Select the **Open items** radio button to display line items with open balances only.

5. Ensure */DUNNING* displays in the **Layout** field.

6. Click 🕒. A list of line items for the customer displays.

7. Click the **Doc. Date** column heading, then click 🖨 to sort the line items in chronological order.

> ⚠️ Customers may have multiple TODS contracts. When reviewing report data, ensure the values referenced are for the correct contract.

8. Review data in the following columns:
   - **Cleared/open items symbol indicating status (St)**
     - 🔴 indicates open
     - 🟩 indicates cleared
     - 🔺 indicates parked

   - **Document Number** – accounting document automatically created when invoice is created, same as **Reference** number
   - **Document Type (Typ)**
     - AB – accounting document
     - AC – clearing posting
     - DP – dunning penalty
     - DR – customer invoice
     - DZ – incoming payment
     - RV – invoice

- **Document Date** – date document was created
- **Reference**
    - o Contract number (when value begins with 004)
    - o Invoice number against sales order (when value begins with 009)
- **Assignment** – agreement number
- **Due date (DD)**
    - o ![past due icon] indicates past due
    - o ![not due icon] indicates not due
- **Amount in local currency** – amount for line item
- **Text** – explanatory text for line item
- **Clearing date** – date clearing document cleared
- **Clearing Document** – clearing document number
- **Last dunned** – date accounting document was last dunned
- **Dunning level**
    - o 1 – customer has been notified of past due balance
    - o 2 – expect communication from Accounts Receivable regarding possible cancellation of contract
- **Dunning block** – indicates customer will not continue to be dunned until a payment conflict has been resolved
    - o H – indicates account is on hold for management review
    - o L – indicates contract has been sent to TODS Coordinator for sign removal

9. Click ![home icon] to exit this transaction.

Cancel Contract

Cancel Contract Process
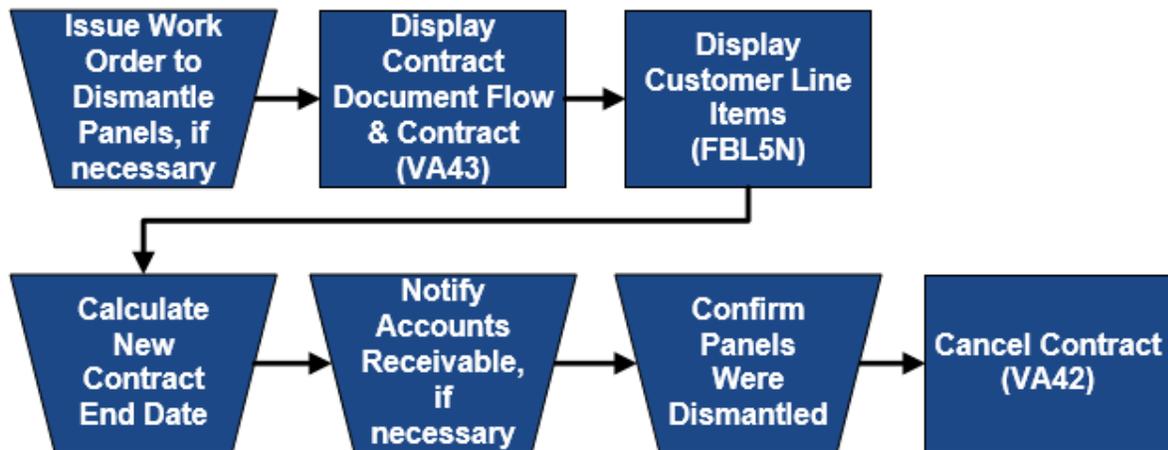
Issue Work Order to Dismantle Panels

The TODS Coordinator issues a work order for NCDOT personnel or a contractor to remove TODS panels, if panels were installed.

Display Contract Document Flow & Contract

Display the document flow from the contract to review the customer name and master record number in the header to ensure the change of ownership has not already been performed. Refer to the *VA43 – Display Contract Document Flow* procedure for instructions.

Display the contract to identify and record the contract start and end dates.

Display Customer Line Items

Execute this report to ensure all invoices have cleared properly and to determine the date of the last customer payment. Refer to the *FBL5N – Display Customer Line Items* procedure for instructions.

Calculate New Contract End Date

When cancelling a contract for any reason, the contract end date that was entered when the contract was created must be changed to the last day of the most recent period for which payment has been received. If not changed, the system will continue to generate annual invoices for the contract.

When cancelling a contract, SAP automatically proposes a cancellation date as part of the procedure. Always manually calculate the new contract end date for comparison to the proposed date to ensure it is correct before accepting it. Typically, the new contract end date should be the last day of the most recent period for which payment was received.

For example, a TODS customer pays their first-year fees on 12/01/2014, which covers 12/01/2014 through 11/30/2015. The contract is created with a start date of 12/01/2015, the day after the first-year fees coverage ends. The first contract renewal period is 12/01/2015 to 11/30/2016. If the customer requests that the contract be cancelled on 09/30/2015, they are within the first-year coverage and haven't received their first bill for annual renewal fees. The contract is cancelled following the *Cancel Unbilled Contract* process. SAP proposes a contract end date of 11/30/2015, which is correct.

Let's say the same contract isn't cancelled during the first year, but instead goes on for a few years. The customer requests on 05/15/2021 that the contract be cancelled. The *Customer Line Item Display* report indicates the last payment from the customer was received on 11/15/2020 (which pays for the renewal period 12/01/2020 to 11/30/2021). The contract is cancelled following the *Cancel Billed Contract* process. SAP proposes a contract end date of 11/30/2021, which is correct, because it is the last day of the most recent contract renewal period for which payment has been received.

Now let's day the customer wasn't sure if they wanted to renew or cancel and doesn't notify NCDOT that they want to cancel until 01/15/2022 (six weeks past due, and into the next renewal period). The contract is cancelled following the *Cancel Billed Contract* process. The end date should be 11/30/2021 (**the last day of the most recent contract renewal period for which payment has been received**)**,** but because the contract cancellation went into the next renewal period, SAP proposes an end date of 11/30/2022, <u>which should not be accepted</u>. If this end date is accepted, the customer will appear as having failed to pay the next billing period. To avoid this problem, the contract end date on the Sales tab is changed to 11/30/2021 (the last day of the most recent contract renewal period for which payment has been received).

Notify Accounts Receivable, if Necessary

If the contract has an unpaid invoice, notify Accounts Receivable so the invoice can be cancelled. Do not cancel the contract before confirming the invoice has been cancelled.

Confirm Panels Were Dismantled

Do not cancel a contract until the panels have been dismantled. Occasionally a customer will pay a delinquent invoice just prior to the date for the panels to be removed. If they do, the contract should not be cancelled.

Cancel Contract

Canceling Unbilled vs Billed Contracts

An unbilled contract is one that has not had a payment for annual renewal fees posted against it, even if it has been invoiced. For example, a contract created for a new TODS agreement is an unbilled contract until a customer payment for the first invoice is posted against it. Unbilled contracts are cancelled when:

- The customer wants to discontinue participation in the TODS Signing Program before they have paid the first invoice for annual renewal fees.
- a customer is delinquent in paying their first invoice for annual renewal fees
- the contract is a duplicate and no payments were posted to it
- the TODS panel specified in the contract were never installed

A billed contract is one that has had a payment for annual renewal fees posted against it. Billed contracts are cancelled when:

- the customer wants to discontinue participation in the TODS signing Program after having paid at least one invoice for annual renewal fees
- a customer who has paid at least one invoice for annual renewal fees does not pay their current invoice for annual renewal fees
- the contract is a duplicate and payments have been posted to it

Steps to Cancel an Unbilled Contract

1. **Issue Work Order to Dismantle Panels, if necessary**

   If the TODS panel have never been installed, this step is not required.

