

SAP PE1 Customer Master Data maintenance

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1. Objective and Scope

This work instruction describes the process for creating or changing Customer Master Data records in SAP PE1 – client 300. It covers the Companies and Sales Organizations listed in chapter 1.6. Company codes and Sales organizations in SAP PE1.

Customer master data is maintained by Data Operations team. Master data maintenance includes new account creations, changes, extensions, inactivation's, reactivations, data validation, mass uploads and master data report creations.

1.1. Definitions

Abbreviation	Description	Abbreviation	Description	Abbreviation	Description
DM	Data management (operations) team				
SBS	Solvay Business Services	PO	Purchase Order	Sales area	Combination of sales org.+distribution channel+division
CS	Customer Service	PO BOX	Postal Office Box		

CSR	Customer Service Representative	Tr. zone / TZ	Transportation Zones		
CC	Company code	DBA	Doing Business As		
SO	Sales organization	T/A	Trading as		
NAM	North America	C/O	Care of		
LAM	Latin America	FAO	For the attention of		
EMEA	Europe Middle East Africa	COA	Certificate of Analysis		
APAC	Asia Pacific	MSDS	Material Safety Data Sheet		
IC	Intercompany				

1.2. Roles & responsibilities

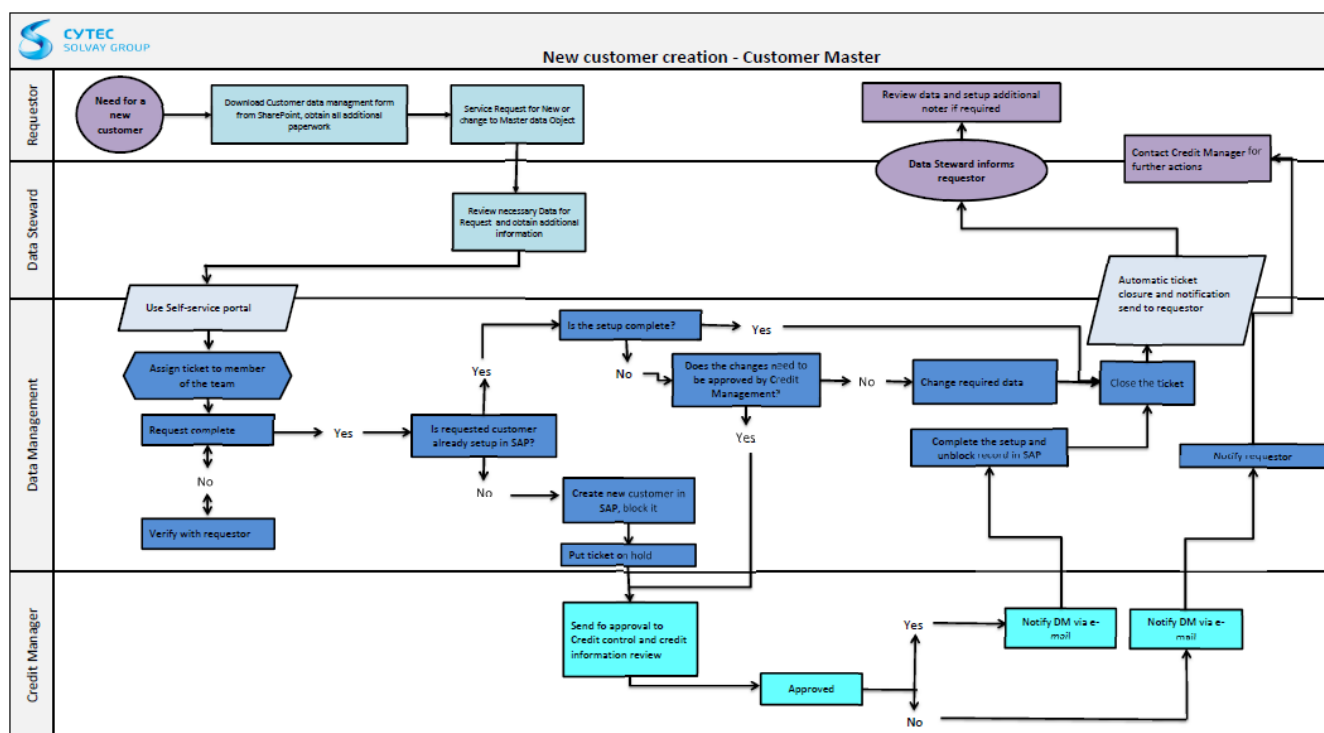
The initial requester - Customer master data requests must be submitted through Service One ticketing tool. Request includes request description and required documentation as per the request requirements.

Data Operations Team (Part 1) - Every customer setup or maintenance request should be registered Service One tool. Requests received through personal mailbox should also be entered into Service One tool. When initial requests is received, Data team member will perform required validations, duplicate checks and will perform necessary actions according to the request type. If required, Data team might need to request approval from Credit department before performing the changes.

Credit Manager - Credit Manager is responsible for credit data maintenance that includes payment terms and credit limit established for Sold-to/Payer accounts. If account creation is approved on Credit team side then Credit Manager completes credit data and sends formal approval to DM.

Data Operations Team (Part 2) - When approval is received from Credit Manager, DM is responsible to perform adjustments (if any) requested by Credit. Responsibility of Data Team is also to close the ticket in order for the initial requester to receive notification that requested creation/change has been processed in SAP.

