

# Factoring Monitoring procedure

## Authorizations & Roles

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## Version Control

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## 1. Objective and Scope

### a. Objective of this Procedure

The purpose of this document is to have a detailed procedure how to control the assignment of third party vendor payments and agents (only for WP1) which are sent for factoring process in PF1 and WP1 environments. Also describes the roles and responsibilities of each Actor in this process.

### a. Scope

This operating procedure (OP) applies to all vendors, agents, and miscellaneous creditors documents (invoices and credit notes) with factoring allowed (to be factored to CICC).

## 1. Reference Documents

Draft of AP-SOP 40.04.01 Factoring Monitoring from 19.12.2012

## 1. Definitions

Abbreviation	Description
SBS	Solvay Business Services
SBS –AP	SBS– Accounts Payable
CICC	Coordination Internationale des Crédits Commerciaux
SBS–AP-CICC	CICC – Partners and Suppliers Support inside SBS
SBS-AP-CONTROL	Team inside SBS-AP responsible of the AP controls
SBS- D&A	Team inside SBS responsible controls D&A controls and update supplier and agent master data.
FACTORING PROCESS	Every time document is posted unblocked for payment enter on factoring process. Document can be blocked with Y or X block

### 1. Roles & Responsibilities of Each Actor

**SBS-AP-CONTROL** and **SBS-AP-CONTROL** Teams are responsible to control the request of payment assigned for factoring process in PF1 and WP1 environment for all vendors, agents (WP1) and miscellaneous creditor.

Factoring Monitoring error messages has two categories, the error messages related to Master Data issues and the other category related with the posting of document issues.

MD and MD-DOC block reasons **are not** Monitoring team scope.

**SBS-AP-CONTROL is responsible to control the following error messages:**

	DOC: Document currency not accepted		
	INTRA: Document belongs to a chained vendor		
	DOC: Posting date is higher than the current date		
	DOC: Payment method of the document is not accepted		
	DOC: Document date is higher than the current date		
	DOC: Pmt method DD in a document or partner MD to check		
	DOC: Vendor with direct debit / Doc with another payment meth.		
	DOC: Amount over the direct debit limit		
	DOC: Payment method in doc. different from the one in the vendor		
	DOC: Document type is not valid for agents		
	DOC: Item belongs to invalid company code		
	DOC: Document with factoring but master data in manual exception		
	DOC: Amount is bigger than the max amount (Incoming cash)		
	DOC: Amount is bigger than the max amount (Outgoing cash)		
	DOC: Down payment - multiple line items sum over high amount limit		
	DOC: Down payment but vendor balance is a debtor		
	DOC: Partner w/o bank account and Bill of exchange or DD PM		
	CUST: Special GL not defined as to be paid		
	DOC : Withholding tax amount discrepancies DOC: Bank country with embargo DOC/MC: Doc related to VIP/SFP vendor		

**SBS-D&A** is responsible for controls all documents blocked in the Factoring Monitoring with the following error messages related to master data issues:

	MD: No payment method defined in doc and in MD			
	MD: Check vendor master data payment block (Factoring)			
	MD: Partner doesn't exist in the factoring company (general)			
	MD: Partner doesn't exist in the factoring company (company code)			
	MD: Partner is blocked for posting in the factoring company			

MD: Partner is flagged for deletion in the factoring company				
MD: Document with factoring but no factoring in master data				
MD: Check vendor master data payment block (Affiliate)				
MD: Partner bank type doesn't exist in CICC				
MD: Company code not mapped				
MD: Partner not mapped				
MD : Bank type missing				
MD : Partner bank type details NOT aligned between systems				
MD : Discrepancies in trading partner between systems				
MD : Alternative payee stored in company code view				

**SBS-AP-CONTROL** control the factoring tool during all day, since documents are constantly being assigned to factoring process with special attention in morning control (until 08:30 A.M (Lisbon Time) in order to check any potential urgent payments.

Note: It can happen the same document be blocked with AP and D&A block reason, in this case, D&A analyses and solve their block and after insert comment " DA: To be released" in order to AP knows that we can analyze our block and release the document. These documents are usually with block X.

800101	MCKINSEY & COMPANY	MD: Partner doesn't exist in the factoring company (general)	51004695	DE01	2016/1082		
800101	MCKINSEY & COMPANY	DOC: Amount is bigger than max amount (Outgoing cash)	51004695	DE01	2016/1082		
800101	MCKINSEY & COMPANY	MD: Partner not mapped	51004695	DE01	2016/1082		
Reference	Amount	Currency	Part. Bank	A	P	Fiscal Yr	Comments
8064	52.451,11	EUR	EUR1			2016	DA: To be released
8064	52.451,11	EUR	EUR1			2016	DA: To be released
8064	52.451,11	EUR	EUR1			2016	DA: To be released
2016/1082	325.975,00	EUR	EUR1			2016	DA: To be released
2016/1082	325.975,00	EUR	EUR1			2016	DA: To be released
2016/1082	325.975,00	EUR	EUR1			2016	DA: To be released

**SBS-D&A** control the factoring tool twice a day, before the urgent payment time (until 08:30 A.M -Lisbon Time) and at the end of the working day.

The Monitoring transaction is developed in PF1 and WP1 environments ( [Z3F\\_FA\\_OI\\_MONITOR](#) )

This control minimizes the number of errors assigned to factoring and allows to:

- simplify and improve the process
- improve checks
- generate a contract in PI1 environment only for the correctly assigned document and reduce the number of contract cancellation in PI1 environment due to the incorrect factoring
- non-assignment of "non-factorable" documents
- faster factoring by accelerating process

## 5. Procedure

### 5.1) Description of SAP transactions on Factoring Monitoring

Factoring Monitoring daily report is used to analyze possible errors in the factoring process and to ensure that errors are corrected before assignment to PI1 system.

Before factoring extraction, automatics List of checks are done on supplier's master data:

#### Automatics List of checks

- 1: MD: Not a dummy partner
  - 2: EMPL: Vendor is not an employee
  - 3: MD: Partner is not a factoring company
  - 4: Partner corresponds to the company
  - 5: CONV: Any convention for affiliate
  - 6: COUNTRY: No embargo on the partner country
  - 7: COUNTRY: Authorized to do factoring for affiliate country
  - 8: INTRA: Partner is part of a chained process
  - 9: CONV: Convention exists between factoring company and affiliate
- Verification is done in PF1 and WP1 environments, to check whether a document is factorable or not. Only the factorable documents enter in the factoring process. If the document fulfills the factoring requirements the document can be factored.

**The following situations can occur:**

- Payment block "D" (automatic system block) is inserted into the document and document automatically assigned CICC.

It means that factoring requirements were fulfilled and no error was found in the document.

Partner	Id	Text of the check	Result
1003050172	50	MD: Not a dummy partner	Green
1003050172	51	EMPL : Vendor is not an employee	Green
1003050172	52	MD: Partner is not a factoring company	Green
1003050172	53	Partner corresponds to the company	Green
1003050172	55	CONV: Any convention for affiliate	Green
1003050172	56	COUNTRY: No embargo on partner country	Green
1003050172	57	COUNTRY: Authorized to do factoring for affiliate country	Green

- Payment block "Y" (automatic system block) is inserted into the document and document is blocked for assignment.


It means that check is failed, factoring requirements were fulfilled but there is an error on the document that has to be checked.

