

Work Instruction

F & S Customer Statement

ZFVR019A

When to Use

Use this report to identify Facilities & Services charges against departmental service orders for the period under review. This detailed report can also be used to reconcile the monthly Facilities & Service charges to the corresponding FI postings.

This report is one of the Reconciliation Reports that must be run and reviewed by the Business Officer each month, as stated in the Accountability Report.

Report Functionality

- This report provides details for all charges relating to work performed / invoices paid by Facilities & Services for the period under review. This report applies to Internal customers (departments) that are charged directly by Facilities & Services using the service order system.

Report Output

The list below represents the report output for the report:

- **Details of the Charges:**
 - Customer (account) #; Customer Name;
 - Service Order #; Service Order Description; Building;
 - Charge type; Material number; Description (of material); Total Hours/Quantity; Labour rate; Value; Transaction date;
- **Customer FIS Account Assignment information:**
 - Invoice information; Billing document #; Billing date;
 - Customer Funds Center; Customer Fund; Customer Internal Order; Customer G/L;
- **F&S Vendor Payment Details:**
 - Leading/Superior Order;
 - Invoice/Journal entry document #; Invoice/Journal entry date; Invoice/Journal entry posting date; Invoice Vendor #; Invoice line item text; Invoice Company Code; Invoice Fiscal Year

Menu Path


Use the following menu path(s) to begin this transaction:

Accounting → Funds Management → Information System → Funds Management Section (U of T Reports) → Month-End Reports → F&S Customer Statement – 2015 Onwards