1.3. Process Flow



1.4. SAP Customer Master Account Groups

The following are the Number ranges defined in the system for different Account groups:

Account Group	Description	Assigned Number Range in SAP
ZSLD	Sold-to party	10001000-19999999
ZSHP	Ship-to party (Goods recipient)	10001000-19999999
ZPYR	Payer	10001000-19999999
ZBTP	Bill-to party	10001000-19999999
ZPRS	Prospect	10001000-19999999
ZCSR	Customer Service Representative	20000-29999

ZSAM	Sales Account Manager	30000-39999
ZINC	Intercompany Customer	50001000-59999999
ZULC	Ultimate Consignee	60001000-69999999
ZCPD	One Time Customer (<i>Used <u>only</u> for quotes & free-of charge samples</i>)	70000-79999
ZCOM	Commissions Agent	80000-89999
ZCRM	Credit Manager	90000-99999
ZFPY	Freight Payer	40000-49999
ZBUY	Buyer	90001000-99999999
ZRET	Return Vendor	70001000-79999999
ZPAR	Parent customer	80001000-89999999
ZEND	End user	10000-19999

1.5. Data view per account group type and transactions

The Account Group field is a high-level grouping which defines the primary use of a customer. The account group selection drives certain aspects of system processing, master view layout and field access

Different Customer Account Groups require different set of Views to be maintained. Use the recommended transactions and/or ensure to leave empty Company Code and/or Sales Area Data as per the table below:

Account Group	General data view maintained?	Company Code view maintained?	Sales Area View maintained?	Transaction code recommended for use
ZSLD ZPYR ZINC	Yes	Yes	Yes	XD01/XD02/XD03
ZPAR	Yes	Yes	No	FD01/FD02/FD03 Only <u>general data and company data</u> view must be opened. Do not create sales view for these account groups.
ZSHP ZBTP ZSAM ZCPD ZRET	Yes	No	Yes	VD01/VD02/VD03 Only <u>general data and sales data</u> view must be opened. Do not create Company code view for these account groups.
ZBUY ZCOM ZCRM ZCSR ZEND ZFPY ZPRS ZULC	Yes	No	No	VD01/VD02/VD03 Only <u>general data</u> view must be opened. Do not create Company code and/or Sales data view for these account groups.

Most commonly used transaction codes for Customer Master data:

XD01/VD01/FD01	Create new
XD02/VD02/FD02	Modification
XD03/VD03/FD03	Display
XD04	View account changes
XD05	Block account
XD06	Mark for deletion
XD07	Account group change (upgrade)
VA03	Display sales order

VA05	List of sales orders
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1.6. Company codes and Sales organizations

Company code and Sales organization view for ZSLD, ZPYR and ZINC accounts always will have the same code. Meaning, if new creation request is for sales organization is 1237, then the corresponding company code will be 1237.

The following are the Company codes and Sales organizations defined in the system for different type Account groups:

Company Code	Description		Sales Organization	Description
1246	Aerovac LLC	+	1246	Aerovac LLC
7250	Aerovac Keighley LTD	+	7250	Aerovac Keighley LTD
7252	Aerovac Toulouse SAS	+	7252	Aerovac Toulouse SAS
7257	Aerovac Mondovi SRL	+	7257	Aerovac Mondovi SRL

2. Process description

2.1. Check for request completeness

1. Check completeness of the [Customer template](#) – have all mandatory fields been completed?
All mandatory fields are highlighted in orange on the template, they may vary by type of customer to be set up.
2. Check if all necessary documentation is provided according to [Request requirements](#).
3. Check for duplicates as described in § [Check for potentially already existing customer](#).
4. Check if Registration number is valid and match customer name. See [Validation steps and rules](#) according to the country where customer is located.

2.2. Check for potentially already existing customer

Transaction XD03 – Display Customer (Centrally)

- Initiate Search
- Search for potential already existing customer on following fields :
- VAT (when applicable)
- Name
- Postal code, Country

Remark: wild card = *

- If identical customer is found for another Company Code and/or Sales Area, it needs to be extended to the requested Company Code and/or Sales Area. Go to section **Extending customer to Company Code and/or Sales Area** for additional detailed instructions.
- If an existing customer is found, but there is a slight difference in requested data: return to the requester to validate the non-equal data and decide on further actions
- If no potential duplicate is found, proceed with the request .

3. Customer creation

Initial screen	
----------------	--

Transaction: XD01 / VD01 / FD01 - as per account group type.

See chapter 2. *Data view per account group type and transactions*

Account group: as per request

See chapter 2. *Data view per account group type and transactions*

Customer: Must not be filled, a number will be given automatically as per defined number range at the moment of saving the new record, see section *Customer Master Account Groups* for number range assignment.

Company Code: must be filled out **only for ZSLD/ZPYR/ZINC** creations. Same code as for Sales organization. Check request form.

Sales Organization: must be filled out for majority of creations. Check request form.

See chapter 2. *Data view per account group type and transactions*

Distribution channel: always "00" – Cytec Distribution
Division: "IM" for Industrial Materials Customers; "AM" for Aerospace Materials Customers. Check request form.

Reference: not used.

Hit **Enter** or green checkbox button to proceed to next screen.