Partner	Id	Text of the check	Result
102129169	53	Partner corresponds to the company	Green
102129169	55	CONV: Any convention for affiliate	Green
102129169	56	COUNTRY: No embargo on partner country	Green
102129169	57	COUNTRY: Authorized to do factoring for affiliate country	Green
102129169	58	INTRA: Partner is part of a chained process	Red
102129169	59	CONV: Convention exists between factoring company and affiliate	Green












- The non-factorable documents are out of the factoring process (e.g.: local payments, intercompany documents).

## 5.2) How to perform the factoring Extraction

- **1st Step** - Launch transaction Z3F\_FA\_OI\_MONITOR - Factoring monitoring;


 Z3F\_FA\_OI\_MONITOR - Factoring monitoring

Transaction screen:

<b>Factoring Monitoring</b>			
 			
<b>Select Agent/Vendors or Customer</b>			
<input checked="" type="radio"/> Vendors <input type="radio"/> Customers <input type="radio"/> Agents			
<b>Selections</b>			
Company Code	<input type="text"/>	to	<input type="text"/> 
Document Number	<input type="text"/>	to	<input type="text"/> 
Vendor	<input type="text"/>	to	<input type="text"/> 
Country	<input type="text"/>	to	<input type="text"/> 
Payment Method	<input type="text"/>	to	<input type="text"/> 
House Bank	<input type="text"/>	to	<input type="text"/> 
Document Type	<input type="text"/>	to	<input type="text"/> 
Special G/L ind.	<input type="text"/>	to	<input type="text"/> 
Group key	<input type="text"/>	to	<input type="text"/> 
<b>Type of payment blocks</b>			
<input checked="" type="radio"/> Manage items blocked by extract monitoring (payment blocks Y and X)			
<b>Select priority</b>			
<input checked="" type="checkbox"/> High priority : due date until 19.03.2015 <input checked="" type="checkbox"/> Medium priority : due date between 20.03.2015 and 24.03.2015 <input checked="" type="checkbox"/> Low priority : due date after 25.03.2015			
<b>Select amount</b>			
<input checked="" type="radio"/> All amounts <input type="radio"/> High amount only			
Amount	<input type="text"/>		
Currency	<input type="text"/>		

Before launch, the system selects by default the following options:

- Vendors. When you want to treat Agents, please select Agent option.
- Type of payment blocks
- The priority of the document based on the due date. By default, all options are selected but you can choose to work one by one.
- Amounts (all amounts or select specifics amount). You can also select the option to perform the **high amount** first and in here you can select the amount and the currency.

- **2nd Step** - Click execute  and the following information will be generated

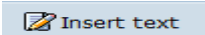
Status	VIP	Urgent?	Prio.	Pmnt Block	Text of the check	Vendor	Name 1	DocumentNo	CoCode	Reference	Amount	Currency
			H	X	DOC: Amount over the direct debit limit	102132260	SFR / SERVICE CLIENT	6311609985	0244	KXY9114	38,04	EUR
				X	DOC: Amount over the direct debit limit	1100031645	CADXA RENTING	6311351585	0245	2014-7200103377	194,91	EUR
				X	DOC: Amount over the direct debit limit	502561004	KPN B.V.	6311630593	0294	421794339	707,41	EUR
				X	DOC: Amount over the direct debit limit	502560162	DE LAGE LANDEN B.V.	6311630615	0294	44416423	4.898,98	EUR
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080000001	1422	20141127	168,06	EUR
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080000002	1422	20141128	570,72	EUR
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080000005	1422	20150127	575,44	EUR
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080000008	1422	20150227	855,49	EUR
	VIP			Y	DOC: Amount is bigger than max amount (Outgoing cash)	302310694	AB CHEMICALS LIMITED	6311001349	1424	PRP-SLV/2015/05	273.184,...	EUR
				X	DOC: Amount over the direct debit limit	902061499	VIA VERDE	6311300022	1429	,769.328/02/2015	178,05	EUR
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080001517	3470	20141126	23.584,41	EUR
				Y	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080001528	3470	20150227_2	21.856,25	EUR
				X	DOC: Document has been already sent	9901007036	LA CALDENACIENNE	6311665072	3471	22	300,00	EUR
				X	DOC: Amount over the direct debit limit	102132260	SFR / SERVICE CLIENT	6311615604	5622	KUN4529	762,49	EUR
				X	MD: Partner is flagged for deletion in the factoring company	702721086	BUSINESS FACULTY NV	6311617982	5672	V-BF14/30271	1.297,86	EUR
				X	MD: Partner is flagged for deletion in the factoring company	702721086	BUSINESS FACULTY NV	6311618053	5672	V-BF14/30262	1.345,58	EUR
				X	DOC: Amount over the direct debit limit	702712098	ALPHA CARD SCRL	3070002881	5978	20141127	27.332,09	EUR
			L	X	DOC: Document date is higher then current date	4401738	AXIS PATENT INTERNATIONAL	6311617870	0001	CX-227783	387,500	JPY
				Y	DOC: Amount is bigger than max amount (Outgoing cash)	702717417	MCKINSEY&COMPANY	6311610086	0244	2015/1025	400.000,...	EUR
	VIP			Y	DOC: Amount is bigger than max amount (Outgoing cash)	302310694	AB CHEMICALS LIMITED	6311001350	1424	PRP-SLV/2015/06	483.288,...	EUR
	VIP			Y	DOC: Amount is bigger than max amount (Outgoing cash)	302310694	AB CHEMICALS LIMITED	6311001351	1424	PRP-SLV/2015/07	392.177,...	EUR
				Y	DOC: Amount is bigger than max amount (Outgoing cash)	402440248	FERRARI ALDO TRASPORTI S.R.L.	6311200913	1425	141/VT/SE	456.054,...	EUR
				Y	DOC: Document date is higher then current date	302392928	INTRACOM TRADE LTD	6311112335	3438	5000012158	110,04	BGN
				Y	DOC: Posting date is higher then current date	9901005479	VNF	3070004959	3490	0515259	10.219,76	EUR
				Y	DOC: Document date is higher then current date	9901005479	VNF	3070004959	3490	0515259	10.219,76	EUR
				X	DOC: Document date is higher then current date	1003051390	NANOFUR GMBH	6311172412	4060	NF-04-2015	60.373,46	EUR
				Y	DOC: Amount is bigger than max amount (Outgoing cash)	602607323	CHEMOURS INTERNATIONAL	6311172530	4060	7600533308	385.658,...	USD
				X	MD - DOC: No payment method defined in doc and in MD	406203296	CAMPISA SRL	6311204163	5835	20150091	995,42	EUR
	VIP			Y	DOC: Amount is bigger than max amount (Outgoing cash)	406200686	INIEOS SALES ITALIA S.R.L.	6311204960	5835	6177003427	699.078,...	EUR

All new documents in Factoring Monitoring Tool are blocked with Payment block "Y", is an automatic payment block set by SAP System which is temporary and indicates that no action was taken on document. That means document will remain blocked on the list until is treated.

