

Enhancements to the F&S Monthly Customer Statement

Responding to Client Needs

INFORMATION SESSION

January 2015



AGENDA

- What's New: An Overview of the Enhancements
- F&S Month-End Statement: Current Version
- Enhanced F&S Month-End Statement:
 - Selection Criteria
 - Drilldown Capability
 - Excel Download
- Summary: Before/After Enhancements

What's New: Overview of Enhancements

The Facilities & Services department has enhanced the F & S Monthly Customer Statement.

The new report enables **increased transparency**, facilitates **account reconciliation** and addresses key issues identified by departments via the F&S Customer Survey.

Highlights:

- Increased Selection Criteria to customize output
- Drilldown capabilities to the Invoice/Journal Entry document level
- Ability to view vendor invoices
- Enhanced Excel download functionality

F&S Month-End Statement: Current Version – Selection Criteria

**Limited
Selection
Criteria**

The screenshot shows a software interface for the 'F&S Month-end statement'. The window title is 'F&S Month-end statement'. The menu bar includes 'Program', 'Edit', 'Goto', 'System', and 'Help'. The toolbar contains various icons for navigation and actions. The main area contains the following fields and options:

Fiscal year	2013		
Fiscal Period	1	to	12
Customer Account	501331	to	
<input type="checkbox"/> Display material details			
<input type="checkbox"/> Display labour details			

A red bracket on the left side of the form highlights the 'Fiscal year', 'Fiscal Period', and 'Customer Account' fields, indicating that these are the limited selection criteria.

F&S Month-End Statement: Current Version – Report Output (Limitations)

F&S Month-end statement

University of Toronto F&S Month-End Statement Page : 1

Department: MED:OT Departmental Fund Centre Date : 09.10.2013
 Customer: 501331 Fund Center: 100153 Time : 09:32:40
 Occupational Therapy Fund : Report : ZFVR019
 Rm 984 500 University Avenue 9th Fl Cost Center: 10427 Instance: AMS
 Toronto MSS 1A1 G/L : 896705 User : MAKARYU
 Fiscal year: 2013 Period: 001 to 012

Customer Inquiry:
 Phone: 416-946-7956
 Fax: 416-978-3920
 Email: arfacilities.services@utoronto.ca

Service Order: 1523024 Building: 152 500 UNIVERSITY AVE FABRIC Location: Main Floor
 Customer Contact: Molly Schlosser Phone: 416-946-8554
 Description : The Rehabilitation Sciences Sector on behalf of Occupational
 Therapy would like to request security for
 May 26, 2012 from 12:00pm - 3:30pm.
 As well, Front door and elevator access for floors 2,4 & 9.
 Special Instructions:
 The department would like security to guard the main
 entrance as well as rotate on the above mentioned
 floors.