Customer Create: Initial Screen

Account group ZSLD Sold-to party

Customer

Company code

Sales area

Sales Organization

Distribution Channel

Division

All sales areas... Customer's sales areas...

Reference

Customer

Company code

Sales organization

Distribution channel

Reference division

Save Print Undo Redo Cancel

3.1. General data

ZSLD customer general data view consists of several tabs:

- Address
- Control data
- Payment transactions
- Marketing
- Unloading points
- Contact persons

Information populated in these tabs will be shared for all open sales organizations of a particular account number. Meaning, if you update address in sales organization 1237, IM division, it will be updated also for any other active sales organization, not only for the selected sales area.

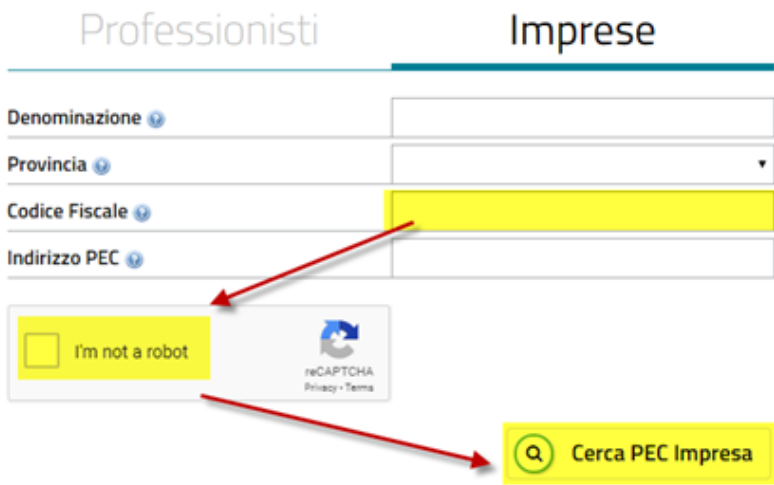
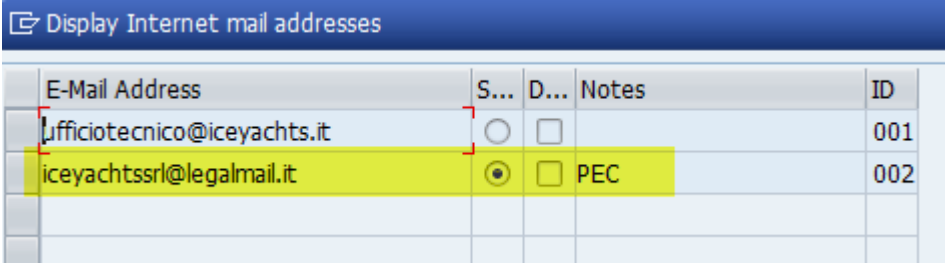
For name and address setup, abbreviate as follows (if applicable):

Incorporated	INC	Place	PL	Avenue	AVE	South East	SE
Corporation	CORP	Plaza	PLZ	Boulevard	BLVD	East	E
Manufacturing	MFG	Building	BLDG	Lane	LN	North East	NE
Limited	LTD	Apartment	APT	Highway	HWY	North	N
Limited Liability Corp	LLC	Road	RD	West	W	North West	NW
Limited Liability Partnership	LLP	Drive	DR	South West	SW		
Public Limited Company	PLC	Court	CT	South	S		

3.1.1. Address

Address	Control Data	Payment Transactions	Marketing	Unloading Points	Contact Person
Name					
Name		SPACE EXPLORATION TECHNOLOGIES CORP			
		DBA SPACEX			
Search Terms					
Search term 1/2		SPACE EXPLORATION		DBA SPACEX	
Street Address					
Street/House number		1 ROCKET RD			
District		LOS ANGELES			
Postal Code/City		90250 HAWTHORNE			
Country		US USA		Region CA California	
				Tax Jurisdiction 0503714400	
Transportation zone		US902		EL SEGUNDO	
PO Box Address					
PO Box					
Postal code					
Communication					
Language		EN English		Other communication...	
Telephone				Extension	
Mobile Phone					
Fax				Extension	
E-Mail					
StandardComm.Mtd					

SAP field	Description
Name 1	Legal name of the customer. In this line the name should not be longer than 40 characters. If the name exceeds 40 characters, second line (Name 2) is to be used for next 40 characters. Do not use commas or any special symbols in the name (except for the '&' sign if specifically requested). If the VAT validates with a name different from the template, go back to the requester and verify which name should be used. NOTE! Name 1 and Name 2 fields are printed on documents and labels – try to accommodate all name info in those 2 fields.
Name 2	Used to capture DBA (doing business as), T/A (trading as), C/O (care of) name.
Name 3	Name 3 field should be populated for non-trade customer accounts indicating (NON-TRADE ACCOUNT)
Search term 1	Should capture the “essence” of the customer name
Search Term 2	This field is used to capture customer's 'doing business as' name, starts with 'DBA'. NOTE! Information entered in Search Term 2 field is not printed on documents, therefore to make DBA information visible for document users it may be copied to Name 2 field.
c/o	do not use. C/O, DBA, T/A must be added as Name 2 or in address fields if it is too long.
Street	Main field for street address of customer, max 35 characters to be filled in this field If street address exceeds 35 characters, Street 2 field to be populated with the remaining information. Fields Street and Street2 are usually printed on documents. Street 3 is additional address field for street name to fulfill the requirement for lengthy street address, however note that it is not printed on most of documents. NOTE! House number field is not to be used!
Postal Code	Postal code / ZIP code as part of the address. SAP provides standard postal code format checks depending on the country maintained.
City	City name as part of the address. For some countries SAP may overwrite the City name with a value depending on Postal Code.
Country	Country key contains information which the system uses to check entries such as the length of the postal code or bank account number. The two-character ISO code is used.
Region	State / Province / County. Choose according to the City, should always be populated for US, CA, GB and IT and optional for other countries.

