



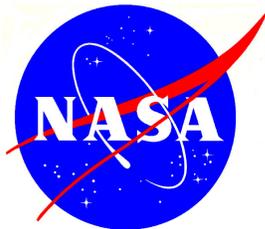
Integrated Financial Management Program

Core Financial

*Course Name: Customer and Account
Management*

*Module 3: Receivables/Account
Management*

Course Guide



National Aeronautics and
Space Administration

Introduction

This trainer guide serves as the foundation for delivering training. It provides information for the trainer to share with end-users during the course conduct.

Trainer Role

A trainer role in this training session is to:

- Provide end-users with the information they will need to learn the new skill set
- Provide end-users with guidance and coaching as they learn the new skills
- Maximize the hands-on practice time
- Ensure the objectives of the module are met
- Answer questions as completely as possible

Module Significance

SAP provides an automated means to ensure that collection efforts are cost efficient, NASA receives payment as due, and receivables, billing, payments received, write-offs, and adjustments are properly recorded.

Module Structure

This module is structured so that the amount of hands-on practice utilizing SAP is maximized. Each of the topics is organized around the following structure:

Content

Lecture material is provided by the trainer on new roles, SAP concepts, processes, and principles.

Content Review

The trainer reviews key topic information at the conclusion of each topic.

Scenario

The trainer provides a description of a typical situation that will be used to practice the business activity within SAP.

Scenario Example: Use the aged bill report and customer account balance information to analyze a delinquent bill and record the allowance account by Fund and Fund Center.

Demonstration

Trainer shows end-users how to perform the business activity in SAP.

Exercise

End-users practice the activity in the SAP training database.

Agenda

- Introduction – 0:15 hr
- Background Knowledge – 0:15 hr
- Topic 1 Manage Accounts: – 1:00 hr
 - Activity 1: Analyze Delinquent Bills - 0:35 hr
 - Activity 2: Record Allowance for Doubtful Account – 0:25 hr
- Topic 2: – 2:15 hr
 - Activity 1: Write Off Bad Debts - 0:30 hr
 - Activity 3: Run Dunning Process to Select Overdue Bills - 0:30 hr
 - Activity 4: Calculate and Post Administrative Charges – 0:30 hr
 - Activity 5: Execute Dunning Process – 0:20 hr
 - Activity 6: Post Interest and Penalty – 0:25 hr
- Course Summary – 0:15 hr
- Total – 4:00 hrs