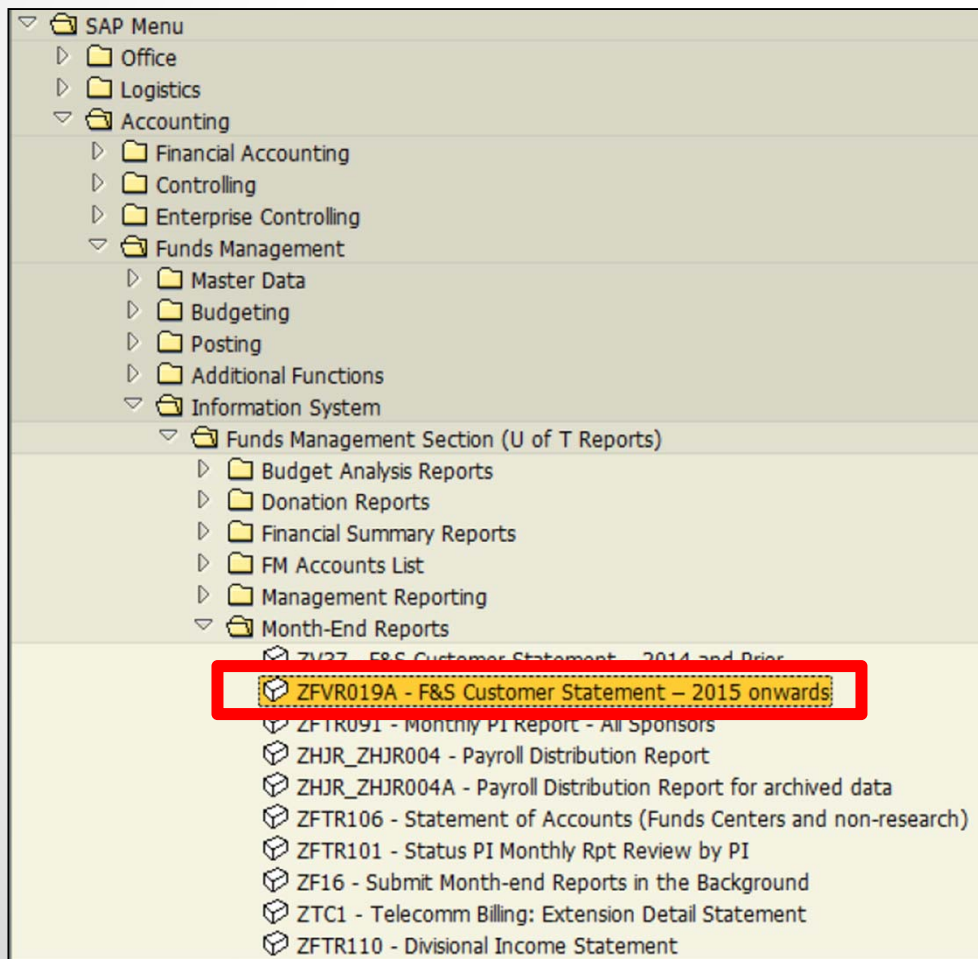
Charges	Description	Charge	Period Total
Supplier/Contractor Invoice PO#	Vendor Invoice Information Date		
	27.06.2012 MAY AND PART OF APR 2012 Police Watchmen Bldg Pat	106.25	106.25
Total for Service Order number: 1523024			106.25

Unable to view details of Invoice or Journal Entry

Enhanced F&S Month-End Statement: Menu Path

SAP Menu Path: Accounting → Funds Management → Information System → Funds Management Section (U of T Reports) → Month-End Reports → ZFVR019A – F&S Customer Statement – 2015 onwards

Transaction Code: ZFVR019A



Note: The current ZV37 – F&S Customer Statement Report will still be available if you are looking for information from **fiscal** 2014 and earlier.

QRG: F & S Monthly Customer Statement

<http://www.finance.utoronto.ca/Assets/Finance+Digital+Assets/FAST/Reference+Guides/Reporting/Monthendrpts/fandscustomerstatement.pdf>

Enhanced F&S Customer Statement: Selection Criteria

To delete all field entries

Include **details of labour charges** (e.g., dates, total hours, hourly rate)

Additional Account Code Choices to Customize Output:

- **Service Order**
- **Funds Center**
- **Fund**
- **Cost Center**
- **CC Group**
- **Internal Order**

The screenshot shows the 'F&S Customer Statement' selection criteria form. It includes a menu bar (Program, Edit, Goto, System, Help), a toolbar, and a title bar. The main content area has the following sections:

- A yellow button: "Click here to clear all entries in this selection..."
- Two checkboxes: "Display Labour Details" and "Do not print/display selection criteria".
- A section for "Enter single Fiscal year-period OR range of Fiscal year-period" with fields for Year and Period, and a "to" field.
- A section titled "Additional Selection Criteria (please choose one):" containing several rows of criteria, each with a "to" field and a yellow arrow button:
 - Customer Account
 - Service Order (with a checkbox for "and all sub-order(s)")
 - Funds center (with a checkbox for "and all subordinate")
 - Fund
 - Cost Center Group
 - Cost Center value(s)
 - Internal Order number

Red arrows from the text boxes on the left point to the following elements in the form:

- Arrow from "To delete all field entries" points to the yellow "Click here to clear all entries..." button.
- Arrow from "Include details of labour charges..." points to the "Display Labour Details" checkbox.
- Arrows from the "Additional Account Code Choices..." list point to the "Service Order", "Funds center", "Fund", "Cost Center Group", "Cost Center value(s)", and "Internal Order number" rows.