Transportation Zone	Used to determine regional zone for recipient of the goods; customer country and postal code determines a Transportation zone to be assigned to a customer. Select Transportation Zone from available entries. If a corresponding Transportation Zone does not exist. Applicable for ZSLD, ZSHP, ZRET, ZINC accounts.
PO BOX Address	do not use these fields, they do not work. Sold-to and ship-to accounts cannot be based on PO BOX address, they must have physical address. If PO BOX address needs to be added, it must be created as a separate bill-to (ZBTP) account and PO BOX address must be populated in Street field.
Language	Customer Master Records to be maintained in English (EN) only.
Telephone	Telephone number, consisting of dialing code and number, but without the country code as it is being picked automatically based on the country entered as part of the address. If more than one telephone number is maintained for an address, the first telephone number is marked as the standard number. Press <i>Other Telephone Numbers</i> button to maintain more numbers: If the country code of the telephone number is different from the country in the address, it can be changed in the pop up "Maintain Telephone Number".
E-Mail	1) Use to capture general customer email address – solely for the purpose of contacting customers (will not drive any functionality – no documents will be sent to this address). 2) For Italian customers PEC email must be added. PEC email can be found here: https://www.inipec.gov.it/cerca-pec/-/pecs/companies?p_p_auth=GE2gJ00T&_1_WAR_searchpecsportlet_mvcPath=%2Fsearch_pecs%2Fview.jsp Codice fiscale: the same as VAT number but without country code.  Law 205/2017 in Italy states that from 1st of Jan 2019 all invoices issued by Italian companies must use the electronic format. The e-invoices use a special XML format and work with the SDI, Serial Digital Interface, directly connected with the Italian Tax Agency. Alternatively, when the SDI is not provided by the customer, the e-invoice is sent out using a Certified E-mail, the PEC (Posta Elettronica Certificata). DMO have to add Tax number 4 (SDI number) or add PEC email to general data. SAP will send e-invoices with SDI as priority, but if this field is missing, will use the PEC. If for some reason you receive Tax number 4 and PEC email for the same customer account, add both. PEC emails are set up in Address screen - Communication area - E-mail as follows: 
StandardComm. Mtd	Standard Communication Method for documents.

3.1.2. Control Data (visible for ZSLD, ZSHP, ZPYR, ZBTP, ZRET, ZPRS, ZPAR, ZINC)

Address	Control Data	Payment Transactions	Marketing	Unloading Points	Contact Person
Account control					
Vendor		Authorization			
Reference data/area					
Industry					
EORI Number	DE4508548				
Express station					
Transport.zone	DE830	RAUBLING			
Tax information					
Tax Number 1					
Tax Number 2					
Tax Number 3					
Tax Number 4					
	VAT Reg. No.	DE131188701	Other...		
	Tax Jur.				
Tax Number 5					

SAP field	Description
Vendor	This field will be used only if the customer is also used as vendor. Usually ZINC (Intercompany) and ZRET (Returns Vendor) customers have this field maintained.
Trading Partner	This field is visible and is mandatory for Intercompany customers only. The trading partner is the same as the company code to which the customer belongs.
EORI	EORI stands for "Economic Operators Registration and Identification number". The EORI number exists out of two parts: - the country code of the issuing Member State; followed by - a code or number that is unique in the Member State EORI number is added only for Sold-to accounts. No need to validate it. Can be changed without any approvals. Check request form.
Tax Number 1,2,3,5,6	Country Specific Tax Numbers to be maintained (e.g. SIRET Codes for France, fiscal number for Italy, etc.).
Tax Number 4	SDI number must be added as Tax number 4. Mandatory for all customers located in Italy.
VAT Reg. No.	VAT registration number of the customer, it is used within the EU for tax-exempt deliveries for the "EC sales list". The check rules are defined for each EU country and cannot be changed. European customers (Sold-to and Payer) without VAT registration number provided should be blocked for further transactions – Order Block "10 – Missing VAT numbers" should be assigned, go to section Blocking customer for detailed instructions. *this field is optional for ZSHIP & ZBTP

If you are not sure to which field registration number should be added, select Tax number field and press F1 on your keyboard. If the country is not in any of the lists, add it to Tax number 1 or 2 field.

3.1.3. Payment Transactions (visible for ZSLD, ZSHP, ZPYR, ZINC, ZCOM)

Payment Transactions tab is used for maintaining customer's bank account information. In most cases customer banking details are not manually added into Customer Master data at moment of setup as they are being added automatically by a program extracting data from incoming payments. However in some special cases Accounts Receivable (AR) can submit a request to add banking details. See appendix about Bank details.