2. **Display Contract Document Flow**
   Use transaction VA43 to
   - Display the contract document flow to ensure the contract has not had <u>any</u> payments posted against it
   - Display the contract to identify and record the contract start and end dates

3. **Display Customer Lite Items**

   Use transaction FBL5N to identify the date of the first-year fee payment

4. **Calculate New Contract End Date**

   Using the contract start and end dates and the date the invoice for the first-year fees was paid, calculate the new contract end date. The date should equal the last day of the period covered by the first-year fees.

5. **Notify Accounts Receivable, if necessary**
   If the contract was invoiced for the first annual renewal fees, but the invoice was not paid, notify Accounts Receivable so the invoice can be cancelled.
   - Include customer number, contract number, date of contract cancellation and invoice number in email to Accounts Receivable
   Do not cancel the contract before confirming the invoice has been cancelled.

6. **Confirm Panels Were Dismantled**

   Do not cancel the contract until the TODS panel is dismantled.

7. **Cancel Contract**

   Use the VA42 – Cancel Unbilled Contract procedure to cancel the contract.

VA42 – Cancel Unbilled Contract

Use this procedure to cancel all panels on an unbilled TODS contract.

1. Enter *VA42* in the **Command** field on the **SAP Easy Access** screen.

2. Click 🟢 or press Enter. *The Change Contract: Initial Screen* displays.

3. Enter the *contract* in the **Contract** field.

4. Click 🟢 or press **Enter**.

   > ℹ️ If the **Information** dialog box displays the following message: *Consider the subsequent documents*, documents related to the contract (invoices, credit memos, accounting document, etc.) exist. Typically, if the message does not display, the contract has not been billed.

5. Click ✔️ or press **Enter**. The ***Change TODS Contract [number]: Overview*** screen displays.

6. Review data in the header to ensure the correct contract displays.

7. Follow the menu path **Goto → Header → Contract Data**. The *Create TODS Contract: Header Data* screen displays with the **Contract data** tab selected.

   > ⚠️ Never change the **Contract start date** or **Contract end date** on the **Contract data** tab.

8. Enter the *date the panels were removed* in the **Dismantling date** field.

> **i** If the panels were installed, this is the date on the dismantling work order. If the panels were never installed, or if the contract is a duplicate, enter the date the customer notified NCDOT or the current date.

9. Click 🗐 in the **Reason for cancel** field, then select the reason for canceling the contract.

> **i** **Contract not renewed** – contract cancelled by customer request
>
> **Delinquent payment** – contract cancelled due to lack of payment
>
> **Other** – select when panels were never installed or when contract is a duplicate

10. Enter one of the following dates in the **Receipt of canc.** field:

   - date NCDOT received notice of cancellation from the customer (when contract is cancelled by customer request)

   - date panels were removed (when contract is cancelled due to lack of payment)
   - date the customer notified NCDOT or the current date (when panels were never installed or when contract is a duplicate)

11. Click ✅ or press **Enter.** The *Propose cancellation date* dialog box displays.

12. Review the proposed cancellation date to determine if it is correct.

> **i** The proposed cancellation date should equal the last day of the period covered by the first-year fees.
>
> If the proposed date is correct, perform the following:
>
> 1. Click **Yes**.
>
> 2. Click ✅ to clear the *Alter the action if necessary* message.
>
> 3. Click ⏎ to return to the *Change TODS Contract [number]: Overview* screen. The proposed cancellation date displays in the **Contract end** field on the **Sales** tab.
>
> If the proposed date is not correct, perform the following:
>
> 1. Click **No**.
>
> 2. Click ⏎ to return to the *Change TODS Contract [number]: Overview* screen.
>
> 3. Enter the last day of the last contract period for which payment was received in the **Contract end** field on the **Sales** tab.
>
> 4. Click ✅ or press **Enter**.

13. Click ☐ to the left of the first line item.

14. Follow the menu path **Goto → Item → Sales A.**

15. Click 📄 in the **Reason for rejection** field, then select **DOT – Sales Contract Rejection**.

Review billing Plan Data

16. Select the **Billing plan** tab.

> **i** Click ✅ or press **Enter** to clear any dialog boxes that display.
>
> ⚠ Do not change information on the **Billing plan** tab.

17. Review the billing plan data for the selected line item.

> **i** The **End date** should be the same as the new date in the **Contract end** field on the **Sales** tab.
>
> All billing line items should be grayed out.

18. Click ⏎. The *Change TODS Contract [number]: Overview* screen displays.

19. Click 🖫. The following message displays:
TODS Contract [number] has been saved

20. Click 🏠 to exit this transaction.

Steps to Cancel a Billed Contract

1. **Issue Work Order to Dismantle Panels**

   This step is not required when cancelling a duplicate contract.

2. **Display Contract Document Flow**
   Use transaction VA43 to

   - display the contract document flow to ensure the contract has had payments posted against it
   - display the contract to identify and record the contract start and end dates

3. **Display Customer Line Items**

   Use transaction FBL5N to identify the date of the most recent annual renewal fee payment. If the contract has invoices that were cleared by any means other than customer payment, contact Accounts Receivable.

4. **Calculate New Contract End Date**

   Using the contract start and end dates and the date of the most recent annual renewal fee payment, calculate the new contract end date. The date should equal the last day of the most recent contract renewal period for which payment has been received.

5. **Notify Accounts Receivable, if necessary**

   If the contract has an unpaid invoice, notify Accounts Receivable so the invoice can be cancelled.
   - include customer number, contract number, date of contract cancellation and invoice number in email to Accounts Receivable
       Do not cancel the contract before confirming the invoice has been cancelled.

6. **Confirm Panels Were Dismantled**

   Do not cancel the contract until the TODS panel is dismantled. This step is not required when cancelling a duplicate contract.

7. Cancel Contract
Use the *VA42 – Cancel Billed Contract* procedure to cancel the contract.

VA42 – Cancel Billed Contract

Use this procedure to cancel <u>all panels</u> on a billed TODS contract.

1. Enter *VA42* in the **Command** field on the **SAP Easy Access** screen.

2. Click ✅ or press Enter. The Change Contract: Initial Screen displays.

3. Enter the *contract* in the **Contract** field.

4. Click ✅ or press **Enter**.

> *i*   If the **Information** dialog box displays the following message: *Consider the subsequent documents*, documents related to the contract (invoices, credit memos, accounting document, etc.) exist. Typically, if the message does not display, the contract has not been billed.

5. Click ✔ or press **Enter.** The **Change TODS Contract [number]: Overview** screen displays.

6. Review data in the header to ensure the correct contract displays.

7. Follow the menu path **Goto ⟶ Header ⟶ Contract Data**. The *Create TODS Contract: Header Data* screen displays with the **Contract data** tab selected.

> ⚠   Never change the **Contract start date** or **Contract end date** on the **Contract data tab**.