Enhanced F&S Customer Statement: Printable Selection Criteria

By default, the Selection Criteria will appear at the top of the report output.

Note: If you **do not want this to appear** in the report output, select the

Do not print/display selection criteria checkbox in the Selection Criteria.

The screenshot displays the 'F&S Customer Statement' report interface. The title bar shows 'F&S Customer Statement' and 'Excel'. The main content area is titled 'University of Toronto F&S Customer Statement' and 'Page : 1'. The report content is as follows:

Report Type: Summary: Yes Details: No

Date : 09.10.2013
Time : 14:45:26
Report : ZKC_ZFVR01
Instance: ING
User : MAKARYU

Selection criteria:

Customer Account:
Single values: 501331 501332

Service Order:
and all sub-orders:

Fiscal Year/Period:
Year: From 2014 To 2014
Period: From 001 To 005

Funds Center:
and all subordinate:

Fund:

Cost Center Group:

Cost Center:

Internal Order number:

Four red boxes highlight the following sections: 'Report Type: Summary: Yes Details: No', 'Selection criteria: Customer Account: Single values: 501331 501332', 'Fiscal Year/Period: Year: From 2014 To 2014 Period: From 001 To 005', and 'Funds Center: and all subordinate:'.

Enhanced F&S Customer Statement: Details of Labour Charge

If the **Display Labour Details** is **checked**, the report output will display detailed labour charges related to the trade/service performed.

Date service was provided

Trade Service Type

Total # of hours for a listed date

Hourly Rate

Total Charge for Labour

F&S Customer Statement

University of Toronto F&S Customer Statement Page : 2

Customer: Customer Account: 501331 Customer Name: Occupational Therapy Customer Contact: Molly Schlosser Phone number: 978-2091 Email Address: molly.schlosser@utoronto.ca Fiscal Year/Period: From 2014 001 To 2014 005

Fund Centre: 100153 Fund: CC: 104 Int.Order G/L: 396705

Customer Inquiry: Phone: 416-946-7956 Fax: 416-978-3920 Email: arfacilities.services@utoronto.ca

Charges	Date	Description	Total Hours/Qty	Rate	Total Charge	Subtotal	Total
Labour	08.05.2013	Locksmith RG	0.5	76.00	38.00		
	04.06.2013	Locksmith RG	0.5	76.00	38.00		
	04.06.2013	Locksmith RG	1.5	76.00	114.00		
	06.06.2013	Locksmith RG	1.0	76.00	76.00		
	06.06.2013	Locksmith RG	5.0	76.00	380.00		
	07.06.2013	Locksmith RG	3.0	76.00	228.00		
	12.06.2013	Locksmith RG	1.0	76.00	76.00		
	12.06.2013	Locksmith RG	5.5	76.00	418.00	1,368.00	
Invoices/Journal Entries	15.05.2013	Hardware Agencies 618191			1,371.22		
	22.05.2013	SECURITY 31145			1,588.37		
	20.08.2013	Hardware Agencies 618192			1,054.78	4,014.37	
Stores Materials	02.05.2013	LS77800 MEDECO I/C HOUSING (MC	2.0		99.14		
	06.06.2013	LS77800 MEDECO I/C HOUSING (MC	2.0		99.14		
	10.06.2013	LS72126 MEDECO MORT CYL, 1 1/8	3.0		203.12		
	24.06.2013	LS00010 MEDECO KEY BLANKS.	4.0		40.00	441.40	
Total of Service order 1535978							5,823.77

Enhanced F&S Customer Statement: Statement – Grand Total View

List System Help

F&S Customer Statement

University of Toronto F&S Customer Statement Page : 9

Service Order#: 1540241
Order Desc. Please create 500 University Building ac
Building: 152 FA 500 UNIVERSITY AVE FABRIC