Address	Control Data	Payment Transactions	Marketing	Unloading Points	Contact Person
Bank Details					
Ctry	Bank Key	Bank Account	Acct holder	Co... I...	IBANValue
US	021309379	601877418			
					Bk.typ.
					0001
					Reference details
					Colle... Bank name
					☐ Unknown
< > Bank Data... Payment cards					

3.1.4. Marketing (visible for ZSLD, ZSHP, ZRET, ZPRS, ZINC)

Customer Classification: This field is used for Customer categorization, it is optional.

Leave blank.

Address	Control Data	Payment Transactions	Marketing	Unloading Points	Contact Person
---------	--------------	----------------------	-----------	------------------	----------------

Classification

Customer class.	01	Strategic Cust.
Industry		
Industry Code 1		

3.1.5. Unloading Points (visible for ZSLD, ZSHP, ZINC)

Unloading Point: Always "CARRIER"

Calendar key: Always "ZZ" – Customer will accept deliveries only on normal workdays (Monday thru Friday).

Address	Control Data	Payment Transactions	Marketing	Unloading Points	Contact Person
---------	--------------	----------------------	-----------	------------------	----------------

Unloading points

Unloading Point	Defa...	Cale...	Customer calendar	Goods
CARRIER	☐	ZZ	Default Customer Calendar-Mon-Fri	

3.1.6. Contact Person

Contact Person tab is used for maintaining different contacts related to the customer. Contacts can be internal or external.

- Do not add more than one email per one contact. If you notice setups where there are several emails under the same contact number, please correct it.
- Please follow the format below for contact names

Automatic sending of invoices by email can be activated. Add **invoices receiver** email. Add to contact:

- Department : **0005** - Cust-Accounts Payable + Function: **03** - Invoices receiver
- Attribute 5** in Additional Data is set to 01 - CP Bill-to-Party

Double click on the contact line added:

Address	Control Data	Payment Transactions	Marketing	Unloading Points	Contact Person
---------	--------------	----------------------	-----------	------------------	----------------

Contact Person

Form of ad...	Name	First name	Telephone1	Dep...	Description	F...	Description	Fax	E-Mail
	Invoices receiver 01			0005	Cust-AccountsPayable	03	Invoices receiver		toms.salienieks@so.
	Invoices receiver 02			0005	Cust-AccountsPayable	03	Invoices receiver		accountspayable@r.

Go to **Additional data** and add **Attribute 5 - "01"**

Finally, to activate automatic invoice distribution you need to maintain **ZVAR_CHANGE** lists after customer account creation is completed. If sold-to customer has additional bill-to account added, it also requires invoice receiver contact addition the same way you do for sold-to account, and at the end to be added to **ZVAR_CHANGE** lists.

See appendix about ZVAR CHANGE maintenance.

Visiting Hours... Business Address... Home Address... Partner Functions... Additional Data...

Customer: 10002791 SPACE EXPLORATION TECHNOLOGIES HAWTHORNE

Contact person: 0000002882

Department: 0005 Cust-AccountsPayable

Function: 03 Invoices receiver

Power of att.

Higher partner

Rep. number

Call frequency

Buying habits

Remarks

Preview

Person

Title

Last name: Invoices receiver 01

First name

Academic Title

Format: Invoices receiver 01

Function

Department

Room Number Floor Building

Communication

Language: EN English

Telephone

Mobile Phone

Fax

E-Mail: invoices@spacex.com

Comm. Meth: INT E-Mail

Attribute 1

Attribute 2

Attribute 3

Attribute 4

Attribute 5: 01 CP Bill-to-Party

Attribute 6

Attribute 7

Attribute 8

Attribute 9

Attribute 10

3.1.7. Extras - Additional Data

For IT domestic customers, we need to maintain information related to CONAI charges.

In general data view, go to **Extras - Additional data**

Customer Edit Goto Extras Environment System Help

Administrative Data Shift+F8

Blocking Data

Deletion Flags

Confirmation of Change

Classification

Texts

Documents

Additional Data

Customer Partner Functions

Account Group Info

Sales Areas

DBA SPACEX

Change Customer

Other Customer

Customer: 10002791

Address Control Data

Preview

Name

Name

SPACE EXPLORATION TECHNOLOGIES CORP HAWTHORNE

Loading Points Contact Person

CORP

Condition grp 1: Maintain this field with information for all Mondovi Sold-to (ZSLD) customers located in Italy – if customer is liable to pay packaging industry waste disposal (CONAI) charges. Check request form.

Condition grp 2: In case Condition grp 1 has value “S1 – Partial Exemption”, maintain this field with the percentage of weight for which customer has to pay CONAI charges. Check request form.

Freely definable attributes

Attribute 1	
Attribute 2	
Attribute 3	
Attribute 4	
Attribute 5	
Parent	
Attribute 7	
Attribute 8	
Attribute 9	
Attribute 10	

For condition determination and pricing

Condition grp 1	
Condition grp 2	S1 Partial Exemption
Condition grp 3	45 % To Be Billed
Condition grp 4	
Condition grp 5	

3.2. Company Code Data (to be created for ZSLD, ZPYR, ZPAR, ZINC)

3.2.1. Account management

SAP field	Description	Value
Recon. account	Maintain this field for all the customers extended for company code view, this is a mandatory field:	
	• for AR Trade (regular) customers	11000100
	• for Trade AR Bad Debt customers (to be used only after special request from Credit Management)	11000400
	• for Non-Trade Receivables	12000100
	• for Intercompany Receivables (ZINC)	13000100
Sort key	default value “001 – Posting date” for all the customers. Other values to be used only after special request from Credit Management.	001

3.2.2. Payment Transactions

Maintain values in the fields listed below in order to process payments from the customer. All the values in this tab are business critical fields and have an impact on the payment collections.

