

Customer Account Information on the Internet (FI-AR)



HELP.FIBP

Release 4.6B



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Icons

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Customer Account Information on the Internet (FI-AR)

Use

The Internet Application Component *Customer Account Information* is a customer information system that you, the service provider, make available on the Internet. It allows your customers to use the Internet to call up their account balances, specific line items or master data.

With access to this realtime information, customers can solve critical problems independently, or at least refer to current system data when making queries by mail. The system renders long telephone conversations and extended mail correspondence obsolete.

Type of Internet Application Component

Consumer-to-Business

The primary advantage of the Internet Application Component *Customer Account Information* is its worldwide, around-the-clock availability.

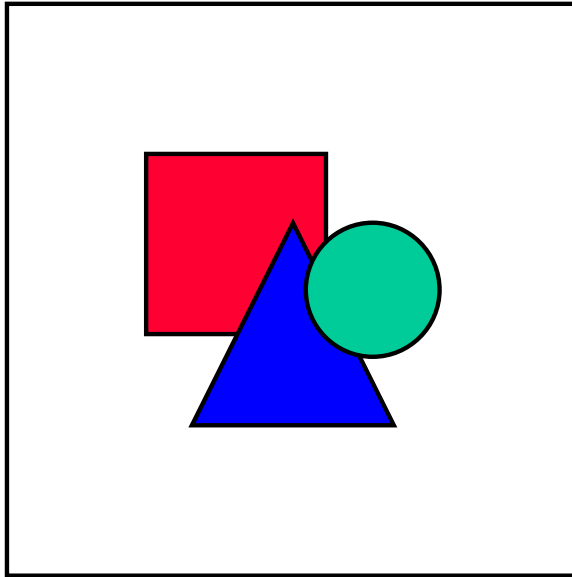
Other benefits include the following:

- You and your customers save time
- Reduced workload for your staff accounting clerks
- Streamlined business processes
- Faster decision-making
- Quick resolutions of critical issues

Structure

After a customer calls the Internet Application Component *Customer Account Information* and logs into the R/3 System, all company codes that are relevant for the customer will be displayed. After selecting a company code, the customer can then call up the following info types:

- Master data
Customers can review their master data (address, responsible clerk, Internet address, bank details, etc.). They cannot, however, access your internal information. Customers cannot see, for example, if a payment block has been set for their account.
- Open items
Customers can look at their open items up to a specified key date. The system sorts items by posting date, and displays closing balances per currency.
- Clearing transactions
The customer can review all clearing transactions for a specified date interval. The system sorts items according to clearing document number and posting date and groups them by clearing document number. The system displays the closing balances per currency.
- Line items
Customers can simultaneously display both the open and cleared items for a specified date range.

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When open items, clearing transactions or line items are displayed, the system displays their status as of the specified date.

Example:

Today's date is 11/1/1996. The customer wants to review all open items up to 10/1/1996. An item cleared on 10/15/1996 appears here as an open item.

- Account statement

Customers can also display statements of their accounts, which include all postings made to it. The system displays the closing balance per currency, and sorts business transactions on the statement by posting date.

Your customers can contact you directly by E-mail to discuss their account statements and master data. This is an efficient channel for dealing with issues such as incomplete information, typographical errors, or incorrect bank details, for example.

See also:

[Example \(FI-AR Customer Account Information\) \[Page 8\]](#)

Prerequisites

The following requirements must be met before you can implement Internet-supported interactive data retrieval:

- Customizing (FI-AR):

Be sure to enter the accounting clerk name and Internet address in the customer master record. You can define accounting clerk identification codes via Customizing for Financial Accounting. The name of the SAPoffice user who will receive the E-mails must also be entered here. You define the user in SAPoffice.
- Authorizations/Security (FI-AR):

In order to start the Internet Application Component *Customer Account Information*, your customers need to log on using their SAP customer number and an initial password that you assign to them. Customer can then assign individual passwords.

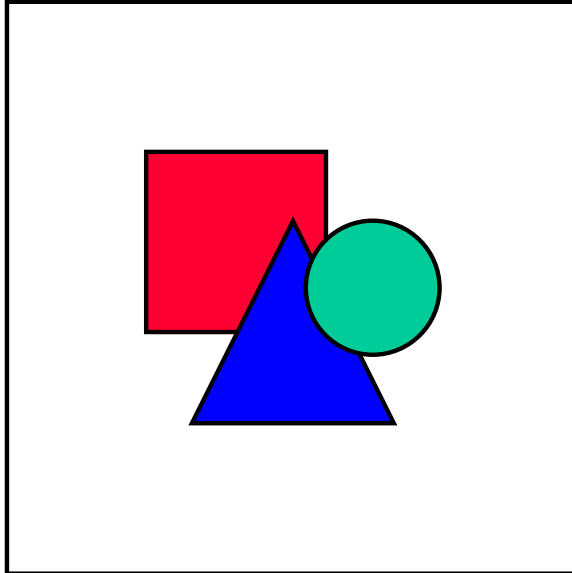
Customer Account Information on the Internet (FI-AR)

You can use transaction SU05 to create, change and delete user passwords. Enter object type BUS1007 as well as a customer number, as this ensures unique customer identification.

- Standard settings and default values (FI-AR):

The Internet Application Component *Customer Account Information* requires no additional default data. The system requires only the customer number used during the logon process.

- Modification options



Any alteration to R/3 development objects used for the Internet Application Component is considered a modification.

Under no circumstances should standard system development objects be changed.

Features

Service Name

The service name of this Internet Application Component is IKA1. You can find all the relevant data under this service name in the SAP@Web Studio.

Example (FI-AR Customer Account Information)**Example (FI-AR Customer Account Information)****Example 1:**

Using the Correspondence Function in R/3 Financial Accounting, you send an Internet message to a customer acknowledging receipt of their payment for USD 500. You also ask them to clarify which invoice the payment clears.

Customers can then jump from the Internet message directly to the Customer Account Information application, where they can view their open items and check for the invoice in question. The required data can then be sent to you via E-mail.

Example 2:

Using the dunning function in R/3 Financial Accounting, you send your customer a dunning notice via the Internet. However, your customer has already paid the dunned invoice. With a click of the mouse, the customer calls up the Internet Application Component *Customer Account Information*, and views the open and cleared items. The customer establishes that the dunning notice is redundant because the dunned invoice has already been cleared, that is, the mail was late - not the payment.