University of Toronto F&S Customer Statement Page : 10

Charges	Date	Description	Total Hours/Qty	Rate	Total Charge	Subtotal	Total
Invoices/Journal Entries (able to drill-down)	28.08.2013	Fob Charges for August 2013			1,365.00	1,365.00	
Total of Service order 1540241							1,365.00
Service Order#: 1540870 Order Desc. The Rehabilitation Sciences Sector on Be Building: 152 FA 500 UNIVERSITY AVE FABRIC							
Charges	Date	Description	Total Hours/Qty	Rate	Total Charge	Subtotal	Total
Invoices/Journal Entries (able to drill-down)	28.08.2013	Fob Charges for August 2013			7.50	7.50	
Total of Service order 1540870							7.50
Service Order#: 1541220 Order Desc. The Rehabilitation Sciences Sector on Be Building: 152 FA 500 UNIVERSITY AVE FABRIC							
Charges	Date	Description	Total Hours/Qty	Rate	Total Charge	Subtotal	Total
Invoices/Journal Entries (able to drill-down)	28.08.2013	Fob Charges for August 2013			22.50	22.50	
Total of Service order 1541220							22.50
Total for Customer # 501332							11,878.83
Grand Total for selection criteria							30,820.18

Excel

Enhanced F&S Customer Statement: Drill-down Capability

The new report enables users to drill-down to supporting invoice payments and journal entry documents from the report output.

- View underlying Invoice/JE transaction
- Drill-down from Subtotal to Invoice/JE
- View invoice image from the original SAP Transaction

Enhanced F&S Customer Statement: Drill-down Capability – View Invoice/JE Document

The new and enhanced report enables users to **drill-down** to the **related invoice or journal entry document**.

F&S Customer Statement

University of Toronto F&S Customer Statement Page : 3

Customer: 501331 Fund Centre: 100153
 Customer Name: Occupational Therapy Fund:
 Customer Contact: Christine Kreutzer CC: 10427
 Phone number: 978-2091 Int.Order
 Email Address: molly.schlusser@utoronto.ca G/L: 896705
 Fiscal Year/Period: From 2014 001 To 2014 005

Customer Inquiry:
 Phone: 416-946-7956
 Fax: 416-978-3920
 Email: arfacilities.services@utoronto.ca

Service Order#: 1534755
 Order Desc. Relocate a set of V/D/P to other wall an
 Building: 152 FA 500 UNIVERSITY AVE FABRIC

Charges	Date	Description	Total Hours/Qty	Rate	Total Charge	Subtotal	Total	
Invoices/Journal Entries (able to drill-down)					1,545.98			
	18.06.2013	Buxton & Dawe 21596						
	25.06.2013	F&S Transfer Charges-Property Mgmt Fees-June 2013			52.00	1,597.98		
Total of Service order 1534755							1,597.98	

Service Order#: 1535978
 Order Desc. The Rehabilitation Sciences Sector on Be
 Building: 152 FA 500 UNIVERSITY AVE FABRIC

Charges	Date	Description	Total Hours/Qty	Rate	Total Charge	Subtotal	Total
Labour		Locksmith RG	18.0	76.00	1,368.00	1,368.00	
Invoices/Journal Entries (able to drill-down)					1,371.22		
	15.05.2013	Hardware Agencies 618191					
	22.05.2013	SECURITY 31145			1,588.37		
	20.08.2013	Hardware Agencies 618192			1,054.78	4,014.37	
Stores Materials		Misc. Stores Material			203.12		
		Misc. Stores Material			40.00		
		Misc. Stores Material			99.14		
		Misc. Stores Material			99.14	441.40	

Double-click any of the items highlighted in **GREEN** under the "Total Charges" column to drill-down to the Invoice/Journal Entry document.

Double-click on the subtotal field highlighted in **GREEN** to drill-down to list of transactions that add up to the subtotal.

Enhanced F&S Customer Statement: Drill-down Capability – View Invoice/JE Document (Cont'd)

New F & S Month End Customer Statement

Service Order#: 1534755
 Order Desc. Relocate a set of V/D/P to other wall an
 Building: 152 FA 500 UNIVERSITY AVE FABRIC

Charges	Date	Description	Total Hours/Qty	Rate	Total Charge	Subtotal	Total
Invoices/Journal Entries (able to drill-down)							
	18.06.2013	Buxton & Dawe 21596			1,545.98		
	25.06.2013	F&S Transfer Charges-Property Mgmt Fees-June 2013				1,597.98	
Total of Service order 1534755							1,597.98