SAP field	Description	Value	
Terms of payment	Maintain this field with payment terms agreed with the customer. This field is mandatory to be filled. Payment Terms have to be validated by Credit Management. NOTE! Default Payment Term for Intercompany customers (ZINC) is “Z044– DUE ON RECEIPT”.	as per request form	Account Management Payment Transactions Correspondence Payment data Terms of payment Z001 Tolerance group ARTG Credit memo payt term Z124 ☒ Payment history record Automatic payment transactions Payment methods Z Lockbox 0204687 Payment advice notes Rsn code conv. Selection rule 001 Selection rule 001
Tolerance group	default value “ARTG” for all the customers	ARTG	
Credit mem payt term:	default value “Z124” for Sold-to records only, leave blank for all other account groups	Z124	
Payment history record	Mark this check-box for all the customers	check-marked	
	1) default value for all the customers (except Italy)	Z – Customer Payments	

Payment methods	2) Customer located in Italy + payment terms RIBA:	D (direct debit)
	3) Customer located in Italy + any other payment terms	S
Lockbox	The lockbox number is the identification for the customer to make the payment, default value in this field is site specific. Leave blank, except for company code 1246.	1) blank 2) for Company Code 1246 - default value 0204687
Selection rule	default value "001" for all the customers	001

3.2.3. Correspondence

The fields in this tab are to be maintained to manage correspondence related to accounts receivable with the customers.

SAP field	Description	Value
Dunn. Procedure	Entry in this field has to be maintained only if requested by Credit Management. The value to be entered is "CYDP - Cytec Dunning Procedure".	-
Acctg clerk	Assigned only to regular SOLD-TO & PAYER accounts. There is no need to maintain acc. clerk contact details, only accounting clerk code is required.	JW

3.3. Sales Area Data (to be created for ZSLD, ZSHP, ZPYR, ZBTP, ZRET, ZCPD, ZINC, ZSAM)

Maintain Sales Area data for customers for which sales transactions have to be booked. **NOTE!** Sales Area Data is specific to a combination of **Sales Organization & Distribution Channel & Division**.

3.3.1. Sales

SAP field	Description	Value	
Customer group	Maintain the program to which the customer is linked. This field is optional - it is only relevant for customers priced based on the program to which they are assigned.	as per request form	
ABC class	Maintain the provided classification of customer. This field is business-mandatory for Sold-to account group records.	as per request form	
Currency	Maintain the currency in which customer is transacted. Where there is more than one currency, this should be the primary currency for the customer. This field is mandatory.	as per request form	
Switch off rounding	To be checked for all customers.	check-marked	
Price group	Maintain the market to which the customer is linked. This field is critical from a pricing perspective. This field is optional - it is only relevant for customer's priced based on market.	as per request form	

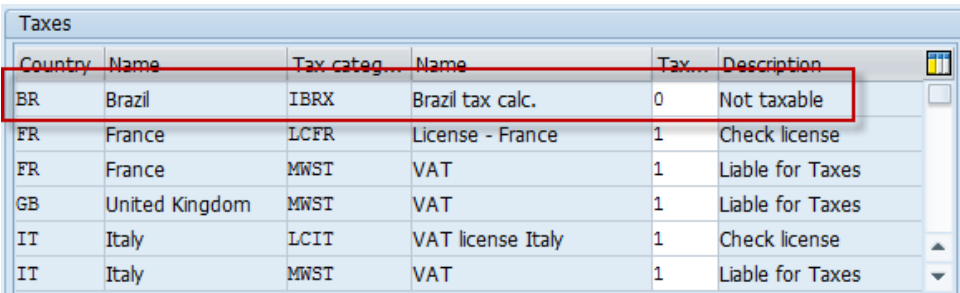
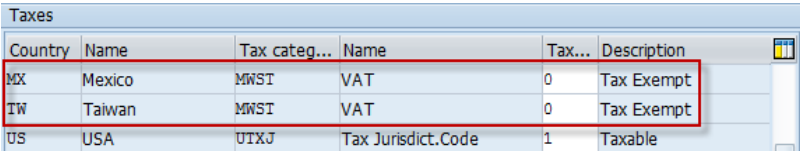
Customer pricing procedure:	The value in this field drives the pricing procedure that will be picked for sales transaction with the customer. Although many pricing procedures are available the ones used in Cytec are:	- maintain "1" for trade customer - maintain "1" for Intercompany customer (ZINC) - maintain "4" for Return Vendors (ZRET)
Price List	Maintain this field only for customers identified as distributors. There is only value defined "D1". This field controls the pricing for distributors.	