8. Enter the *date the panels were removed* in the **Dismantling date** field.

> *i*   Typically, this is the date on the dismantling work order. If the contract is a duplicate, enter the date the customer notified NCDOT or the current date.

9. Click ▤ in the **Reason for cancel**. Field then select the reason for cancelling the contract.

> *i*   **Contract not renewed** – contract cancelled by customer request
> **Delinquent payment** – contract cancelled due to lack of payment
> **Other** – select when contract is a duplicate

10. Enter one of the following dates in the **Receipt of canc**. field:
   - Date NCDOT received notice of cancellation from the customer (if contract cancelled by customer request)
   - Date panels were removed (if contract cancelled due to lack of payment)
   - Date the customer notified NCDOT or the current date (when contract is a duplicate)

11. Click ✅ or press **Enter**. The *Propose cancellation date* dialog box displays.

12. Review the proposed cancellation date to determine if it is correct.

The proposed cancellation date should equal the last day of the most recent contract renewal period for which payment has been received.

If the proposed date is correct, perform the following:

1. Click [Yes].

2. Click ✅ to clear the *Alter the action if necessary* message.

3. Click ↩ to return to the *Change TODS Contract [number]: Overview* screen. The proposed cancellation date displays in the **Contract end** field on the **Sales** tab.

If the proposed date is not correct, perform the following:

1. Click [No].

2. Click ↩ to return to the *Change TODS Contract [number]: Overview* screen.

3. Enter the last day of the last contract period for which payment was received in the **Contract end** field on the **Sales** tab.

4. Click ✅ or press **Enter**.

Review Billing Plan Data

13. Click ⬜ to the left of the first line item.

14. Click [🔍 Bill. plan]. The *Change TODS Contract [number]: Item Data* screen displays.
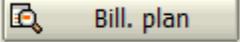
⚠️ Do not change information on the **Billing plan** tab.

15. Review the billing plan data for the selected line item.

> **i** The **End date** should be the same as the new date in the **Contract end** field on the **Sales** tab.
>
> No future dates should display in the **Billing date** column and all previous billing dates should have a **BillSt** of C.

> **i** Review the values in the **Sales Document Item** and **Material** fields in the header to identify the line item.

16. Click ⬅. The ***Change TODS Contract [number]: Overview*** screen displays.

17. Click 💾. The following message displays:
    TODS Contract [number] has been saved.

18. Click 🏠 to exit this transaction.

Reinstating Cancelled Contracts

If a contract has been cancelled due to unpaid invoices and the customer wants to participate in the TODS program again, the Coordinator contacts Accounts Receivable to determine the amount owed on the cancelled contract. The customer must pay all fees owed <u>and</u> wait at least six months from the dismantle date on the cancelled contract before a new agreement can be created. If the contract is cancelled due to lack of payment again, the customer will be required to pay all fees owed and wait two years before a new agreement can be created.

Add Panel to Contract

Customers may request that one or more panels be added to a TODS contract. A prorated sales order must be created for the months between the panel installation and the contract renewal month. After the customer pays the invoice and the additional panels are installed, the TODS Coordinator adds the new panels to the contract.
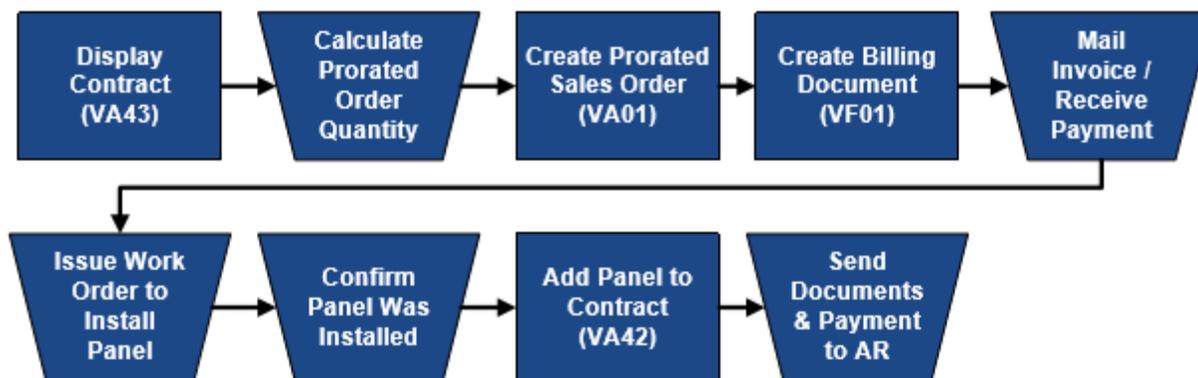
Display Contract

Display the contract to identify and record data that will be required when creating the prorated sales order, including customer master record number, agreement number, contract start month (contract renewal month), and division. Refer to the *VA43 – Display Contract Document Flow & Contract* procedure for instructions.

Calculate Prorated Order Quantity

When panels are added to an existing contract, the order quantity for the additional panels on the sales order is prorated or adjusted to the number of months between the calculated current month and the contract renewal month.

The calculated current month is determined by the current date. If the current date is on or before the 15th of the month, use the current month. If the current date is after the 15th of the month, use the next month as the calculated current month.

Count the number of months between the calculated current month and the contract start month (contract renewal month). Multiple the number of months by the number of additional panels to determine the order quantity for the prorated sales order. Repeat the calculation as necessary for additional TODS materials.

For example, two panels are to be added to a contract with a renewal month of November. The current date is March 20, which means the calculated current month will be April. The number of months between April and November is 7. Multiplying the number of months (7) by the number of panels to be added (2) gives a prorated order quantity of 14.

VA01 – Create Prorated Sales Order

When adding a TODS panel to an existing contract, a prorated sales order is created to provide a way to bill the customer for the months between the installation of the additional panel and the contract's next annual billing. When the new panels are added to the contract later in the process, they will be included in the annual renewal fees.

1. Enter *VA01* in the **Command** field on the **SAP Easy Access** screen.

2. Click ✅ or press **Enter**. The *Create Sales Order: Initial Screen* displays.

> *i* If your parameters have been set to default for **TODS**(refer to the *Set Parameters* procedure in the **Tips & Tricks**), perform the following:
>
> 1. Review the defaulted values to ensure they are correct.
>
> 2. Enter *ZOR* in the **Order Type** field.
>
> 3. Proceed to step 7.

3. Enter *ZOR* in the **Order Type** field.

4. Enter *1500* in the **Sales Organization** field.

5. Enter *55* in the **Distribution Channel** field.

6. Enter the *division number* in the **Division** field.

7. Click ✅ or press **Enter**. The *Create DOT Standard Order: Overview* screen displays.

8. Enter the *customer master record number* in the **Sold-To Party** field.

9. Enter the *agreement number* in the **PO Number** field.

10. Enter the *current date* in the **PO date** field.

11. Click ✅ or press **Enter** to validate your entries.

12. Enter a *TODS monthly material number* in the **Material** column.

> *i* Use TODS Prorated Fee when adding panels to existing agreements.
>
> ⚠ Do not enter or overwrite text in the **Description** column.

13. Enter the *prorated order quantity* in the **Order Quantity** column.

14. Enter the *TODS WBS element to receive payment* in the **WBS Element** column.

> **i** If the line item table has not been reconfigured, you must scroll to the right to find the **WBS element** column.
>
> If you do not know the WBS element, click 🔲 in the **WBS Element** field to search for it.