Invoice Document

Document Overview - Display

Doc.Type : KN (KN:A/P Vendor invoice) Normal document

Doc. Number	1903352594	Company Code	UOFT	Fiscal Year	2014
Doc. Date	29.03.2013	Posting Date	18.06.2013	Period	02
Calculate Tax	<input checked="" type="checkbox"/>				
Ref.Doc.	21596				
Doc. Currency	CAD				

Itm	Account	Account short text	PK	Amount	CoCd	Tx	BusA	Cost Ctr	Order	Funds Ctr	Fund	Cmmt Item	Assign.	Text
1	100069	Buxton & Dawe Ltd.	31	1,545.98	35	UOFT	**	1000				PAYABLE	190335...	Buxton & Dawe 21596
2	896710	Fabric mntce:annual	40	1,545.98		UOFT	E1	1000	1534755	102284		SERVICES	201306...	Buxton & Dawe 21596
3	260011	HST (PVAT) Rec & Pay	40	50.08		UOFT	E1	1000		101286		TAXES	201306...	
4	260001	HST (GST) Receivable	40	50.08		UOFT	E1	1000		101286		TAXES	201306...	

Enhanced F&S Customer Statement: Drill-down Capability – Subtotals to List of Transactions

New F & S Month End Customer Statement

Service Order#: 1534755
 Order Desc. Relocate a set of V/D/P to other wall an
 Building: 152 FA 500 UNIVERSITY AVE FABRIC

Charges	Date	Description	Total Hours/Qty	Rate	Total Charge	Subtotal	Total
<i>Invoices/Journal Entries (able to drill-down)</i>							
	18.06.2013	Buxton & Dawe 21596			1,545.98		
	25.06.2013	F&S Transfer Charges-Property Mgmt Fees-June 2013			52.00	1,597.98	
Total of Service order 1534755							1,597.98

double-click to drill-down to individual Invoice/Journal Entry documents

Statement : Selected Invoices Detail

08.10.2013 / 10:55:05 Page 1
 F&S Customer Statement - Selected Invoices ZFVR019 / MAKARYU

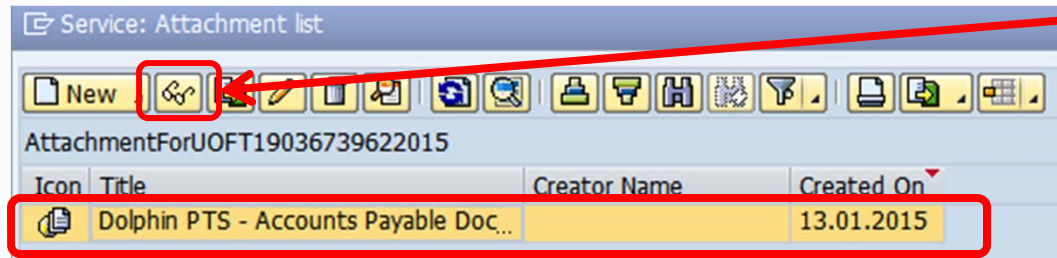
(able to drill-down)

Document#	Document Date	Posting Date	Vendor Number	Text Field	Amount \$
1001068416	05.06.2013	25.06.2013		F&S Transfer Charges-Property Mgmt Fees-June 2013	52.00
1903352594	09.03.2013	18.06.2013	100069	Buxton & Dawe 21596	1,545.98
					1,597.98

Viewing Invoice Image

How to View Images of Vendor Invoices:

- Drill-down to FIS document
- Click  *Document Overview - Display*
- Select “Attachment list”
- Highlight the invoice image and click display()



- Alternatively, double click on the attachment

Reference Guide: Electronic Imaging and SAP Document Attachments

<http://www.ams.utoronto.ca/Assets/AMS+Digital+Assets/Administrative+Management+Systems/AMS+Digital+Assets/administration/Imaging.pdf>

Video Demo: Attaching Documents and Viewing Documents Attached to FIS Transactions

https://media.library.utoronto.ca/play.php?8adhEYPYh_gF&id=22979&access=public

Enhanced F&S Customer Statement: Excel Download Function

The updated F & S Customer Statement enables seamless Excel Downloads.

Note: Download is based on selected criteria.