3.3.2. Shipping

SAP field	Description	Value	
Shipping Conditions	Value in this field determines shipping point and route in sales order. This field is mandatory for sold to and ship to customers. As per the design customer master will be defaulted with "01". If required the value will be changed when booking a sales order.	as per request form	Sales Shipping Billing Documents Partner Functions Shipping Delivery Priority Shipping Conditions 01 Standard Delivering Plant ☐ Relevant for POD POD timeframe Partial deliveries ☐ Complete delivery required Partial delivery per item Partial delivery allowed Max. partial deliveries 9 ☐ Unlimited tol. Underdel. Tolerance 10.0 Overdeliv. Tolerance 10.0
Underdelivery Tolerance	default values 10% for all the customers. This field specifies the percentage (based on the order quantity) up to which an under delivery of the line item is permitted.	10	
Overdelivery Tolerance	default values 10% for all the customers. This field specifies the percentage (based on the order quantity) up to which an over delivery of the line item is permitted.	10	

3.3.3. Billing Documents

SAP field	Description	Value	
Rebate	This check-box should be marked if the customer is to be activated for rebates. This field must be checked for all Sold to party customers.	check-marked	Sales Shipping Billing Documents Partner Functions Billing document ☒ Rebate ☐ Price determin. Invoicing dates InvoicingListDates BillingPlanType Delivery and payment terms Incoterms EXW EXW001 Terms of payment Z030 CASH IN ADVANCE Accounting Acct assgmt group Z2 Non-Affiliated Cust.
Incoterms 1	Incoterms are a set of rules which define the responsibilities of sellers and buyers for the delivery of goods under sales contracts. They are published by the International Chamber of Commerce (ICC) and are widely used in commercial transactions. Maintain the Incoterm 1 based on the agreement with the customer. This field is a mandatory field. Default value for Intercompany customers is "EXW".	as per request form	

Incoterms 2	Use the drill down option and enter the Incoterm 1 selected to get the list of available Incoterms 2. Select the Incoterms 2 applicable for the given customer.	as per request form
Terms of payment	Maintain this field with payment terms agreed with the customer. This field is mandatory. The Payment term maintained in the Sales Area Data should be the same as the one maintained in the Company Code Data. NOTE! Default Payment Term for Intercompany customers (ZINC) is "Z044- DUE ON RECEIPT".	as per request form
Account assignment group	Maintained Account assignment group drives the G/L account to be posted at the time of billing. This field is mandatory for all customers.	- maintain "Z1 - Affiliated Customer" for Intercompany customers - maintain "Z2 - Non - Affiliated Customer" for Trade customers
Tax classification	The table Taxes shows the countries from where deliveries to the customer can be made. Maintain the tax characteristics when the customers is shipped from these countries. By default tax classification to be maintained as taxable if there are no special requests from Tax Department. (Brazil and Taiwan, Mexico always '0' unless differently requested).	BR, MX, TW - always 0 all the rest - always 1  

NOTE! In Italy (so: 7257 Mondovi) and France (so: 7252 Toulouse) some customers are VAT exempt for a limited period of time.

When such request has been received from Finance or Tax Department (Data Steward – Giuseppina Barovero, Cristina Cattaneo, Mara Ramondetti; Chiara Menardi), to reflect it in system set Tax Classification indicator to "0 – Tax Exempt" in line for Tax **Category** MSWT.

Also add Sales Text. Go to **Extra Text Finance external** (notes can be added, removed or updated upon the request).

The screenshot displays two SAP configuration screens. The top screen, titled 'Taxes', shows a table of tax classifications. The bottom screen, titled 'Customer Change: Sales Texts', shows the configuration for a specific customer.

Taxes Table:

Country	Name	Tax categ...	Name	Tax classification	Description
FR	France	LCFR	License - France	1	Check license
FR	France	MWSI	VAT	1	Liable for Taxes
GB	United Kingdom	MWSI	VAT	1	Liable for Taxes
IT	Italy	LCII	VAT license Italy	1	Check license
IT	Italy	MWSI	VAT	0	Tax Exempt
US	USA	UTXJ	Tax Jurisdict.Code	1	Taxable

The 'IT Italy MWSI VAT 0 Tax Exempt' row is highlighted with a red rectangle.

Customer Change: Sales Texts Screen:

Customer: 10003088
 Sales Org.: 7257
 Distr. Channel: 00
 Division: IM

Document: Default Language: EN English

S..	L..	Description	1st line	M
		CSR Notes		☐
		Shipping-External		☐
		Carrier-External		☐
		Quality-External		☐
IT	Finance-External	OPERAZIONE NON IMPONIBILE A NORMA DELL'A		☒
		Exports-External		☐

The 'IT Finance-External OPERAZIONE NON IMPONIBILE A NORMA DELL'A' row is highlighted with a red rectangle.

3.3.4. Partner Functions

Information in this tab is maintained to link partners, it defines the responsibility of each partner in a business transaction.

Maintain the following partner assignments for the Sold-to:

- Ship-to or the goods recipients where the product ordered should be delivered
- Sales Account Manager
- Bill-to party if the address to send the invoice is different from legal address of the customer
- CR – Forwarding Agent For Heanor customers, if indicated

Never remove first SH code that it is the same number as sold-to number. Sold-to accounts functions as ship-to for itself.

The Ship-to party and Bill-to party cannot stand alone. They have to be linked to a Sold-to.

Sales Account Managers have to be linked to a Ship-to and Sold-to.