15. Click ✓ or press **Enter** to validate your entries. The **Description** and **Amount** columns are populated with the relevant data.

16. Repeat steps 12 – 15 as necessary for additional line items.

17. Click 📑.

18. Follow the menu path **Goto→Item→Texts**. The *Create DOT Standard Order: Item Data* screen displays.

19. Review the data in the header to determine the material type.

20. Enter *[number of additional panels] [PANEL TYPE] PANEL @ [number of months] MONTHS = QUANTITY OF [order quantity]* in the **Material sales text** box

> ***** 2 TODS   PANELS @ 7 MONTHS = QUANTITY OF 14
>
> Information entered prints below the line item on the invoice.

21. Click ▶. Values for the next line item display in the header.

22. Repeat steps 19 – 21 as necessary until the following message displays:
    There are no more items to be displayed

23. Click 💾. The following message displays:
    DOT Standard Order [number] has been saved

24. Record the sales order number for the future reference.

25. Click 🏠 to exit this transaction.

VF01 – Create Billing Document

Use this procedure to create a billing document referencing the prorated TODS sales order. Be sure you have set up your default printer before creating the billing document.

1. Enter *VF01* in the **Command** field on the *SAP Easy Access* screen.

2. Click ☑ or press **Enter**. The **Create Billing Document** screen displays.

3. Enter the *sales order* in the **Document** column.

4. Click ☑ or press **Enter**. The *DOT Standard Invoice (ZDS) Create: Overview of Billing Items* screen displays.

5. Review the line items.

> **i** If a line item requires changes, exit this transaction. Use transaction VA02 to correct the line item in the sales order, then begin this procedure again.

6. Click 💾 . The **Create Billing Document** screen displays the following message: *Document [number] has been saved.*

> **i** Two copies of the invoice automatically print to your default SAP printer. The invoice is attached to the billing document in the system.

7. Record the billing document number for future reference.

8. Click 🏠 to exit this transaction.

Mail Invoice / Receive Payment

When a billing document is saved, two copies of the invoice print. If payment for the additional panel has already been received, the Coordinator stamps RECEIVED on both invoices, and records the date payment was received on each copy. One copy of the invoice is sent to the customer as a receipt and the remaining copy is placed with the customer payment.

If the customer has not already submitted payment, the Coordinator places a label indicating the Division office as the remit to address on one invoice and forwards it to the customer to request payment. When payment is received, the Coordinator stamps RECEIVED on the remaining invoice, records the date payment was received, and places the invoice with the customer payment.

Issue Work Order to Install Panel

Do not issue a work order to install TODS panel until customer payment has been received.

Confirm Panel Was Installed

Do not change the contract until the additional panel has been installed.

VA42 – Add Panel to Contract

Use CAPITAL LETTERS when entering text.

1. Enter *VA42* in the **Command** field on the **SAP Easy Access** screen.

2. Click ✅ or press **Enter**. The *Change Contract: Initial Screen* displays.

3. Enter the *contract* in the **Contract** field.

4. Click ✅ or press **Enter**. The *Information* dialog box displays the following message: *Consider the subsequent documents*

> ℹ️ The message indicates that documents related to the contract (invoices, credit memos, accounting document, etc.) exist.

5. Click ✔️ or press **Enter**. The *Change TODS Contract [number]: Overview* screen displays.

6. Review data in the header to ensure the correct contract displays.

7. Review the line item and increase the value in the **Target quantity** column to represent the additional panels. Do not create a new line item for an existing TODS material.

8. Click ✅ or press **Enter**.

Review Billing Plan Data

9. Click ☐ to the left of the first line item changed or added.

10. Click 🔍 **Bill. plan**. The **Change TODS Contract [number]: Item Data** screen displays.

> ℹ️ If the following message displays: *There are unbilled dates in the past*, click ✔️ to clear the dialog box.

11. Review the billing data for the selected line item.

> ℹ️ If the target quantity for an existing material was increased, perform the following:
>
> 1. Identify the line item that represents the next billing cycle.
>
> 2. Ensure the value in the **Bill.value** column reflects the increase in target quantity.

12. Click ![icon]. The **Change TODS Contract [number]: Overview** screen displays.

Enter Line Item Text

13. Click ![icon] to the left of the first TODS material line item added.

14. Follow the menu path **Goto → Header → Texts**.

15. Enter explanatory text in the **Header note 1** field.

> **i** If the target quantity for an existing material was increased, enter the following text:
> ON [current date], [additional quantity] ADDITIONAL PANEL(S) WAS(WERE) ADDED TO MATERIAL [Logo material]. PANELS WERE ADDED IN ACCORDANCE WITH THE TODS ADDITIONAL PANEL PROCESS. DOCUMENTATION REGARDING THIS ADDITION MAY BE FOUND ON FILE WITH THE DIVISION TODS COORDINATOR. [SAP USER ID]
>
> If the material was added to the contract, enter the following text:
> ON [current date], MATERIAL [Logo material] WAS ADDED TO THIS CONTRACT IN ACCORDANCE WITH THE TODS ADDITIONAL PANEL PROCESS. DOCUMENTATION REGARDING THIS ADDITION MAY BE FOUND ON FILE WITH THE DIVISION TODS COORDINATOR. [SAP USER ID]

16. Click ![icon]. The **Change TODS Contract [number]: Overview** screen displays.

17. Click ![icon]. The **Change Contract: Initial Screen** displays the following message:
    TODS Contract [number] has been saved

18. Click ![icon] to exit this transaction.

Send Documents & Payment to Accounts Receivable

After the contract has been updated, the Coordinator records the contract number on the invoice, and sends the invoice with the customer payment to Accounts Receivable.