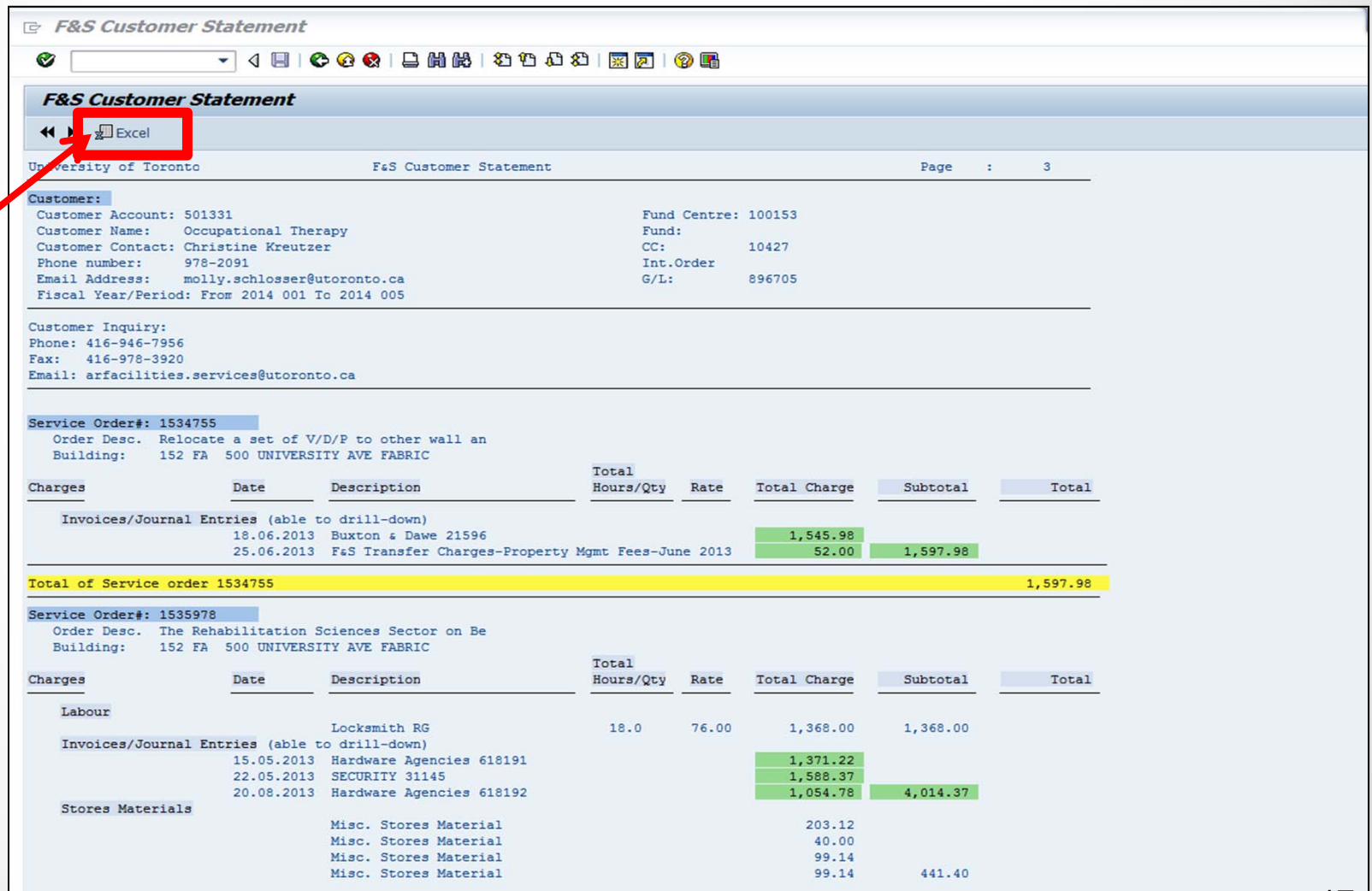
(i.e. Summary or Detailed Report)



Enhanced F&S Customer Statement: Excel Download Function

To download to Excel:

Click
"Excel"
Icon to
download



F&S Customer Statement

University of Toronto F&S Customer Statement Page : 3

Customer:
Customer Account: 501331 Fund Centre: 100153
Customer Name: Occupational Therapy Fund:
Customer Contact: Christine Kreutzer CC: 10427
Phone number: 978-2091 Int.Order
Email Address: molly.schlosser@utoronto.ca G/L: 896705
Fiscal Year/Period: From 2014 001 To 2014 005

