



# **GLOSSARY OF SAP**

## **ISU FICA**

**A Quick Reference Guide to  
SAP Terminologies**

Concept/Term	Definition
SAP IS-U FICA	A module in SAP designed for the utilities industry to manage customer financial transactions, including billing, payments, and contract accounting.
FICA (Financial Contract Accounting)	The component within SAP IS-U responsible for managing financial transactions related to utility services, including invoicing, payments, and contract management.
Contract Account	An account representing a customer's financial relationship with the utility provider, used to track billing, payments, and outstanding balances.
Contract	A legally binding agreement between the utility company and the customer, detailing terms, services provided, and payment obligations.
Customer Master Data	Information about a customer stored in SAP, such as name, address, contact information, and payment details, used for billing and service management.

Concept/Term	Definition
Billing Document	A document generated in SAP IS-U to request payment for utility services rendered, containing details of charges and payment terms.
Payment Processing	The process of managing payments received from customers, including validation, posting, and clearing within SAP IS-U FICA.
Payment Method	A predefined method for customers to pay their utility bills, such as bank transfer, credit card, or direct debit.
Dunning Process	A procedure for following up with customers regarding overdue payments, including sending reminders, fees, and payment plans.
Installment Plan	A payment arrangement that allows customers to pay their outstanding balance in fixed installments over a period of time.

Concept/Term	Definition
Clearing	The process of reconciling payments with outstanding invoices or accounts in SAP, ensuring that financial records are accurate and up to date.
Balance Carryforward	The process of transferring outstanding balances from one billing period to the next in SAP FICA.
Billable Items	The individual charges or fees associated with utility services provided to the customer, such as energy consumption, service fees, or other costs.
Write-Off	The process of reducing or eliminating a customer's outstanding balance due to non-payment or other financial reasons.
Account Reconciliation	The process of ensuring that the customer's account balance in SAP IS-U FICA matches the actual payments and billing documents, identifying discrepancies if any.

Concept/Term	Definition
Credit Management	A process in SAP IS-U FICA for assessing and managing customer credit limits and ensuring that customers do not exceed their allowed credit.
Bill Run	A batch process in SAP IS-U used to generate billing documents for multiple customers at once, typically performed at regular intervals (e.g., monthly).
Refunds	The process of returning overpaid amounts to customers, which is tracked and processed in SAP IS-U FICA.
Prepaid Account	A type of contract account where the customer pays in advance for utility services, and the balance is reduced as services are consumed.
Receivables Management	The process of managing outstanding amounts owed by customers, including collection efforts, payment processing, and account updates.

Concept/Term	Definition
Payment Terms	The agreed-upon schedule and conditions under which customers are required to pay for utility services, often including due dates and late payment fees.
Interest Calculation	The process of calculating interest on overdue payments, based on predefined rates, and applying it to customer accounts in SAP IS-U FICA.
Late Payment Fee	A fee applied to a customer's account for failing to pay on time, often integrated with the dunning process in SAP IS-U FICA.
Payment Allocation	The process of applying customer payments to the correct invoices or open items in SAP, ensuring accurate account balances.
Service Disconnection	The process of disconnecting a customer's utility service due to non-payment or other contractual breaches, recorded and managed in SAP IS-U FICA.

Concept/Term	Definition
Meter Reading	The process of capturing and recording customer meter data (e.g., electricity or water usage) for the purpose of billing and service management.
Consumption Data	Data collected from meters or other sources detailing how much utility service (e.g., electricity, water) a customer has consumed.
Tax Calculation	The process of calculating taxes on utility services provided to customers, such as VAT, and integrating these taxes with the billing system in SAP IS-U FICA.
Customer Billing History	A record of all previous billing documents and payment transactions for a specific customer, used for reporting and audit purposes in SAP IS-U FICA.
Reversal of Payments	The process of reversing a payment or posting in SAP IS-U FICA, typically due to customer disputes, errors, or overpayments.

Concept/Term	Definition
Utility Service Agreement	The agreement between a utility company and its customer that defines the terms of service, payment obligations, and other conditions.
Chargeback	A process where a payment made by a customer is refunded due to dispute or error, often requiring updates in SAP IS-U FICA.
Payment Interface	A system interface that enables communication between SAP IS-U FICA and external payment systems, facilitating payment processing and reconciliation.
Installment Payment Agreement	A contract between the utility and the customer to pay outstanding amounts in installments, often included in SAP IS-U FICA's dunning or payment processing workflows.
Service Request	A formal request initiated by a customer for service actions such as billing adjustments, payment plans, or service interruptions, recorded in SAP IS-U.



Concept/Term	Definition
Partial Payment	A payment made by the customer that does not cover the full outstanding balance, recorded and processed within SAP IS-U FICA.
Payment History	A record of all payments made by a customer over time, used for tracking and reporting in SAP IS-U FICA.
Data Synchronization	The process of ensuring that customer data, billing information, and financial transactions are consistently updated across SAP IS-U FICA and other connected systems.
Customer Credit Limit	The maximum amount of credit a customer can accrue before further services are restricted or additional payment is required, tracked in SAP IS-U FICA.
Settlement Run	A batch process used in SAP IS-U to process and finalize payments, adjusting the customer's account and ensuring that transactions are accurately posted.

Concept/Term	Definition
Credit Note	A document issued to a customer to reduce the amount owed, typically due to overpayment, disputes, or service adjustments, processed in SAP IS-U FICA.
Account Closure	The process of finalizing a customer's account, including clearing any outstanding balances and closing the contract, as managed in SAP IS-U FICA.
Billing Cycle	The recurring period (e.g., monthly, quarterly) in which customer accounts are billed for services provided by the utility company.
Final Bill	The last bill issued to a customer, often when their service is terminated or the contract is closed, reflecting the final charges and payments.
Credit Risk Assessment	The process of evaluating the financial reliability of customers before extending credit or payment terms, as integrated with SAP IS-U FICA.

Concept/Term	Definition
Collection Strategy	A predefined approach used by a utility company to manage outstanding payments, including dunning levels, collection actions, and timelines.
Financial Posting	The act of recording payments, adjustments, and charges to a customer's account in SAP IS-U FICA, ensuring the accuracy of financial transactions.
Payment Adjustment	Modifying the payment amount or allocation due to customer disputes or errors in SAP IS-U FICA, ensuring correct billing and payment processing.
Direct Debit	An automatic payment method where funds are withdrawn directly from the customer's bank account to pay for utility services, supported by SAP IS-U FICA.
Dispute Management	The process of handling customer disputes over billing or payment, including investigation, resolution, and communication, managed in SAP IS-U FICA.