Please be aware:

- All documents with flag on Urgent, SFP or VIP column have priority treatment because they have a big impact in supplier satisfaction and in SBS business.
- Same document can be blocked due to one or more than one block reason.
- **3<sup>o</sup> Step** - During analysis, the first step may be taken: general check (reference, document date, amount and vendor details if are identical between the invoice and document information) and check on the block reasons (procedure different according to each one).
- After, there are two possible scenarios:
- If everything is ok, the document is released and the Payment block "Y" changes automatically to Payment block "D"(green light);

Status	VIP	Urgent?	Prio.	Pmnt Block	Text of the check	Vendor	Name 1	DocumentNo	CoCode	Reference	Amount	Currency
			H	X	DOC: Amount over the direct debit limit	102132260	SFR / SERVICE CLIENT	6311609985	0244	KXY9114	38,04	EUR
				X	DOC: Amount over the direct debit limit	1100031645	CADXA RENTING	6311351585	0245	2014-7200103377	194,91	EUR
				X	DOC: Amount over the direct debit limit	502561004	KPN B.V.	6311630593	0294	421794339	707,41	EUR
				X	DOC: Amount over the direct debit limit	502560162	DE LAGE LANDEN B.V.	6311630615	0294	44416423	4.898,98	EUR
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080000001	1422	20141127	168,06	EUR
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080000002	1422	20141128	570,72	EUR
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080000005	1422	20150127	575,44	EUR
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080000008	1422	20150227	855,49	EUR
	VIP			D		302310694	AB CHEMICALS LIMITED	6311001349	1424	PRP-SLV/2015/05	273.184,...	EUR
				X	DOC: Amount over the direct debit limit	902061499	VIA VERDE	6311300022	1429	,769.328/02/2015	178,05	EUR
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080001517	3470	20141126	23.584,41	EUR
				Y	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080001528	3470	20150227_2	21.856,25	EUR

- If modifications/updates/corrections are required, Payment block "Y" will change automatically to Payment block "X" (yellow light) and the document will be blocked until block reason is solved. These modifications/updates/corrections may be requested by the Monitoring team.
- Documents depend from Ptp AP - Operator and outside scope operator. Actions are based most of the times by creating tickets to PF1 /WP1 operator, HD or D&A team.
- Payment block (X) can also be inserted manually if we use  button depending on the actions taken that will be described further on in this operational procedure ( OP). In other words, if a ticket was created in Freshdesk, we may copy the ticket number and use "Insert text" tool in order to block the document with X.

Factoring Monitoring													
Status	VIP	Urgent?	Prio	Pmnt Block	Text of the check	Vendor	Name 1	DocumentNo	CoCode	Reference	Amount	Currency	Fiscal Yr
			H	X	DOC: Amount over the direct debit limit	102132260	SFR / SERVICE CLIENT	6311609985	0244	KXY9114	38,04	EUR	2015
				X	DOC: Amount over the direct debit limit	1100031645	CAIDA RENTING	6311351585	0245	2014-7200103377	194,91	EUR	2014
				X	DOC: Amount over the direct debit limit	502561004	KPN B.V.	6311630593	0294	421794339	707,41	EUR	2015
				X	DOC: Amount over the direct debit limit	502560162	DE LAGE LANDEEN B.V.	6311630615	0294	44416423	4.898,98	EUR	2015
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080000001	1422	201411127	168,06	EUR	2014
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080000002	1422	201411128	570,72	EUR	2014
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080000005	1422	20150127	575,44	EUR	2015
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080000008	1422	20150227	855,49	EUR	2015
	VIP			D		302310694	AB CHEMICALS LIMITED	6311001349	1424	PRP-SLV/2015/05	273.184,...	EUR	2015
				X	DOC: Amount over the direct debit limit	902061499	VIA VERDE	6311300022	1429	.769.328/02/2015	178,05	EUR	2015
				X	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080001517	3470	201411126	23.584,41	EUR	2014
				Y	DOC: Amount over the direct debit limit	102116980	AMERICAN EXPRESS CARTE	3080001528	3470	20150227_2	21.856,25	EUR	2015
				X	DOC : Document has been already sent	9901007036	LA CALDENACIENNE	6311665072	3471	22	300,00	EUR	2015
				X	DOC: Amount over the direct debit limit	102132260	SFR / SERVICE CLIENT	6311615604	5622	KUN4529	762,49	EUR	2015
				X	MD: Partner is flagged for deletion in the factoring company	702721086	BUSINESS FACULTY NV	6311617982	5672	V-BF14/30271	1.297,86	EUR	2015
				X	MD: Partner is flagged for deletion in the factoring company	702721086	BUSINESS FACULTY NV	6311618053	5672	V-BF14/30262	1.345,58	EUR	2015
				X	DOC: Amount over the direct debit limit	702712098	ALPHA CARD SCRL	3070002881	5978	201411127	27.332,09	EUR	2014
			L	X	DOC: Document date is higher then current date	4401738	AXIS PATENT INTERNATIONAL	6311617870	0001	CX-227783	387.500	JPY	2015
				Y	DOC: Amount is bigger than max amount (Outgoing cash)	702717417	MCKINSEY&COMPANY	6311610086	0244	2015/1025	400.000,...	EUR	2015

### 5.2.1) Description of the error messages

This section describes the control messages that can appear on this report and how to handle each of them appropriately.

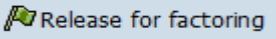
**Highlight:** For every document, the normal check must be done. In other words, we always have to check if the **reference, date, amount, currency, vendor name and bank details** match between the invoice and document.

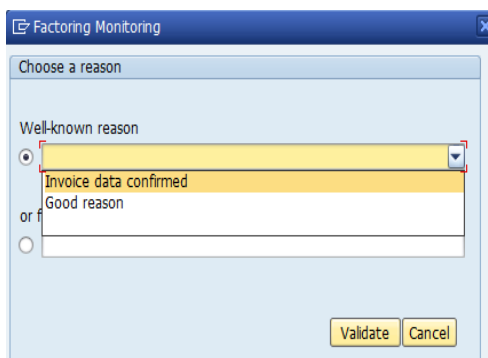
#### 1. Check vendor master data payment block (D&A scope)

**Description** Vendor is blocked for factoring due to the payment block in the master data.

**Action** To review this message the following checks must be done:


- Confirm payment block in the vendor master data.
- If exists any ticket with instructions to block vendor in factoring
- If there is a new vendor account that should be used instead

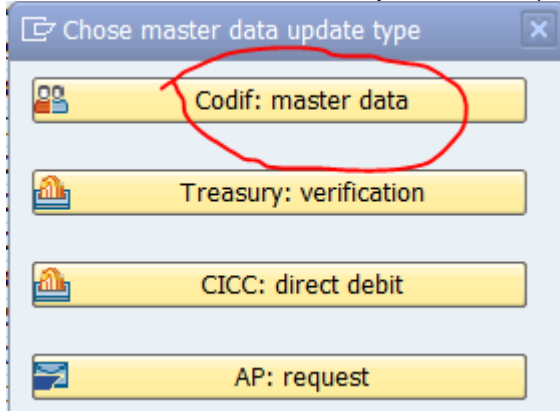
- If an alternative vendor cannot be found, no ticket with instructions to block vendor used and supplier account is correct please create a ticket to D&A team requesting to unblock vendor select button 