Cancel panel on Contract

The dismantled panel(s) must be cancelled on the contract. Do not cancel the panel on the contract until it has been dismantled.
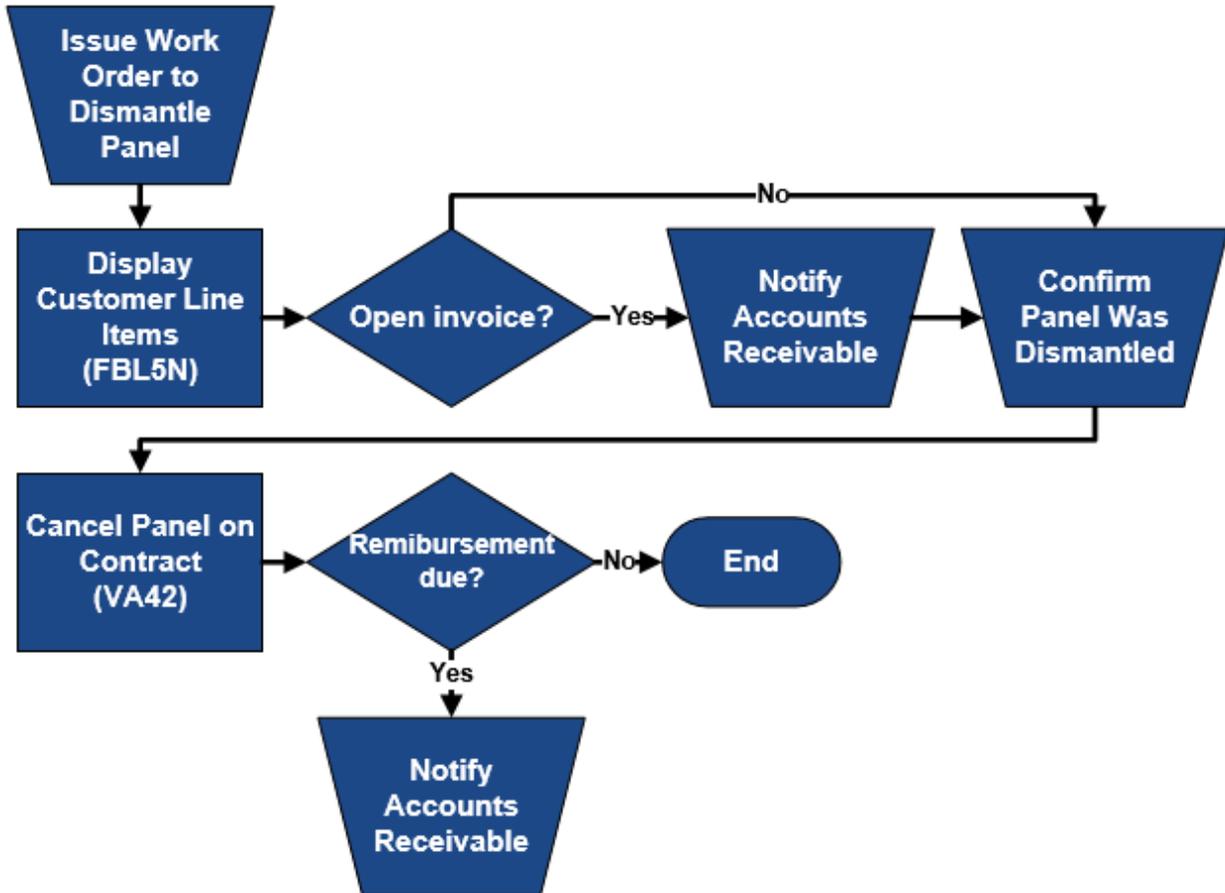
Issue Work Order to Dismantle Panel

When a TODS customer notifies NCDOT that they do want to remove some, but not all, of the panels from a contract, issue a work order to dismantle the TODS panel(s).

Display Customer Line Items

Execute this report to ensure all invoices have cleared properly and to determine the date of the last customer payment. Refer to the *FBL5N – Display Customer Line Items* procedure for instructions. (if the contract has unpaid invoices, contact Accounts Receivable.)

Notify Accounts Receivable

If the contract has an unpaid invoice, notify Accounts Receivable by email so the invoice can be cancelled. Accounts Receivable will not cancel the invoice until written notice is given from the TODS coordinator that the contract has been cancelled.

Confirm Panel was Dismantled

Do not change the contract until the additional panel has been removed.

VA42 – Cancel Panel on Contract

This procedure should not be used to cancel an entire TODS contract. Refer to the *Cancel TODS Contract* procedure for instruction, if necessary.

Use CAPITAL LETTERS when entering text.

1. Enter *VA42* in the **Command** field on the **SAP Easy Access** screen.

2. Click ☑ or press **Enter**. The ***Change Contract: Initial Screen*** displays.

3. Enter the *contract number* in the **Contract** field.

4. Click ☑ or press **Enter**. The ***Information*** dialog box displays the following message:
   Consider the subsequent documents

   > **i** The message indicates that documents related to the contract (invoices, credit memos, accounting document, etc.) exist.

5. Click ☑ or press **Enter**. The ***Change TODS Contract [number]: Overview*** screen displays.

6. Review data in the header to ensure the correct contract displays.

7. Review the line item.

> **i** If a quantity will remain on the contract, perform the following:
>
> 1. Change the value in the **Target quantity** column to represent the reduced number of panels.
>
> 2. Click ☐ to the left of the line item.
>
> 3. Click 🔍 Bill. plan .
>
> 4. Identify the line item that represents the next billing cycle.
>
> 5. Ensure the value in the **Bill.value** column reflects the decrease in target quantity.
> **Note:** if the target quantity does not decrease, do not make any changes on the **Billing plan** tab; contact Accounts Receivable.
>
> If the total quantity will be deleted from the contract, perform the following:
>
> 1. Click ☐ to the left of the line item.
>
> 2. Click 🔍 Bill. plan .
>
> 3. Change the value in the **Dates until** field to the last day of the current billing period.   Example: 06/30/2016
>
> 4. Click ✅ or press **Enter**. Billing dates for the future are deleted.

8. Click 🔙 . The *Change TODS Contract [number]: Overview* screen displays.

> ⚠️ Do not use this procedure to cancel an all materials on a TODS contract. Use the *Cancel TODS Contract* procedure.

Enter Line Item Text

9. Click ☐ to the left of the first line item.

10. Follow the menu path **Goto ⟶ Header ⟶ Texts**.

11. Enter explanatory text in the **Header note 1** field.

> **i** If a quantity remains on the contract, enter the following text:
>
> ON [current date], A QUANTITY OF [quantity] PANEL(S) WAS (WERE) CANCELLED FROM MATERIAL [TODS material]. PANELS WERE CANCELLED IN ACCORDANCE WITH THE TODS PANEL CANCELLATION PROCESS. DOCUMENTATION REGARDING THIS CANCELLATION MAY BE FOUND ON FILE WITH THE DIVISION TODS COORDINATOR. [YOUR SAP USER ID]

12. Click . The **Change TODS Contract [number]: Overview** screen displays.

13. Click . The **Change Contract: Initial Screen** displays the following message:
    TODS Contract [number] has been saved.

14. Click to exit this transaction.

Notify Accounts Receivable

TODS customers are not provided monetary reimbursement for panels cancelled at their request. However, if NCDOT required that panels be removed due to interchange reconfiguration, construction, etc., the customer may receive monetary compensation. In this instance, contact Accounts Receivable to request that a credit memo be issued to the TODS customer once the contract has been changed.

Change Ownership of Contract

When a participating business is sold, and the new owner wants to continue participation in the TODS Signing Program, written notification of the change of ownership is required. The original contract is cancelled, and a new contract is created in reference to the cancelled contract. Do not simply change the customer master record referenced on the contract. If the new owner does not want to continue participation, use the *Cancel Billed Contract* process to cancel the contract.