Transaction Code

ZFVR019A

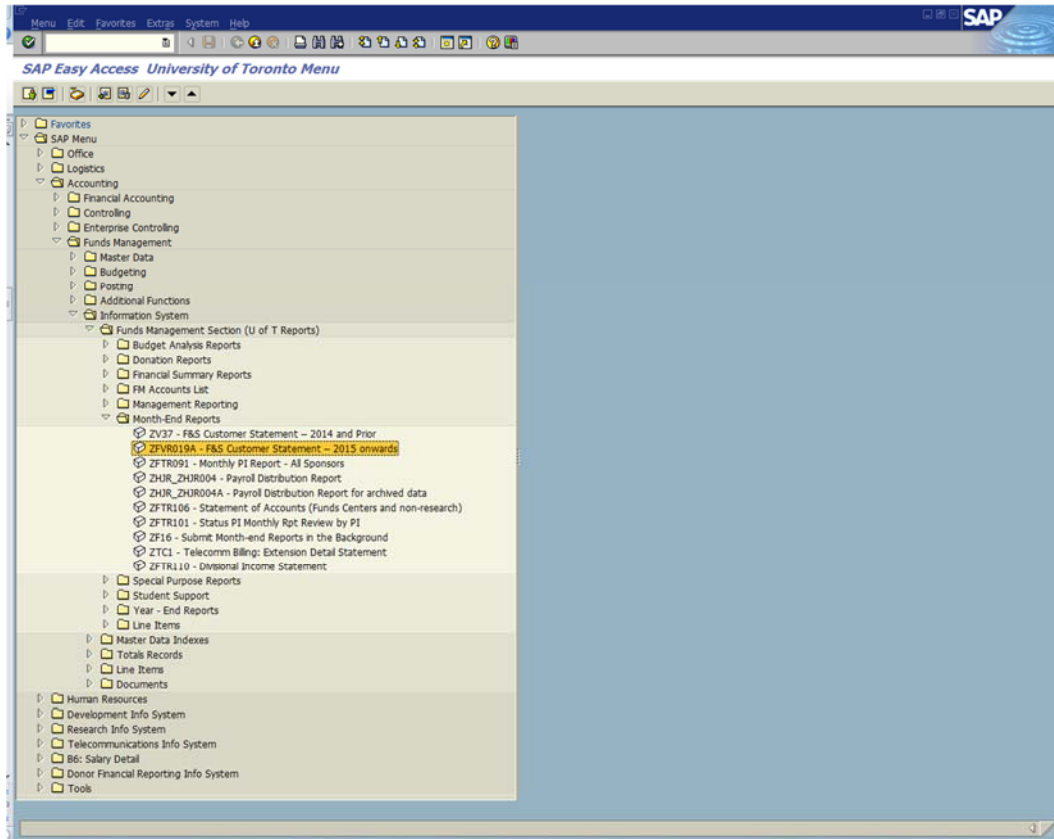
Helpful Hints

- Use  **ZV37 - F&S Customer Statement – 2014 and Prior** report for reviewing fiscal year 2014 and earlier.
- Use the *Do not print/display* selection criteria option to hide the selection criteria when printing.
- Use the *Display Labour Details* option to reconcile charges against Fund Centers, Cost Centers and/or Internal Orders.
- Review the requirements of the Accountability Report:
<http://finance.utoronto.ca/forms/accountability/>
- All charges are based on the account assignment information submitted via the Internal Customer Account Request/Change Form:
<https://www.fs.utoronto.ca/wp-content/uploads/2021/05/Internal-Customer-Account-request.pdf>

Detailed Procedure

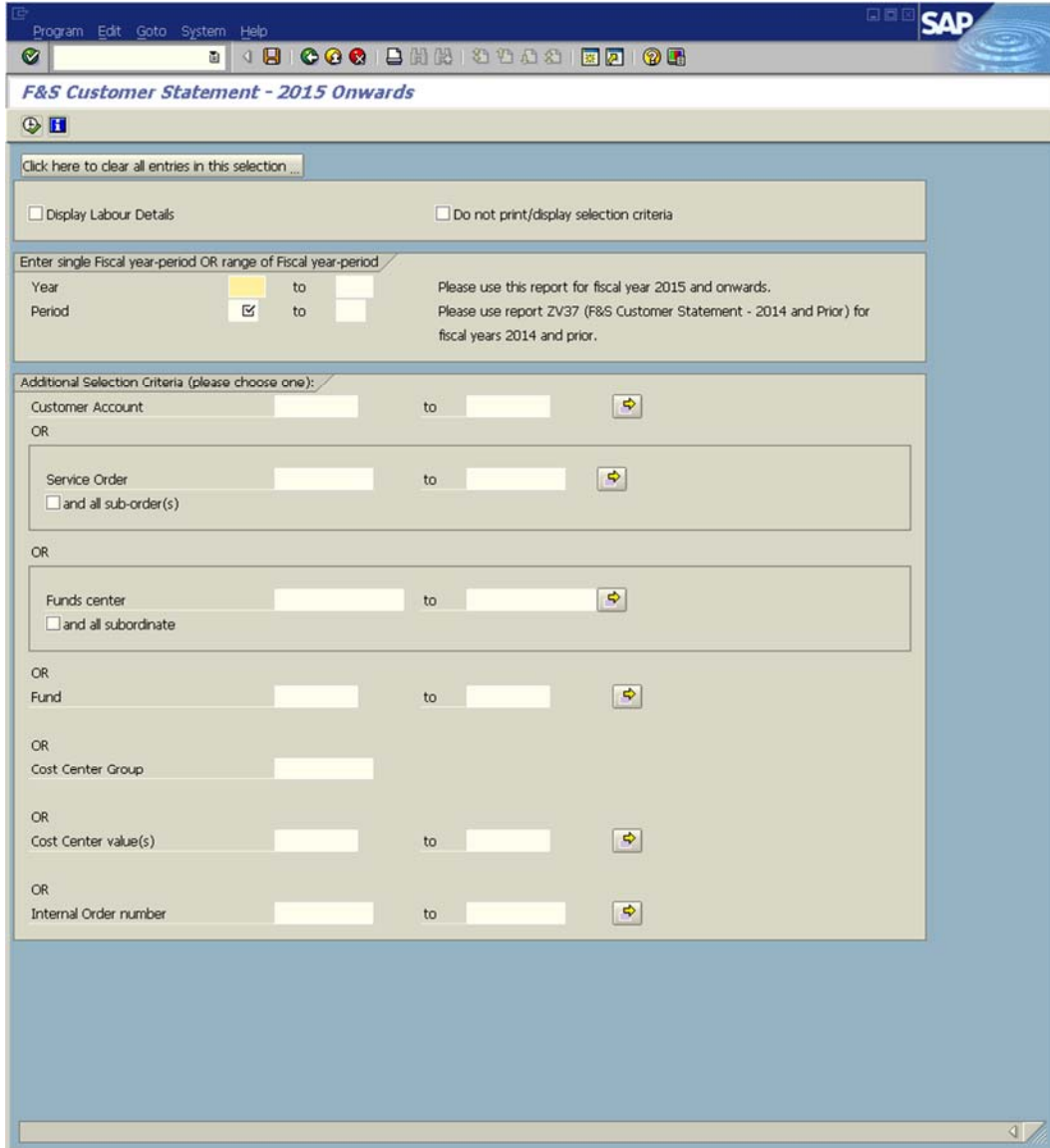
1. Start the transaction using the menu path or transaction code.