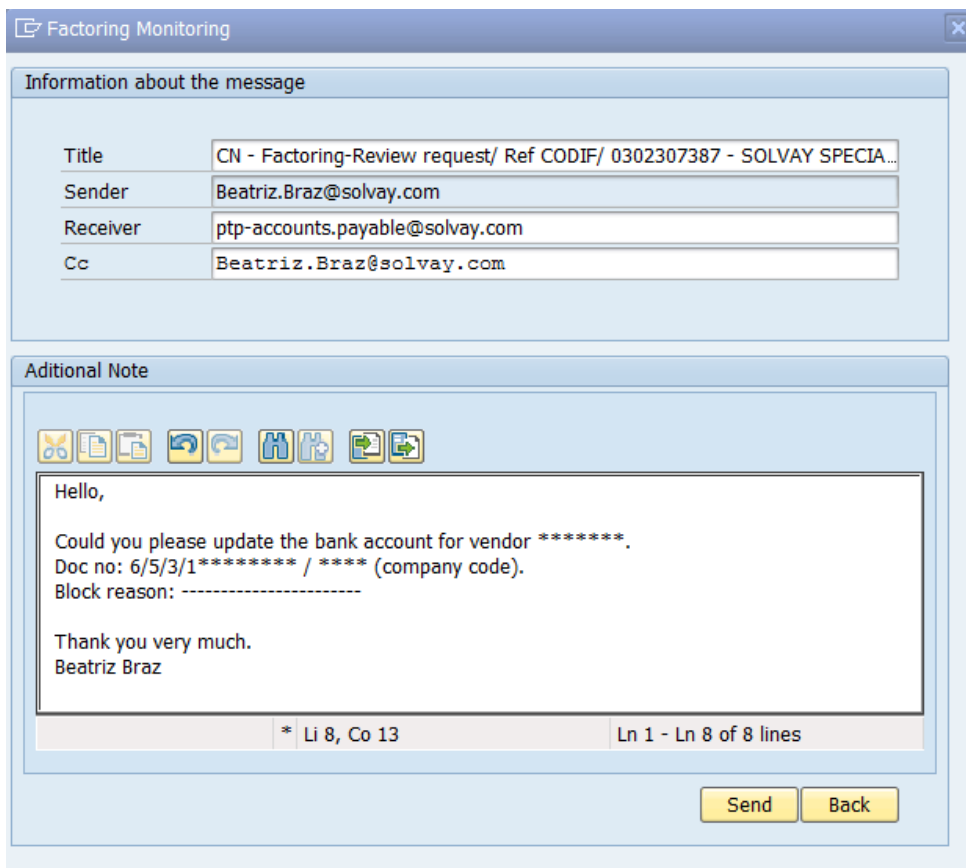
After selecting the button "Release for factoring", please select the proper reason:

- Invoice confirmed;
- Free text (Ex: Ticket #)
- If exist evidence (new vendor to be used or ticket with instructions to block vendor used).

Please create a ticket to PTP Data & Analysis Team and request correction, using button  Request update by mail :



- In order to request an update of bank account, use the "Request by email" tool, selecting "Codif: master data" as indicated in the image above.




- In the previous image, there is an example of how to create a ticket directly through the environment. Please indicate always the vendor number, document number, company code, block reason and why you are requesting update/modification/confirmation. In the end, after receiving an email with the ticket number, **attach the invoice image**.

**b) Partner does not exist in the factoring company (General - D&A scope)**

**Description** The partner is not yet created in the factoring system (PI1)

**Action** To review this message the following checks must be done:

- If there is a new vendor account that should be used instead of the one used.
- If an alternative vendor cannot be found and vendor account is correct please transfer the account to PI1 system. After done select button  Release for factoring

- If the vendor account is incorrect, please create a freshdesk ticket to Data & Analysis Team and request for correction. The invoice image may be attached **every time** a ticket is created.

**c) Partner does not exist in the factoring company (company code - D&A scope)**

**Description** The partner is not yet created in the factoring company.

**Action** Please create a D&A ticket with creation request of the vendor in the factoring company code (CICC). Usually is only need to release the document to PI1 system.

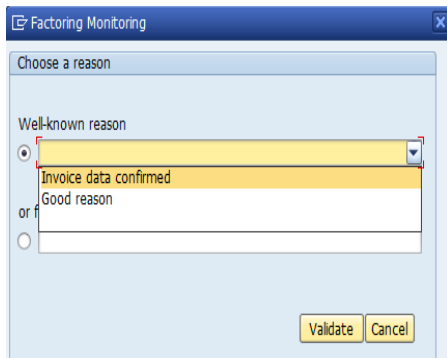
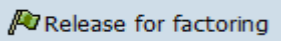
**d) Partner is blocked for posting in the factoring company (D&A scope)**

**Description** The partner is blocked for posting in the factoring company.

**MD: Partner is blocked for posting in the factoring company**

**Action** To review this message the following checks must be done:

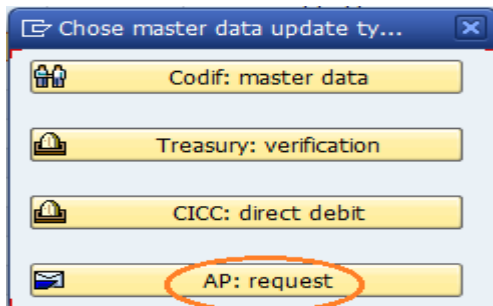
- If there is a new vendor account that should be used instead of the blocked one.
- If exists any ticket with instructions to block vendor in factoring company.
- If an alternative vendor cannot be found and vendor account is correct please unblock the account and select button



After selecting the button "**Release**" please select the proper reason for release for factoring:

Invoice confirmed  
Free text (Ex: Codif case number)

- If the vendor account is incorrect, using same button Request update by mail :



Vendor account is incorrect please create a ticket to PtP Data & Analysis Team and request for correction.

**e) Partner is flagged for deletion in the factoring company (D&A scope)**


**Description** The partner is flagged for deletion in the factoring company.

**MD: Partner is flagged for deletion in the factoring company**

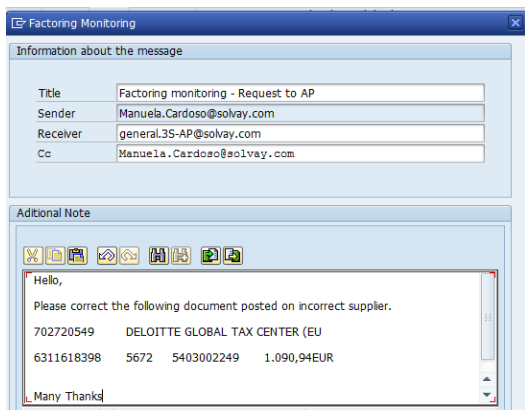
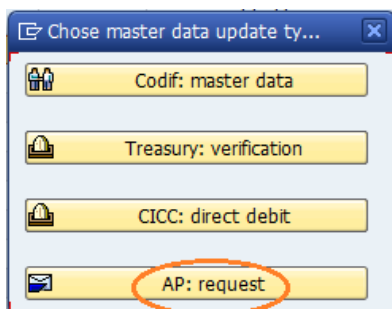
**Action** To review this message the following checks must be done:

- If the partner is flagged for deletion only in factoring company correct please un-flagged in factoring company (PI1 system) and
- If the partner is flagged for deletion also in PF1or WP1 or RHO system, please confirm if there is a new supplier account that should be used instead.

- If vendor is correct please un-flagged vendor in PRS system and

- If the vendor account is incorrect, using button  Request update by mail :

If the vendor account is incorrect please create a ticket to PtP Data & Analysis Team and request for correction.



In the additional note field insert important information that should appear in the ticket:

- Vendor number
- Document number and company code
- Reason for the correction request
- Correct vendor (if you have that information)

#### f) Bank country with embargo (D&A scope)

**Description** There is an existing embargo on the country of the bank where the payment has to be done.

**Action** To review this message the following actions must be done:

- Confirm if the invoice was posted on the correct vendor, based on invoice information comparing with the information on master data.
- If yes, create a ticket PtP Data & Analysis Team to check if the invoice can be paid on another bank account existing in the supplier master data (attach always the invoice image).
- If the document cannot be paid on another bank account existing on vendor master data, create a ticket to SBS CICC Team informing that document is blocked due to embargo/ compliance and request them to inform our bank about economic purpose and invoice image.

#### g) Document with factoring but not factoring in the master data (D&A scope)

**Description** The document has Factoring House bank or pledging indicator but a partner Master data has value "no factoring allowed".

**Action** To review this message the following checks must be done:

Please confirm is the vendor used is the correct one. If yes, please create a salesforce ticket to PtP Data & Analysis Team to check if the documents can be factored or it will be paid locally.