The TODS Coordinator performs an on-site review of the business and performs another qualification survey to ensure the business still qualifies for the TODS program. The Coordinator meets with the new owner to discuss the program, answer any questions and have the owner sign a new TODS agreement.
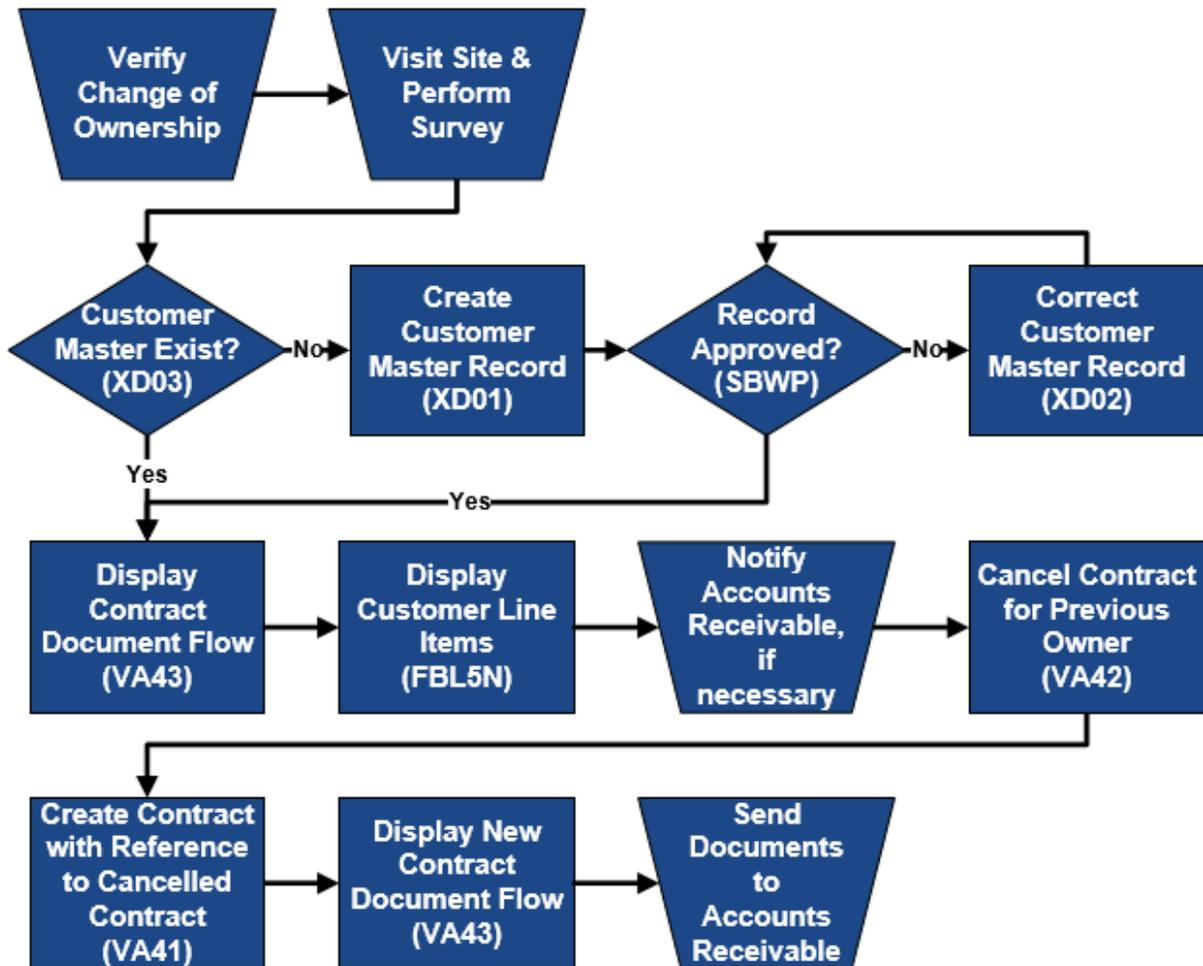
Verify Change of Ownership

When a TODS customer notifies NCDOT that they no longer own the business, the change must be verified. Written notification (email, fax, or letter) from the previous owner is required, specifying that the business has been sold and the name and address of the new owner. The new owner must confirm that they now own the business, the date of purchase, and location.

Display Contract Document Flow

Display the document flow from the contract to review the customer name and master record number in the header to ensure the change of ownership has not already been performed. Refer to the *VA43 – Display Contract Document Flow* procedure for instructions.

Display Customer Line Items

Execute this report for the current owner to ensure all invoices have cleared properly and to determine the date of the last customer payment. Refer to the *FBL5N – Display Customer Line Items* procedure for instructions. (If the customer has outstanding invoices, notify Accounts Receivable to request they be cancelled.) Create a Sales order for the new owner to pay.

Notify Accounts Receivable, if Necessary

If the contract has an unpaid invoice, notify Accounts Receivable so the invoice can be cancelled. Create an invoice for the new owner. Once the contract is cancelled notify Accounts Receivable by email so that the invoice can be cancelled.

VA42 – Cancel Contract for Previous Owner

Use this procedure to cancel an existing contract as part of the change of ownership process. You must know the contract number and date of most recent invoice paid by the customer before cancelling the contract.

1. Enter *VA42* in the **Command** field on the **SAP Easy Access** screen.

2. Click 🗸 or press **Enter.** The *Change Contract: Initial Screen* displays.

3. Enter the *contract number* in the **Contract** field.

4. Click 🗸 or press **Enter**. The **Information** dialog box displays the following message:
   Consider the subsequent documents

   > ℹ The message indicates that documents related to the contract (invoices, credit memos, accounting document, etc.) exist.

5. Click ![checkmark] or press **Enter**. The *Change TODS Contract [number]: Overview* screen displays.

6. Review data in the header to ensure the correct contract displays.

7. Click ![icon] in the header. The **Create TODS Contract: Header Data** screen displays

8. Select the **Contract data** tab.

> ⚠ Never change the **Contract start date** or **Contract end date** on the **Contract data tab**.

9. Enter the *current date* in the **Dismantling date** field.

10. Click ![dropdown] in the **Reason for cancel.** field, then select **Change of Ownership**

11. Enter the *date NCDOT received notice of change of ownership from the customer* in the **Receipt of canc.** field.

12. Click ![icon] or press **Enter**. The *Propose cancellation date* dialog box displays.

13. Review the proposed cancellation date to determine if it is correct.

> ℹ The proposed cancellation date should equal the last day of the most recent contract renewal period for which payment has been received.
>
> If the proposed date is correct, perform the following:
>
> 1. Click [Yes].
>
> 2. Click ![icon] to clear the *Alter the action if necessary* message.
>
> 3. Click ![icon] to return to the **Change TODS Contract [number]: Overview** screen. The proposed cancellation date displays in the **Contract end** field on the **Sales** tab.
>
> If the proposed date is not correct, perform the following:
>
> 1. Click [No].
>
> 2. Click ![icon] to return to the **Change TODS Contract [number]: Overview** screen.
>
> 3. Enter the last day of the last contract period for which payment was received in the **Contract end** field on the **Sales** tab.
>
> 4. Click ![icon] or press **Enter**.

Review Billing Plan Data

14. Click ☐ to the left of the line item.

15. Click ⬛ **Bill. plan**. The Change TODS Contract [number]: Item Data screen displays.

> ⚠️ Do not change information on the **Billing plan** tab.
>
> ℹ️ If the following message displays, *There are unbilled dates in the past*, click ✅, then contact Accounts Receivable and request they review the contract.

16. Review the billing plan data for the selected line item.

> ℹ️ The **End date** should be the same as the new date in the **Contract end** field on the **Sales** tab.
>
> No future dates should display in the **Billing date** column.
>
> All previous billing dates should have a **BillSt** of C. (If any line items display something other than C, contact Accounts Receivable and request they review the contract.)

17. Click 🔙 . **The Change TODS Contract [number]: Overview** screen displays.

18. Click 🖼️ in the header. The Create TODS Contract: Header Data screen displays.

19. Select the **Partners** tab.

20. Click ☐ to the left of the **Ship-to party** line item.

21. Click 🔍 . The *Address From Master Data for Ship-to Party* dialog box display

22. Record the details for use when creating the new contract.

> 🔧 The dialog box should contain the name and physical location of the business. Instead of manually recording the information, you can press **PrtScn**, open a new MS Word document, and paste the screen capture into the Word document to save time.