SAP Easy Access University of Toronto Menu




2. Double-click  **ZFVR019A - F&S Customer Statement - 2015 onwards**.

F&S Customer Statement - 2015 Onwards

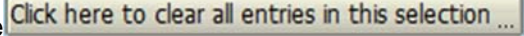


The screenshot shows the SAP interface for the 'F&S Customer Statement - 2015 Onwards' report. The window title is 'F&S Customer Statement - 2015 Onwards'. The menu bar includes 'Program', 'Edit', 'Goto', 'System', and 'Help'. The toolbar contains various icons for navigation and actions. The main content area has a blue header with a refresh icon and an information icon. Below this is a link: 'Click here to clear all entries in this selection ...'. There are two checkboxes: 'Display Labour Details' (unchecked) and 'Do not print/display selection criteria' (unchecked). A section for 'Enter single Fiscal year-period OR range of Fiscal year-period' includes fields for 'Year' and 'Period' with 'to' and 'to' operators. A note states: 'Please use this report for fiscal year 2015 and onwards. Please use report ZV37 (F&S Customer Statement - 2014 and Prior) for fiscal years 2014 and prior.' Below this is a section for 'Additional Selection Criteria (please choose one):' with several options, each with a 'to' field and a dropdown arrow: 'Customer Account', 'Service Order' (with an unchecked checkbox for 'and all sub-order(s)'), 'Funds center' (with an unchecked checkbox for 'and all subordinate'), 'Fund', 'Cost Center Group', 'Cost Center value(s)', and 'Internal Order number'.



Click  to retrieve the online version of this reference guide.







Use the  button to reset the selection screen fields.




Enter details for **one** of the conditional account code groupings in the *Additional Selection Criteria* section.

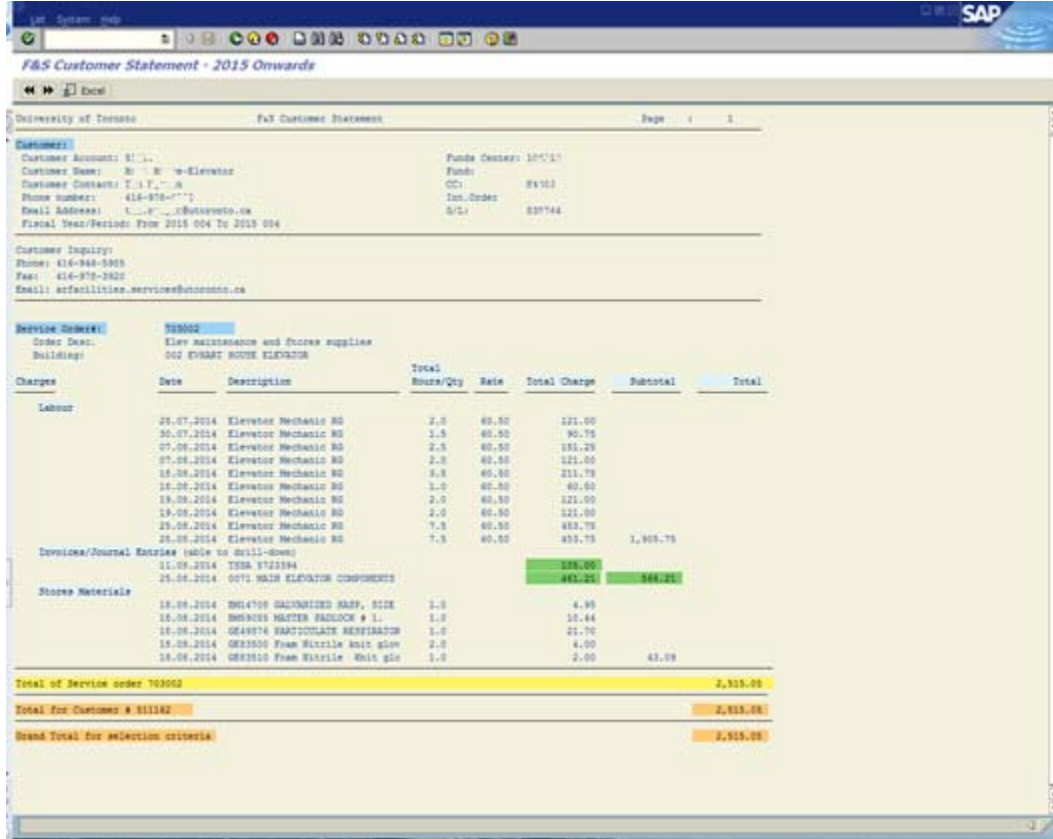
3. Complete the following as required:

Field Name	Required/Optional/Conditional	Description
<input type="checkbox"/> Display Labour Details Display Labour Details (checkbox)	Optional	Displays the total number of hours for each trade based on the selection criteria. Using this report option will add the following information to the report output: <ul style="list-style-type: none"> - Date service was provided - Trade service type, .e.g. electrician RG (regular) or OT (overtime) - Total number of hours for the listed date based on each trade service type - Hourly rate - Total charge for the labour (total hours x rate)
<input type="checkbox"/> Do not print/display selection criteria Do not print/display selection criteria (checkbox)	Optional	This option suppresses the display of the selection criteria that was used in the header section of the report output screen.
Year	Required	The UofT fiscal year is May 1st to April 30th and the Year is coded as follows: Year = the "annual" year in effect at April 30th (i.e. May 1st, 2011 to April 30th, 2012 is identified as "2012" fiscal year).
Period	Required	The numerical position of the month in the fiscal year (i.e. May=1, June=2, etc.). Defaults to the current period and should not be changed.
Customer Account	Conditional	An alphanumeric code that represents an external organization, individual or internal division that purchases goods or services from a University of Toronto unit.
Service Order	Conditional	Numeric code assigned to a Facilities and Services task, function or operation.  Use the <input checked="" type="checkbox"/> and all sub-order(s) option to include all related sub-orders

Field Name	Required/Optional/Conditional	Description
Funds center	Conditional	<p>A six digit code, starting with "1" or "2" used to record the funding and spending transactions for financial activity reported on a fiscal year basis (e.g. ancillary and principal investigator (PI)).</p> <p> Will include all funds associated with the the Funds Center(s) specified.</p> <p> Use the <input checked="" type="checkbox"/> and all subordinate option to include all lower level funds centers</p>
Fund	Conditional	<p>A six digit code, starting with "3" or "4" used to record the funding and spending transactions for financial activity which typically spans more than 1 fiscal year (e.g. conference and research).</p> <p> Will include all Funds Centers associated with the Fund specified.</p>
Cost Center Group	Conditional	A six digit alphanumeric code (Gxxxxx) that represents a group of related cost centers.
Cost Center value(s)	Conditional	A five or six character code that represents an organizational unit or program and tracks activity on a fiscal year basis. Financial transactions post to EITHER a Cost Center OR an Internal Order but NOT both.
Internal Order number	Conditional	A code that represents an organizational unit or program and tracks activity on a non-fiscal year basis, i.e. short term or ongoing basis. Financial transactions post to EITHER a Cost Center OR an Internal Order, but NOT both.

4. Click  to execute the report.

F&S Customer Statement - 2015 Onwards



The screenshot shows the SAP F&S Customer Statement interface. It includes a header with the University of Toronto logo and the title 'F&S Customer Statement - 2015 Onwards'. Below the header, there are sections for 'Customer' and 'Service Order' details. The main part of the screenshot is a table listing charges for labor and store materials, with columns for Date, Description, Total Hours/Qty, Rate, Total Charge, Subtotal, and Total. The table is filtered for service order 703002 and shows a total of 2,915.00 for the customer.