- If the vendor is to be factored, please insert FACT in house bank field.

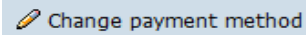
#### h) No payment method defined in doc and in MD (D&A scope)

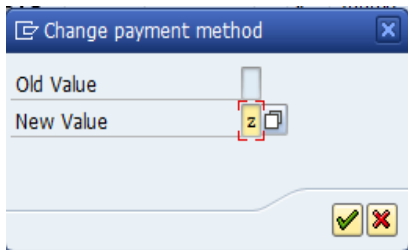
**Description** There is no payment method defined in document neither in vendor's Master Data.

**Action** To review this message the following checks must be done:

- Please confirm is the vendor used is the correct one.
- If yes, accordingly with invoice information or any Codif case please insert the vendor's master date with the correct payment method.

- Once vendor's master data is updated, release the document blocked in factoring monitoring tool selecting button

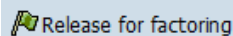


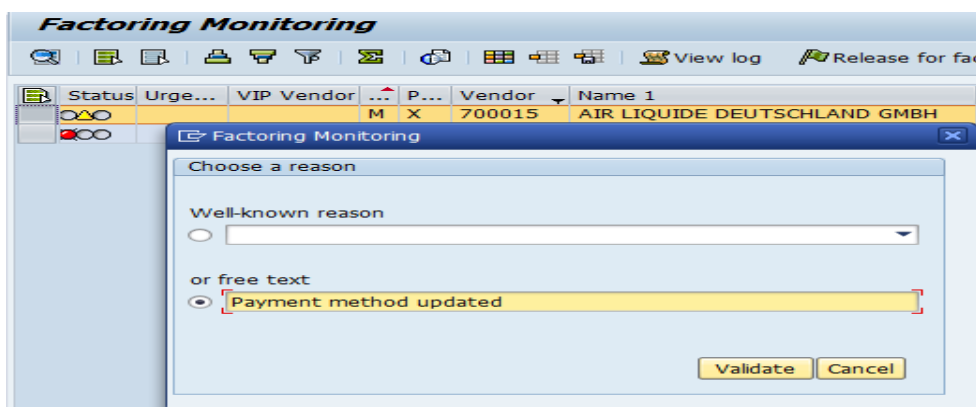


The dialog box titled "Change payment method" has two input fields: "Old Value" and "New Value". A red box highlights the "New Value" field, which contains a yellow box with the letter "Z". There are "OK" and "Cancel" buttons at the bottom right.

Insert the payment method in "New Value" and approve.

- The document will be blocked with X, select document line and





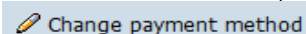
The "Factoring Monitoring" dialog box shows a table with columns: Status, Urge..., VIP Vendor, P..., Vendor, Name 1. The selected row is: M, X, 700015, AIR LIQUIDE DEUTSCHLAND GMBH. A sub-dialog box titled "Choose a reason" is open, with "Well-known reason" set to a dropdown menu and "or free text" selected. The free text field contains "Payment method updated". "Validate" and "Cancel" buttons are at the bottom.

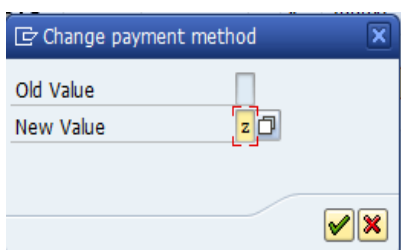
#### i) A vendor with more than one payment method

**Description** Vendor has more than one payment method defined in master data.

**Action** This error only appears for WP1 or PF1 system. These vendors are supposed to have only one payment method.

- Please confirm the correct payment method to maintain in master data.
- Once vendor's master data is updated, select line of document blocked in factoring monitoring tool choose button

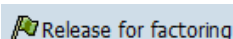




The dialog box titled "Change payment method" has two input fields: "Old Value" and "New Value". A red box highlights the "New Value" field, which contains a yellow box with the letter "Z". There are "OK" and "Cancel" buttons at the bottom right.

Insert the payment method in "New Value" and approve.

- The document will be blocked with X, select document line and



#### j) Partner not mapped (D&A scope)

**Description** The link between RCS or RHO partner with PRS partner is not working.

**Action** To review this message the following checks must be done:

- Please confirm is the vendor used is the correct one.

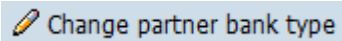
- If yes, accordingly with invoice information please link with correct PRS supplier.
- If the vendor's account is incorrect please create a ticket and send an e-mail to Data & Analysis Team team and request the correction.

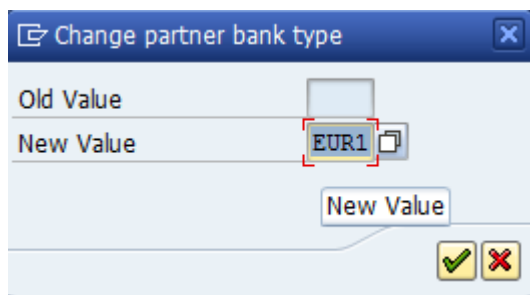
**k) Bank type missing (D&A scope NOT in all cases)**

**Description** No bank type defined in doc or in master data.

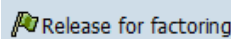
**Action** To review this message the following checks must be done:

- If the vendor has bank details on master data and corresponds with the one on invoice image, please select

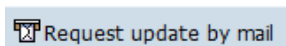
 Change partner bank type

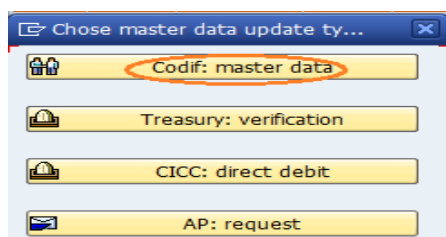


Select the correct bank type and save.

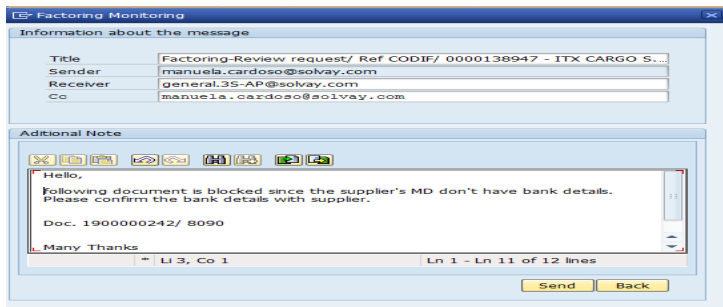
- The document will be blocked with X, select document line and  Release for factoring
- If the vendor has permitted payee and wasn't been selected while the posting. In order to avoid this document cancellation, please confirm all data on the invoice and release it for PI1 system. The document will be blocked in Payment Monitoring Tool (PI) due to Bank account missing and the permitted payee will be inserted. ( In cases where vendor only has permitted bank account)

**Note:** For the cases where vendor has permitted payee and also his bank account on master data, you must go to PI1 system and change to permitted payee because is possible that document would not be blocked on Payment Monitoring Tool (PI) since system will choose automatically the vendor's account when entering in PI system.

- (D&A scope) - In the case of No bank details on vendor master data, create use button  Request update by mail :



Codif Case will be created in to confirm the bank details with vendor.



**l) Partner bank type details not aligned between systems (D&A scope)**

**Description** Bank details are not the same between systems.

**Action** D&A procedure.

**m) Withholding tax amount discrepancies.**

**Description** A retention tax to be paid to the government by the payer of the income (vendor).

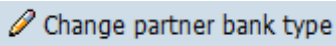
**Action** PF1: Check withholding tax **NO:** Request correction.