23. Click ✅ or press **Enter** to close the dialog box.

24. Click 💾 . The following message displays:
    TODS Contract [number] has been saved

25. Click 🏠 to exit this transaction.

Search for/Create Customer Master Record

Search SAP to determine if the new business owner has a TODS customer master record. Refer to the *XD03 – Display Customer Master Record* procedure in the *New TODS Agreement Processing* course materials for instructions, if necessary.

VA41 – Create Contract with Reference to Cancelled Contract

Use this procedure to create a new contract with reference to the cancelled contract.

1. Enter *VA41* in the **Command** field on the **SAP Easy Access** screen.

2. Click ![check] or press **Enter**. The **Create Contract: Initial Screen** displays

3. Enter *ZTD* in the **Contract Type** field.

4. Enter *1500* in the **Sales Organization** field.

5. Enter *55* in the **Distribution Channel** field.

6. Enter the *division in which the panels were installed* in the Division field.
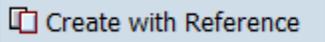
7. Click ![Create with Reference] . The **Create with Reference/Release from Contract** dialog box displays.

8. Enter the *cancelled contract number* in the **Contract** field.

9. Click ![Item Selection] . The **TODS Contract [number]: Selection List for Reference Document** screen displays a list of materials and quantities from the cancelled contract.
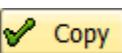
10. Click ![Copy] . The following message displays:
    End date billing plan: Base line date for rule 09 not set

11. Click ![check] or press **Enter** the **Create TODS Contract: Overview** screen displays populated with information from the cancelled contract.

12. Enter the *customer master record for the new owner* in the **Sold-To Party field**.

13. Click ![check] or press **Enter** to validate your entries. The following message displays:
    Taxes have been re-determined

14. Click ✅ or press **Enter** the **Adjust terms** dialog box displays the following message:
    Shipping conditions were changed. Redetermine routes and shipping for all items?

15. Click [Redetermine]. The **Adjust items** dialog box displays the following
    message:
    The sold-to party has been changed. Redetermine routes and shipping for all items?
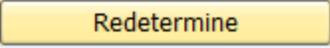
16. Click [Redetermine]. The following message displays:
    New pricing carried out

17. Click ✅ or press **Enter**. The descriptions for the **Sold-To Party** and **Ship-To Party** update
    to reflect the new owner.

18. Ensure the date in the **Contract start** field is correct.

    > ℹ️ The date should be the day after the contract end date of the cancelled
    > contract. If the date is incorrect, exit this transaction and review the
    > cancelled contract to ensure it was cancelled with the correct date.

19. Enter the last day of the month prior to the contract start date for year 2030 in the **Contract
    end** field.

    > ✳️ If the contract start date is 6/01/2013, enter 5/31/2030.

20. Click ✅ or press **Enter** to validate your entries and update the **Net value** field.

21. Ensure the **Net value** in the header is correct.

    > ℹ️ The **Net value** in the header is the sum of the net values for the line
    > items. The **Net value** of a line item is the price of the material ($200)
    > multiplied by the number of panels multiplied by the number of years on
    > the contract..

22. Click 🖼️. The **Create TODS Contract: Header Data** screen displays.

23. Select the **Contract data** tab.

24. Ensure the *date the panel was installed displays* in the **Installation date** field.

25. Enter the *date the change of ownership document was signed by the Division Engineer or
    designee* in the **Contract signed** field.

26. Select the **Partners** tab.

27. Click ☐ to the left of the **Ship-to party** line item.

28. Click [icon]. The **Address From Master Data for Ship-to party** dialog box displays.

29. Enter or change values in following fields as necessary to reflect the physical location and other details of the business.

> [i] Refer to the screen print of information from when the previous contract was cancelled, if available.

- **Name** – BUSINESS NAME
- **Street/House number** (first field) – BUSINESS PHYSICAL ADDRESS

> [i] NCDOT does not use the second field.

- **Postal Code/City** – enter the business zip code in the first field, and the CITY in the second field
- **Region** – NC
- **Jurisdict.code** – TAX JURISDICTION CODE FOR THE BUSINESS PHYSICAL ADDRESS

> [⚠] If the **Jurisdict.code** field does not display, click [icon] in the **Street address** section.

- If you changed the **Jurisdict.code**. Click [icon].

> [i] If the following message displays: *Taxes have been re-determined.* Click [✓] or press **Enter**.
>
> If the following message displays: *Ship-to party has been changed. Redetermine plant/shipping point?* Click [Do not determine]
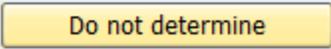
30. Click [icon] . The **Create TODS Contract: Overview** screen displays.

31. Click [icon]. The following message displays:
    TODS Contract [number] has been saved

32. Record the contract number for future reference.

33. Click [icon] to exit this transaction.

Display New Contract Document Flow

Display the document flow from the new contract to ensure the new contract references the cancelled contract. Refer to the *VA43 – Display Contract Document Flow* procedure for instructions.

Send Documents to Accounts Receivable

After the new contract has been created, the Coordinator sends all documentation pertaining to the change of ownership along with the new contract number and new customer master record number to Accounts Receivable. AR may need to bill the new customer for back fees.

Tips & Tricks

Set Parameters

Use this procedure to configure parameter settings to default the sales organization, TODS distribution channel, division and DOT TODS template Customer into the selection criteria when creating customer master records, sales orders and contracts for the TODS Signing Program.

1. Follow the menu path **System→ User Profile →Own Data**. The *Maintain User Profile* screen displays.

2. Select the **Parameters** tab.

3. Scroll to the bottom of the **Parameter** section.

4. Enter the following data in the **Parameter ID** and **Parameter value** columns:

Parameter ID	Parameter value
KGD	Z009
VKO	1500
VTW	55
SPA	*two-digit division number*
RBU	1500
RVK	1500
RVT	55
RSP	*two-digit division number*
RKN	29338

> ⚠ Do not change any existing information on the screen.

5. Click ✅. The new parameters are sorted in alphabetical order with the existing parameters and test for the new parameters' defaults into the **Short Description** column.

6. Click 💾. The **SAP Easy Access** screen displays the following message: *User [user ID] was saved.*

FBL5N – Customer Line Item Display

Use this procedure to display images of invoices that are automatically attached to SAP billing documents or to view customer account.

1. Enter *FBL5N* in the **Command** field on the **SAP Easy Access** screen.

2. Click ✅ or press **Enter**. The **Customer Line Item Display** screen displays.

3. Enter the *customer master record* in the **Customer account** field.

4. Select the **All items** button.

> **i** Select the **Open items** radio button to display line items with open balances only.