Charge	Date	Description	Total Hours/Qty	Rate	Total Charge	Subtotal	Total
Labour							
	25.07.2014	Elevator Mechanic RD	2.0	60.50	121.00		
	30.07.2014	Elevator Mechanic RD	1.5	60.50	90.75		
	07.08.2014	Elevator Mechanic RD	2.5	60.50	151.25		
	07.08.2014	Elevator Mechanic RD	2.0	60.50	121.00		
	10.08.2014	Elevator Mechanic RD	3.8	60.50	231.78		
	10.08.2014	Elevator Mechanic RD	1.0	60.50	60.50		
	19.08.2014	Elevator Mechanic RD	2.0	60.50	121.00		
	19.08.2014	Elevator Mechanic RD	2.0	60.50	121.00		
	25.08.2014	Elevator Mechanic RD	7.5	60.50	453.75		
	25.08.2014	Elevator Mechanic RD	7.5	60.50	453.75	1,905.75	
Invoice/Journal Entries (able to drill-down)							
	11.08.2014	TS00 1722394			126.00		
	25.08.2014	0071 WASH ELEVATOR COMPONENTS			465.25	591.25	
Store Materials							
	10.08.2014	8M14700 GALVANIZED BARS, SIZE	1.0		4.90		
	10.08.2014	8M19000 WALTER PADLOCK # 1.	1.0		10.44		
	10.08.2014	8M19876 PARTICULATE RESPIRATOR	1.0		21.70		
	10.08.2014	8M23000 Foam Nitrile knit glove	2.0		4.00		
	10.08.2014	8M23010 Foam Nitrile White glove	1.0		2.00		43.78
Total of Service order 703002						2,915.00	
Total for Customer # 811362						2,915.00	
Grand Total for selection criteria						2,915.00	



Use the  or  buttons to scroll left or right.

Additional Functionality

5. Perform one of the following:

If You Want To	Go To
Use Drill-down Functionality	Step 6
Display the report using the Spreadsheet Format	Step 8

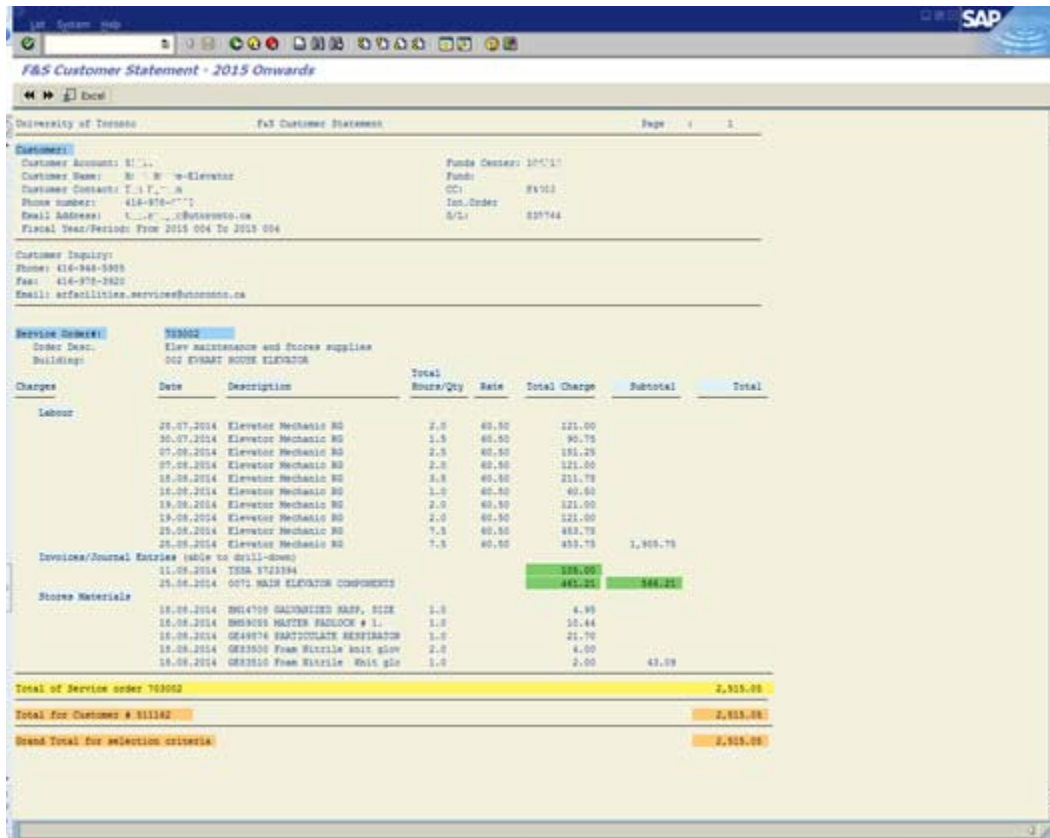
6. Drill-down functionality:

Click any item that is highlighted in green to drill down to the related invoice document(s).