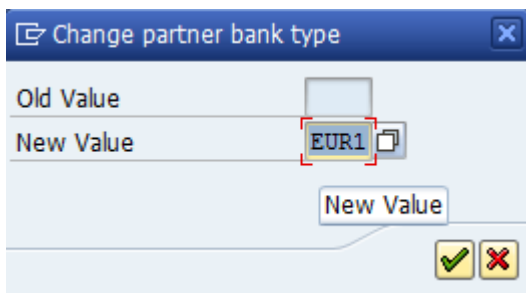
**WP1:** Exempted to check (internal procedure) **Release.**

**n) Partner bank type doesn't exist in CICC**

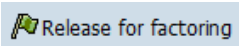
**Description** Bank details selected while posting doesn't exist in CICC.

**Action** To review this message the following checks must be done:

- Confirm with invoice image or Codif case, select  **Change partner bank type**



Select the correct bank type and save.

- The document will be blocked with X, select document line and  **Release for factoring**
- If vendor has permitted payee and wasn't been selected while the posting. Please confirm all data on the invoice and release the document for P11 system. Document will be blocked in Payment Monitoring Tool (P11) due to Bank account missing and the permitted payee will be inserted.

**o) Company Code not mapped (D&A scope)**

**Description** NO link between RCS or RHO company code with PRS system.

**Action** D&A procedure.

**p) Alternative payee stored in company code view (D&A scope)**

**Description** Vendor has alternative payee active at company view

**Action** D&A procedure.

**q) Document currency is not accepted**

**Description** Currency of the document is non-convertible and it is not accepted by the factoring system

**Action** Create Ticket to Data & Analysis Team team informing that document was assigned for factoring in a non-convertible currency. Request clarification if they can correct document and assign it in a convertible currency or if they request a new document to supplier.

**r) The document belongs to chained vendor (Customer block)**

**Description** The document received in the factoring system has been assigned by the customer 999992\*). This customer has assigned a power to pay but in case of a chained document a power to pay cannot be accepted only the assignment by the vendor can be accepted.

**Action** Confirm vendor's master data and if he was recently modified and now the document has to be paid via bank transfer.

**s) Posting date is higher than the current date**

**Description** The document was posted with a future posting date

**Action** The error only applies to documents posted in the same posting period.

In case of future date but within the same month, the document can be released. (Ex: self-billing documents)

**t) The payment method of the document is not accepted**

**Description** Document was assigned for factoring with an unknown payment method in the factoring process.

**Action** Open invoice image and vendor's master data to confirm the master data on both.

- If payment method on master data is correct, select the document line and change the payment method and after release it for payment.
- If payment method on master's data is incorrect, create a D&A Ticket requesting update the payment method defined in the vendor master data in order to avoid future errors.

**u) The document date is higher than the current date**

**Description** The date of the document is higher than the current date.

**Action** In cases where document has a future date but within the same month, the document can be released. (Ex. EPWF, Self billing)

- In cases where the document was posted incorrectly, one of the two following actions may be taken:
  1. If the operator is from Posting team, create an email to WP1 or PF1 team requesting correction;
  2. If the operator is not from Posting team, create a ticket to PTP Data & Analysis Team and ask for correction.
- The document will be blocked with X, until you be contacted to remove the X in order to document be reversed.

**v) The amount is bigger than the max amount (Outgoing cash)**

**Description** The document was posted with an amount higher than 50K EUR/USD and this amount will go out of the business cash flow.

**Action** Open document image and perform a complete audit to the invoice , including bank details (reference, amount, currency, vendor and part bnk type)

Documents below 250K: There's no need to check nothing - Just release the document for payment.

Documents above 250K: Open document image and perform a complete audit to the invoice, including bank details.

Documents above 500K : Also audit the payment terms (if MM document - the correct payment term is the one on PO; if FI document - the correct payment term is the vendor master data)

- If everything is correct, release the document to payment.
- If there is some error in the amount or confirmation needed, please create a ticket to PTP Data & Analysis Team requesting correction or clarifications (attach the invoice image).

**w) The amount is bigger than the max amount (Incoming cash)**

**Description** Document was posted with an amount higher than 50K EUR/USD and this amount will go enter on the business cash flow.

**Action**

Documents below 250K: There's no need to check nothing - Just release the document for payment.

Documents above 250K: Open document image and perform a complete audit to the invoice, including bank details.

- If everything is correct, release document for payment.

- If there is some error or confirmation needed, please create a ticket to PTP Data & Analysis Team requesting correction or clarifications.

**x) The vendor with direct debit, document with another payment method**

**Description** Document was posted with a payment method different from direct debit and supplier's master data has direct debit as a payment method.

As there is a signed direct debit agreement with the vendor, the document cannot be paid by bank transfer in order to avoid double payment.

**Action** Create a ticket to PTP Data & Analysis Team to check if the document has to be paid by bank transfer or the supplier will debit CICC's bank account.

After confirmation:

- If the document must be paid by bank transfer, validation can be added to document and can be released it for payment.
- Please be aware that WP1 vendors don't have debit agreement with CICC yet only with local accounts so for these suppliers use local payment button in order to be cleared on WP1 direct debit payments. If you have doubts, please confirm in vendor line how other documents were cleared.
- If the amount will be debited by the vendor, change the payment method, through payment method button, to direct debit and release it or not to CICC.

Note:

Local direct debits countries Countries: PT, ES, NL and some suppliers from France and UK

Examples:

102124522 LA POSTE- local direct debit (GL) (Cc.1422)

902061499 VIA VERDE 63113639910306

1003039683 CAR PROFESSIONAL FUHRPARK C c 1424

**y) Amount over the direct debit limit**

**Description** The document was posted with a direct debit payment method but the amount is higher than the amount defined in the direct debit agreement. This error is only for the suppliers with a Direct Debit agreement with CICC.

**Action** Open invoice image and confirm the amount.

If the amount is correct, request to CICC team to confirm the amount agreed in table Z3F\_FA\_DD\_VENDOR based on vendor number and company code.

If the amount agreed is not enough for your invoice, please create a ticket and sent an email to Mrs. Larissa Duval and request approval to release the direct debit amount. On your email, please attach the invoice image.

If the amount agreed on table Z3F\_FA\_DD\_VENDOR is above your invoice amount, select the document line and release it for CICC system.

**z) Payment method in doc. (direct debit) different from the one in the vendor**

**Description** Document was posted with a direct debit payment method however in the vendor master data direct debit payment method is not defined.

**Action** Create a ticket to PTP Data & Analysis Team to check if the document has to be paid through direct debit or not.

- If yes, contact Mrs. Larissa Duval (CICC PCO) and confirm if there is any agreement in preparation. If is the case, issue will be solved as soon as the direct debit agreement is recorded in SAP.
- If no agreement, it means that the document could be paid through local direct debit or was posted with incorrect payment method.
- In the first case please see vendor line in affiliate system if you have local payments cleared with invoices.
- On the second case, change the payment method to transfer.

**a1) Document type is not valid for agents (to review)**

**Description** The document was posted on the agent account but with the vendor document type. The error message only valid for PF1 system.

**Action** Contact MBU Agency to check if the agent account is correct for this posting.

- If the agent account is correct, create a ticket to PTP Data & Analysis Team and ask for correction.
- If the agent account is not correct, it means that the supplier account and vendor document type has to be used for this posting. Create a ticket to PTP Data & Analysis Team and ask for correction.
- If there is no vendor corresponding to this agent, please create a ticket to D&A requesting support to change the account group or create a new vendor

**a2) Item belong to invalid company code**

**Description** There is no payment agreement signed with the company code.

**Action** Block alerts for new and obsolete companies codes in the business. If the company is new, contact Mrs. Larissa Duval (PCO) and confirm if there is an agreement in preparation.