Customer Inquiry:
Phone: 416-946-7956
Fax: 416-978-3920
Email: arfacilities.services@utoronto.ca

Service Order#: 1534755
Order Desc. Relocate a set of V/D/P to other wall an
Building: 152 FA 500 UNIVERSITY AVE FABRIC

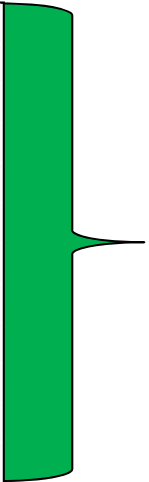
Charges	Date	Description	Total Hours/Qty	Rate	Total Charge	Subtotal	Total
Invoices/Journal Entries (able to drill-down)							
	18.06.2013	Buxton & Dawe 21596			1,545.98		
	25.06.2013	F&S Transfer Charges-Property Mgmt Fees-June 2013			52.00	1,597.98	
Total of Service order 1534755							1,597.98

Service Order#: 1535978
Order Desc. The Rehabilitation Sciences Sector on Be
Building: 152 FA 500 UNIVERSITY AVE FABRIC

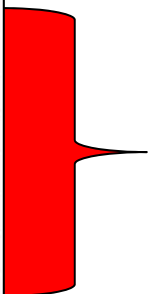
Charges	Date	Description	Total Hours/Qty	Rate	Total Charge	Subtotal	Total
Labour							
		Locksmith RG	18.0	76.00	1,368.00	1,368.00	
Invoices/Journal Entries (able to drill-down)							
	15.05.2013	Hardware Agencies 618191			1,371.22		
	22.05.2013	SECURITY 31145			1,588.37		
	20.08.2013	Hardware Agencies 618192			1,054.78	4,014.37	
Stores Materials							
		Misc. Stores Material			203.12		
		Misc. Stores Material			40.00		
		Misc. Stores Material			99.14		
		Misc. Stores Material			99.14	441.40	

Enhanced F&S Customer Statement: Excel Download – List of Displayed Fields

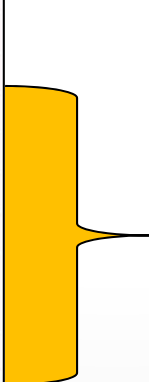
Customer#
Customer Name
Service Order#
Service Order Desc
Building
Charge Type
Material Number
Description
Hours/Quantity
Labour Rate
Value
Transaction Date
Invoice Information
Billing Document#
Billing Date
Customer CFC
Customer Fund
Customer CC
Customer Internal Order
Customer G/L
Superior Order
Leading Order
Invoice/Journal Entry Document#
Invoice/Journal Entry Date
Invoice/Journal Entry Posting Date
Invoice Vendor#
Invoice Line Item Text
Invoice Company Cd
Invoice Fiscal Yr



Details of the Charges



Customers FIS Accounts Charged



F&S Vendor Payment Details

Enhanced F&S Customer Statement: Excel Download

Excel Download: Columns

Summary and Details of Customer Statements - Microsoft Excel

Customer#	Customer Name	Service Order#	Service Order Desc	Building	Charge Type	Material Number	Description	Hours/Quantity	Labour Rate	Value	Transaction Date	Invoice Information	Billing Document#	Billing Date	Cust CFC
501331	Occupational Therapy	1534755	Relocate a set of V/D/P to other wall an	500 UNIVERSITY AVE FABRIC	Invoices/Journal Entries					1,545.98	06/18/2013	Buxton & Dawe 21596 Buxton & Dawe Ltd.	6200241257	06/26/2013	100:
501331	Occupational Therapy	1534755	Relocate a set of V/D/P to other wall an	500 UNIVERSITY AVE FABRIC	Invoices/Journal Entries					52.00	06/25/2013	PROPERTY MGMT FEES F&S Transfer Charges-Property M	6200241257	06/26/2013	100:
501331	Occupational Therapy	1535978	The Rehabilitation Sciences Sector on Be	500 UNIVERSITY AVE FABRIC	Labour		Locksmith RG	18.000	76.00	1,368.00					100:
501331	Occupational Therapy	1535978	The Rehabilitation Sciences Sector on Be	500 UNIVERSITY AVE FABRIC	Invoices/Journal Entries					1,371.22	05/15/2013	Hardware Agencies 618191 Hardware Agencies	6200239601	05/30/2013	100:
501331	Occupational Therapy	1535978	The Rehabilitation Sciences Sector on Be	500 UNIVERSITY AVE FABRIC	Invoices/Journal Entries					1,588.37	05/22/2013	SECURITY 31145 Security Access Controls Inc.	6200239601	05/30/2013	100:
501331	Occupational Therapy	1535978	The Rehabilitation Sciences Sector on Be	500 UNIVERSITY AVE FABRIC	Invoices/Journal Entries					1,054.78	08/20/2013	Hardware Agencies 618192 Hardware Agencies	6200245473	08/29/2013	100:

Enhanced F&S Customer Statement: Excel Download (cont'd)

Excel Download: Columns (remaining)

Worksheet in Basis (1) - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer

Clipboard Font Alignment Number Styles Cells Editing

H10 Material

	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC
1	Customer CFC	Customer Fund	Customer CC 10427	Customer Internal Order	Customer G/L 896705	Customer Superior Order	Customer Leading Order	Invoice/Journal Entry Document#	Invoice/Journal Entry Date	Invoice/Journal Entry Posting Date	Invoice Vendor#	Invoice Line Item Text	Invoice Company Cd	Invoice Fiscal Yr
2	100153		10427		896705			1903352594	03/29/2013	06/18/2013	100069	Buxton & Dawe 21596	UOFT	2014
3	100153		10427		896705			1001068416	06/25/2013	06/25/2013		Charges-Property Mgmt	UOFT	2014
4	100153		10427		896705									
5	100153		10427		896705			1903334449	04/23/2013	05/15/2013	100389	Agencies 618191	UOFT	2014
6	100153		10427		896705			1903337415	04/26/2013	05/22/2013	113824	SECURITY 31145	UOFT	2014
7	100153		10427		896705			1903385736	04/23/2013	08/20/2013	100389	Agencies 618192	UOFT	2014

Summary: Before/After Enhancements

Key Features of the New F&S Monthly Customer Statement		Current Month End Statement (ZV37)	Revised Customer Statement (ZFVR019A)
<i>Selection Criteria</i> (significantly increased options)			
1	Multiple Customers	Yes	Yes
2	Multiple Posting Periods	Yes	Yes
3	Multiple Years	No	Yes
4	Customer Service Orders (Single SO or Multiple SO's)	No	Yes
5	Customer Funds Centre (Single FC, Multiple FC's or FC Hierarchy)	No	Yes
6	Customer Cost Center (Single CC, Multiple CC's or CC Group)	No	Yes
7	Customer Fund Number	No	Yes
8	Customer Internal Order (Single IO or Multiple IO's)	No	Yes
<i>Other Value-Added Features</i>			
1	Display subtotals by Sub Order, Leading Order and Customer #.	No	Yes
2	Ability to drill down and display F&S transaction related to vendor invoice payments and Journal Entries	No	Yes
3	Ability to view the scanned vendor invoices paid by F&S for greater transparency and improved internal control.	No	Yes
4	Ability to download report to Excel to facilitate efficient reconciliation.	No	Yes

Questions



Usama Makary – 978 1633
Darrel Fernandopulle – 978 6858

Thank You!

FAST Team Contacts

Manager	Lorena Gaudio lorena.gaudio@utoronto.ca	978-2802
Assistant Manager	Chris Dimitriadis chris.dimitriadis@utoronto.ca	946-3153
Business Analyst	Cheryl Rhind cheryl.rhind@utoronto.ca	946-3373
Business Analyst	Maryanne McCormick m.mccormick@utoronto.ca	946-3291
Business Analyst (Training Coordinator)	Rames Paramsothy rames.paramsothy@utoronto.ca	978-4675

Evaluation:

<http://www.finance.utoronto.ca/fast/training/fiscourseval.htm>

FAST website:

<http://www.finance.utoronto.ca/fast.htm>