5. Enter */DUNNING* in the **Layout** field.

6. Click 🔽. A list of line items for the customer displays.

Customer	104887
Company Code	1500
Name	BOLD ROCK HARD CIDER
City	HENDERSONVILLE

St	DocumentNo	Typ	Doc..Date	Reference	Assignment	DD	Amt in loc.cur.	Text	Clearing	Clrng doc.	DunnDate	Dun	Bloc
🔴	90731042	RV	01/01/2020	0040034725	T14 045 S280-E191	⚡	1,000.00	Cert. ltr sent 2/14/20			02/01/2020	1	
* 🔴							1,000.00						
🟩	1400107065	DZ	02/06/2018	BWEST	14001070652018		1,000.00-		02/06/2018	1400107065			
🟩	90660120	RV	01/29/2018	0090660120	T14 045 S280-E191		1,000.00		02/06/2018	1400107065			
🟩	1400122975	DZ	03/19/2019	BWEST	14001229752019		1,000.00-		03/19/2019	1400122975			
🟩	90695003	RV	01/01/2019	0040034725	T14 045 S280-E191		1,000.00	Cert. ltr sent 2/12/19; Recvd 2/14...	03/19/2019	1400122975	03/03/2019	2	L
* 🟩							0.00						
** Account 104887							1,000.00						

- In the Status column 🔴 means that the invoice has not been paid
- In the Status column 🟩 means that the invoice has been cleared either by payment or cancellation.

7. Double click an invoice number in the **Document Number** column. The **Display Document: Line Item [number]** screen displays.

8. Click the right side of 🔲, then select **Attachment list**. The **Service: Attachment list** dialog box displays.

9. Double click the appropriate line item. Example: (Billing document is the invoice, Non-PO Invoice – Scanned Doc., could be a check copy, or Past due letter)

10. Review the document.

11. Click ✕ in the upper right-hand corner to close the attachment screen.

12. Click ❌ to close the Service: Attachment list dialog box.

13. Click 🔄 to return to the report.

14. Click 🏠 to exit this transaction.

XD03 – Display Dunning Letters

Use this procedure to display images of dunning letters that are automatically attached to SAP customer master records.

1. Enter *XD03* in the **Command** field on the **SAP Easy Access** screen.

2. Click ✅ or press **Enter**. The *Customer Display: Initial Screen* dialog box displays.

3. Enter the customer master record number in the Customer field.

> ℹ️ If you do not know the master record number, click ⬜ to search for it.

4. Click ✅ or press **Enter**. The **Display Customer: General Data** screen displays.
5. Click Company Code Data .
6. Click the right side of 📋, then select **Attachment list**.

7. Doubled click the appropriate line item.

8. Review the dunning letter.

9. Click ✕ in the upper right-hand corner to close the attachment screen.
10. Click ❌ to close the Service: Attachment list dialog box.

11. Click 🔄 to return to the report.

12. Click 🏠 to exit this transaction.

ZCON – Display SD Contract Report with Customer Name

Use this procedure to display a list of all TODS contracts by division, by customer, or by contract start date.

1. Enter *ZCON* in the **Command** field on the **SAP Easy Access** screen.
2. Click ✅ or press **Enter**. The **SD Contract Report with Customer Name (ZCON)** screen displays.
3. Select the **TODS** tab.

4. Enter a *two-digit code for the division* in the **Division** field.

5. Enter or select values for the following fields, if desired:
   - **Sold to Party** – customer master record number
   - **PO Number** - two-digit division, three -digit county code, intersection and the district sequence.
   - **WBS Element** – TODS WBS element for the division
   - **Cntr Start Date** – date contract begins
   - **Cntr End Date** – date contract ends
6. Click 🔽. The **TODS Report Prepared by [userID] On [current date]** screen displays.
7. Review data in the following columns:
   - **Div** – division
   - **Sold To Name** – customer master record number
   - **Sales Doc** – contract number
   - **Item** – line item number
   - **PO Number** – signed agreement number
   - **WBS Number** – TODS WBS element for the division
   - **Material** – TODS material number
   - **Material Description** – TODS material description
   - **Qty** – target quantity
   - **Net Value** – material price
   - **Cntr Start Date** – date contract will start
   - **Cntr End Date** – contract end date
   - **Install Date** – date signs were placed
   - **Dismantle Date** – date signs were taken down
   - **Cancel Reason** – cancellation reason
8. Click a **Sales Doc** to display the contract, if desired.

> ℹ️ Click ⬅️ to return to the report.

9. Click 🏠 to exit this transaction.

Y_DEV_60000077 SD Open Items Report

Use this procedure to display a list of TODS customers with outstanding balances. This report does not show all activity on the customer account.

1. Enter *Y_DEV_60000077* in the **Command** field on the **SAP Easy Access** screen.
2. Click ✅ or press **Enter**. The **SD Open Items Report** screen displays.

3. Enter *55* in the **Distribution channel** field to restrict the search to TODS customers only.

4. Enter the *division* in the **Division** field.
5. Click 🕒. A list of TODS customers with outstanding balances displays.

6. Review data in the following columns:
    *   **Customer** – customer master record number
    *   **Customer name** – name of customer
    *   **Assignment** – signed agreement number
    *   **Reference** – contract number (if outstanding invoice references a contract) or invoice number (if outstanding invoice references a sales order)
    *   **Acct Doc** – invoice number
    *   **Amount** – amount on invoice
    *   **Bline date**- billing date
    *   **NTerm** – pay on or before the 30th calendar day
    *   **Due date** – payment due date
    *   **Dunn Lvl** – 1 (customer has been notified of past due balance), 2 (expect communication from Accounts Receivable Clerk regarding possible cancellation of contract)
    *   **Dunn Date** – date of last past due notice
    *   **Dunn Blk** – indicates customer will not continue to be dunned until a payment conflict has been resolved (typically H – hold for management review or L – forward to TODS coordinator)
    *   **BlType** – ZDS (annual renewal fees invoice)
    *   **Doc Type** – RV (invoice)
    *   **Created by** – ID of user who created invoice
    *   **Created on** – date invoice was created
    *   **Doc Date** – document date on document
    *   **Pstg date** – posting date on document
7. Click 🏠 to exit this transaction

Y_DEV_60000070 Customer Sales Area Query

Use this procedure to display a list of TODS customers by division.

1. Enter *Y_DEV_60000070* in the **Command** field on the **SAP Easy Access** screen.

2. Click or press **Enter**. The **Customer Sales Area Query** screen displays.

3. Enter *55* in the **Distribution channel** field.

4. Enter *a division* in the **Division** field.

5. Click . A list of TODS customers for the division displays.

6. Review data in the following columns:
   - **AcctGrp** – customer account group (Z009 = TODS customers)
   - **Prev Acct** – previous customer master record number
   - **Customer** – customer master record number
   - **DF** – deletion flag
   - **SB** – central order block
   - **Customer Name 1** – customer name
   - **Street** – customer street address
   - **City** – customer city
   - **St** – customer state
   - **Postal Code** – customer zip code for street address
   - **P.O. Box** – customer post office box
   - **PO Post Cd** – customer zip code for post office box
   - **Telephone** – customer telephone number
7. Click to exit this transaction.

Appendix

TODS Materials & Fees

Material	Description	Fee
TODS ANNUAL	TODS ANNUAL FEE	$200/year per panel

TODS WBS Elements

Division 1 -   36114.1   Division 8 -   36114.8

Division 2 -   36114.2   Division 9 -   36114.9

Division 3 -   36114.3   Division 10 -   36114.10

Division 4 -   36114.4   Division 11 -   36114.11

Division 5 -   36114.5   Division 12 -   36114.12

Division 6 -   36114.6   Division 13 -   36114.13

Division 7 -   36114.7   Division 14 -   36114.14