- If there is an agreement in preparation the issue will be solved soon. Document date cannot older than the date of the creation of the agreement.
- If no agreement in preparation and company is obsolete, please create a ticket to PTP Data & Analysis Team or Affiliate to check if the document was posted correctly.

**a3) Document with factoring but master data in manual exception**

**Description** Document on "Factoring Master Data" view has "Yes" on "Factoring Allowed" but also has flag on "**Manual Exception**". It means that document could be factored but there is a blocking reason in the master data to avoid sending document to factoring.

**Action** Go to vendor line and see if you have recent postings on the vendor line item. Confirm if the invoices are being cleared with local payment.

- If yes, please use button "change to local pmt" and release the document to ERP system.
- If no recent documents on vendor line, create a Ticket to PTP Data & Analysis Team to contact locally to confirm if the payment will be done locally or not.
- After confirmation, if the document should be paid through CICC, please send the ticket to D&A requesting to remove the flag on "**Manual Exception**" and from now on the supplier will always be paid by CICC.

**a4) Down payment exists for vendor**

**Action** Compare invoice image details with ones in the document (date, amount, reference, vendor and bank account) Check PO (ME23n transaction) using document's PO number.

The screenshot displays the SAP 'Display Invoice Document' interface for document 5113302899 from 2018. The main area shows invoice details for 'EASY WELFARE SRL'. Key fields include: Invoice date (13.08.2018), Posting Date (15.08.2018), Amount (1.445,00 EUR), and Tax Amount (0,00). The vendor information is also visible, including the company name, address (VIA DELL'ANNUNCIATA 21, 20121 MILANO MI, ITALY), and bank details (IBAN: IT2780200801600000100601586, SWIFT: UNCRITMM, Bank account: 000100601586). Below the main details, there is a 'PO Reference' table with the following data:

Item	Amount	Quantity	Purchase or...	Item	PO Text	Tax Code
1	1.445,00		4503204113	20	EASYWELFARE 2017/2018 - NOTE DEBITO	BT IT

A red circle highlights the 'Purchase or...' field containing '4503204113' in the first row of the table. A red arrow points from the handwritten text '2x click' to this circled field.

Next, check "Payment term" and "Terms of payment" in "Texts".

**Standard PO 4503204111 Created by Enzo ROSTIROLLA**

Document Overview On | Print Preview | Messages | Personal Setting

Standard PO 4503204111 Vendor 406204409 EASY WELFARE SRL Doc. date 20.12.2017

Delivery/Invoice Conditions Texts Address Communication Partners Additional Data Org. Data Status Customer Data

**User Interface for the Purchase Order**  
 Overview  
 Three screen areas, which can be expanded and collapsed individually, allow you to determine which data is displayed.  
 Faulty items  
 You can process system messages directly or collect them for subsequent processing.  
 Further functions  
 • Self-Definable Document  
 • Fast and Straightforward Access to Relevant Data  
 • Put Incomplete Purchase Orders "On Hold"  
 • Copy or Convert Documents into Purchase Orders  
 • Fast Change  
 • Maintain Personal Settings  
 • Enter Account Assignment  
 • Display Release Strategy  
 • Invoke Print Preview Direct from Purchase Order  
 • Further Information  
 For more information about the business background, see Help -> Application Help.

Payment Terms	0125	Currency	EUR
Payment in	0 days	Exchange Rate	1,00000
Payment in	0 days		
Payment in	0 days net		
Inco terms	DDP / NS. INDIRIZZO		

Item	S.	Item	A	I	Material	Short Text	PO Quantity	OU	C	Deliv. Date	Net Price	Curr...	Per	OPU Matl Group	Plnt	Purch. Req.	Batch	Stor. Location
10	K	B				EASYWELFARE 2017/2018	1	TOT	D	20.12.2017	.568,08	EUR	1	TOT HEALTH INSU .8090 Ospiate Di Bollate	4002731532			
20	K	B				EASYWELFARE 2017/2018	1	TOT	D	13.01.2018	.568,08	EUR	1	TOT HEALTH INSU .8090 Ospiate Di Bollate	4002738266			

Add Planning

Item Detail

**Standard PO 4503204111 Created by Enzo ROSTIROLLA**

Document Overview On | Print Preview | Messages | Personal Setting

Standard PO 4503204111 Vendor 406204409 EASY WELFARE SRL Doc. date 20.12.2017

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 • Fast Change  
 • Maintain Personal Settings  
 • Enter Account Assignment  
 • Display Release Strategy  
 • Invoke Print Preview Direct from Purchase Order  
 • Further Information  
 For more information about the business background, see Help -> Application Help.

Header Texts  
 PAYMENT BLOCK "B".

Item	S.	Item	A	I	Material	Short Text	PO Quantity	OU	C	Deliv. Date	Net Price	Curr...	Per	OPU Matl Group	Plnt	Purch. Req.	Batch	Stor. Location
10	K	B				EASYWELFARE 2017/2018	1	TOT	D	20.12.2017	.568,08	EUR	1	TOT HEALTH INSU .8090 Ospiate Di Bollate	4002731532			
20	K	B				EASYWELFARE 2017/2018	1	TOT	D	13.01.2018	.568,08	EUR	1	TOT HEALTH INSU .8090 Ospiate Di Bollate	4002738266			

Add Planning

Item Detail

Another step is checking the "Purchase Order History" in "Item Detail":

For further information and in order to help in the analysis, open Purchase Order request in attachment and compare with the one in document.

- If down payment document requested is mentioned in "Terms of Payment" in Purchase Order, as well amount to be paid is according to the agreement, release document for payment.
- If a down payment request is not clear or amount to be paid is different from the one stated in "Terms of payment" in the Purchase order, ask for further information with the Operator who post the document.

**a5) Down payment - multiple line items sum over high amount limit**

**Description** Down payment document post has several lines amounts and the sum of all lines amounts is above 250K EUR/ USD

**Action** Open invoice image, confirm if the sum of all lines is accordingly with information on the document (amount, currency, bank details).

**a6) Down payment but vendor balance is a debtor**

**Description** In the vendor line item, show the debtor balance.

**Action** Same procedure as the one described in "Down payment exists for vendor" block.

Go to Vendor Line Item (FBL1N) transaction and check if after releasing the document we are not going to pay because the vendor is a debtor.