When drilling down on the Subtotal, a list of available documents will be displayed.



F&S Customer Statement - 2015 Onwards



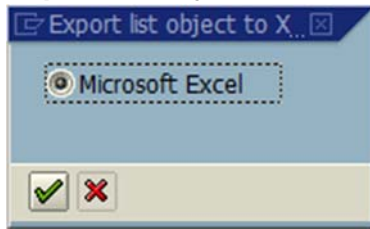
The screenshot shows the SAP F&S Customer Statement interface. At the top, it displays 'F&S Customer Statement - 2015 Onwards'. Below this, there are sections for 'Customer' details (Customer Account, Customer Name, Contact, Phone, Email, Fiscal Year) and 'Customer Inquiry' (Phone, Fax, Email). The main section is 'Service Order' for order 703002, detailing 'Elev maintenance and Spares supplies' for '002 FISHBAY HOUSE ELEVATOR'. A table of charges follows, listing dates, descriptions, and amounts. The 'Subtotal' for the service order is highlighted in green as 2,515.00. At the bottom, the 'Total for Customer # 811342' is also highlighted in green as 2,515.00.




Charges	Date	Description	Total Hours/Qty	Rate	Total Charge	Subtotal	Total
Labour							
	20.07.2014	Elevator Mechanic RD	2.0	60.50	121.00		
	30.07.2014	Elevator Mechanic RD	1.5	60.50	90.75		
	07.08.2014	Elevator Mechanic RD	2.5	60.50	151.25		
	07.08.2014	Elevator Mechanic RD	2.0	60.50	121.00		
	18.08.2014	Elevator Mechanic RD	3.8	60.50	231.78		
	18.08.2014	Elevator Mechanic RD	1.0	60.50	60.50		
	19.08.2014	Elevator Mechanic RD	2.0	60.50	121.00		
	19.08.2014	Elevator Mechanic RD	2.0	60.50	121.00		
	25.08.2014	Elevator Mechanic RD	7.5	60.50	453.75		
	25.08.2014	Elevator Mechanic RD	7.5	60.50	453.75	1,905.75	
Devises/Journal Entries (able to drill-down)							
	11.09.2014	TERR YTD2014			128.00		
	25.08.2014	001 MAIN ELEVATOR COMPONENTS			441.25	569.25	
Spares Materials							
	18.08.2014	8914700 GALVANIZED BARS, SIZE	1.0		4.99		
	18.08.2014	8919018 WALTER PADLOCK # 1.	1.0		10.44		
	18.08.2014	8849874 PARTICULATE RESPIRATOR	1.0		21.70		
	18.08.2014	8833500 Foam Nitrile knit glove	2.0		4.00		
	18.08.2014	8833510 Foam Nitrile Whit glo	1.0		2.00		43.09
Total of Service order 703002						2,515.00	
Total for Customer # 811342						2,515.00	
Grand Total for selection criteria						2,515.00	

7. Click  to return to the report.

8. Click  Excel to export the report to excel.
9. Choose Table or Pivot table.
10. Click .

Export list object to X



11. Click .
-  Remember to save the data in the spreadsheet.
12. Click  to return to the main report output screen.

Resource Information:



Contact your FAST team representative for additional instructions on how to use this function. <http://finance.utoronto.ca/fast/fast-team-contacts-and-faculty-representatives/>

Reference Guides:

Facilities & Services:

<http://www.fs.utoronto.ca/>

Facilities & Services – Service Orders and Billing Information:

<https://www.fs.utoronto.ca/services/billing/>

Financial Accountability Policy at the University of Toronto:

<http://finance.utoronto.ca/forms/accountability/>