**a7) Special GL not defined as to be paid**

**Description** Will be confirmed.



**a8) Partner w/o bank account and bill of exchange or DD PM**

**Description** Will be confirmed.

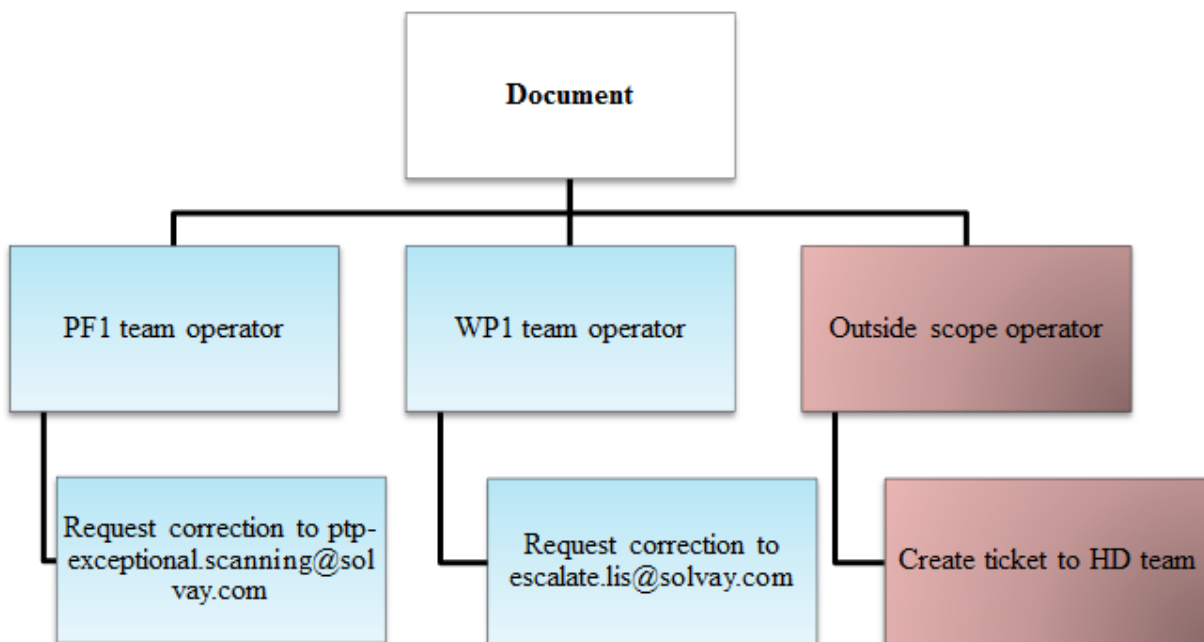
**a9) Doc related to VIP/SFP vendor**

**Action**

- If document blocked as VIP, make the normal check: compare the date, amount, currency, reference, as well vendor details and bank account in the document with the invoice image.
- If document blocked as SFP, there's no need to confirm any data - Just release the document for payment.

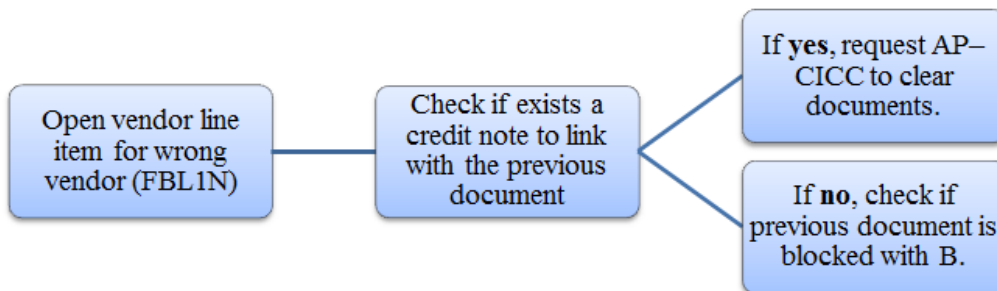
**6 Appendix**

**Diagram for Corrections**



Once the ticket is solved, in case a document was reversed:

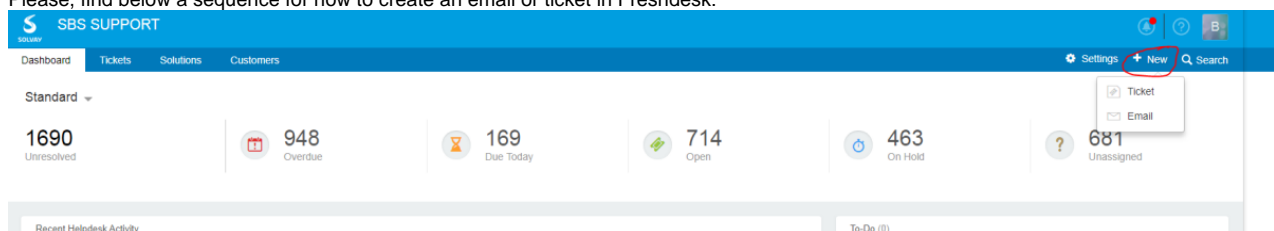
1. Wrong vendor (example):



In the end, release the posted document in the right vendor and close the ticket.

### Tickets

Please, find below a sequence for how to create an email or ticket in Freshdesk:



Click "+New" choose "Ticket" or "Email".

1. Ticket:









In the image attached below, find which options you may select in each field.

## Create a new ticket | [Select a template](#)

The requester will receive an email notification that a new ticket has been created. It can be disabled in Admin > Email notifications.

Requester *	<input type="text" value="*****.*****@solvay.com (YOUR EMAIL)"/>
Subject *	<input type="text" value="ISSUE/ ERROR/ BLOCK"/>
Type *	<input type="text" value="PTP Request"/>
	<input type="checkbox"/> BD Outbound
PTP-Process *	<input type="text" value="Accounts Payable"/>
PTP-Subprocess *	<input type="text" value="Payments"/>
PTP-Category *	<input type="text" value="Payment Confirmation"/>

Next, you may choose "ALL GBU'S/FUNCTIONS".

GBU / Function *	<input type="text" value="ALL GBU's / FUNCTIONS"/>
Description *	<div style="border: 1px solid #ccc; padding: 5px;"> <p><b>B I U</b>       </p> <p>Hello,</p> <p>Could you please (and describe what you are requesting for).            Doc no: 6/5/3/1***** / **** (Company Code).            Block reason: -----            Please, find the invoice image attached below.</p> <p>Thank you.            YOUR NAME</p> <p> &lt; 20 MB</p> </div>
Agent	<input type="text" value="..."/>
Priority *	<input type="text" value="Low"/>
Status *	<input type="text" value="Open"/>
Group *	<input type="text" value="..."/>

In "Priority" field, choose one of the following options according to the document priority:

- Urgent;
- High;
- Medium;
- Low.

In "Status" field, choose the one according to your request (if you ask a date, vendor, amount and reference correction, choose "Transferred". In case you need a confirmation of payment method, partner bank type, or any other information, choose "Waiting on third party").

In "Group" field, you may choose "D&A"


In the end, do not forget to "Submit" your ticket.

Cancel
Submit
▼

**IMPORTANT NOTE:** Do not forget to **attach the invoice image** every time a request is made related to a document.

2) Email:

When you want to create an email, you may proceed the following way:









Send an email | [Select a template](#) 

The email will be sent to the customer and will be logged as a ticket without triggering any notifications. [Learn more.](#)

From: "cicc.3s-ap" <cicc.3s-ap@solvaysbs.freshdesk.com>

To: Type a contact Cc

ISSUE/ERROR/BLOCK


**B I U**        

Hello,

Could you please make a correction in document number 6/5/3/2/1\*\*\*\*\* / \*\*\*\* (Company Code).  
 Vendor: \*\*\*\*\*  
 Block reason: .....

Please, find the invoice image below.

Thank you very much,  
 YOUR NAME

 < 20 MB

In "From:", you may insert CICC email, while in "To:" you have to add [escalate.lis@solvay.com](mailto:escalate.lis@solvay.com) (for WP1 Posting team) or [ptp-exceptional.scanning@solvay.com](mailto:ptp-exceptional.scanning@solvay.com) (for PF1 Posting team), depending for who you are requesting the correction. Next, the following sections may be field the following way, except "Priority" and "Status" (same situation as the one presented before in 1. Ticket).

### Properties

Priority \*

Status \*

Group \*

Type \*

BD Outbound

PTP-Process \*

PTP-Subprocess \*

PTP-Category \*

GBU / Function \*

In the end, do not forget to "Send" your email.

End of document.