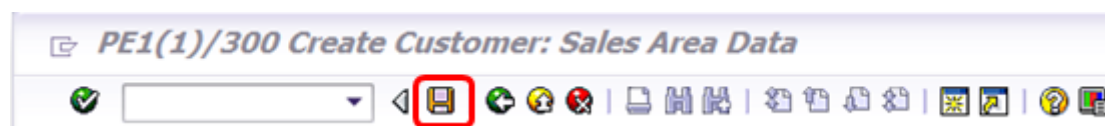
Maintain the following partner assignment for the Ship-to:

- Sales Account Manager

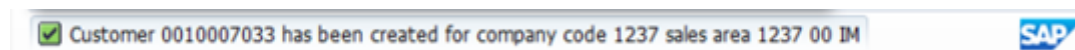
Sales	Shipping	Billing Documents	Partner Functions
Partner Functions			
PF	Partner Function	Number	Name
SP	Sold-to party	10001006	B/E AEROSPACE INC - SFC NOGALE
BP	Bill-to party	19000027	ROCKWELL COLLINS INC
PY	Payer	10001006	B/E AEROSPACE INC - SFC NOGALE
CR	Forwarding Agent	11001659	Kuehne and Nagel Ltd
SH	Ship-to party	10001006	B/E AEROSPACE INC - SFC NOGALE
SH	Ship-to party	10001779	B/E AEROSPACE INC
ZS	Sales Acct. Manager	30043	SCOTT MARTELL

3.3.5. Saving the master record

When all the required data has been entered press floppy disc icon to save the new customer master record:



System message confirming successful setup and customer number will be displayed at the bottom of the SAP screen:



Once customer creation is saved and completed, do not forget to complete ZVAR_CHANGE setup (Appendix 8) if this was a sold-to & bill-to creation that requires e-invoicing activation.

3.4. Credit control

Sold-to and Payer account group customers have to be blocked immediately after being set up (go to section **Blocking customer** for additional detailed instructions on blocking customer record) and then information has to be sent to the Credit Management for review and completion of the Credit data. After their confirmation is received Data Management should check and change the Terms of Payment and assign Accounting Clerk and Account Statement period if applicable. After this is done Data Management may unblock customer and close the ticket.

Email subject : Customer creation/extension/change - #customer number - CUSTOMER NAME

Credit management contacts:

- David Stephens: david.stephens@aerovac.com
- Jane Walker: jane.walker@aerovac.com

3.5. Global Demand Planner

Once you have created / extended / reactivated **sold-to and/or ship-to account**, notify Global demand planner:

- Clare Downing Smith: clare.downing-smith@aerovac.com

In the email include the following information:

- account number and name
- sales area

3.6. Blocking new customer setups

A customer master record can be blocked whenever there is a need to temporarily stop all or part of business relations with a customer. **NOTE!** Credit's approval is required before performing block/unblock, deactivate/reactivate customers.

In order to ensure that the new customer created is not used for raising sales orders before credit fields are completed, right after completing the setup on the Data Management side and before sending information about this customer for Credit's approval, it has to be blocked. After approval from Credit is received and credit fields are completed, the block can be removed.

Transaction to block Customer Master record is **XD05 – Block customer (centrally) or transaction XD02 - modify master data.**

It is possible to block customers for all Company Codes and all Sales Areas or only for selected ones. There are several types of blocks in SAP and each of them have several options to be chosen.

The example below shows a **typical set of blocks for a new customer created** and awaiting to be released from Credit Control.

A block in a customer master record can be cancelled by removing the block indicators and saving the master record.

Customer	10002791	SPACE EXPLORATION TECHNOLOGIES CORP
Company Code	1246	Aerovac LLC
Sales Org.	1246	Aerovac LLC
Distr. Channel	00	Cytec Distribution
Division	IM	Industrial

Posting Block

- ☐ All Company Codes
☐ Selected Company Code

Sales and Distribution Blocks

Order Block

All Sales Areas	01	Overall block
Selected Sales Area		

Delivery Block

All Sales Areas	01	Planning Block
Selected Sales Area		

Billing Block

All Sales Areas	06	Cytec Services
Selected Sales Area		

Block Sales Support

- ☐ All Sales Areas
☐ Selected Sales Area

4. Extending customer to Company Code and/or Sales Area

If an existing customer (Sold-to, Ship-to, Bill-to, Payer, etc.) has to be extended to another Company Code/Sales Area, **follow the same steps as for new customer creation (according to the account group type)**, the important part is to populate customer number field with the number to be extended in the selection screen of Transaction **XD01/FD01/VD01**.

Example: Ship-to customer #10001064 is created for Sales Area 7218/00/IM. Request is received to extend it to 7223/00/IM:

Account group: of the party to be extended (ZSLD – Sold-to, ZSHP – Ship-to, etc.)

Customer: must be filled with the customer number to be extended

Company Code: to be filled with Co.Cd. for which the customer has to be extended **if applicable**

Sales Organization: to be filled with Sales Org. for which the customer has to be extended **if applicable**

Distribution channel: always "00" **if applicable**

Division: to be filled with division for which the customer has to be extended **if applicable**

Hit Enter and populate all required fields with information supplied.

NOTE! All business specific fields have to be confirmed by corresponding CSR (requestor) or credit manager (in case of payment terms), e.g., incoterms, ABC class etc.

Customer Create: Initial Screen

Account group: ZSHP Goods recipient
 Customer: 10001064
 Company code:
 Sales area:
 Sales Organization: 7223 Cytec IM (Manch) Ltd
 Distribution Channel: 00 Cytec Distribution
 Division: IM Industrial
 All sales areas... Customer's sales areas...

5. Customer inactivation

There is two ways how to inactivate customer account:

1. Overall account inactivation - most commonly used when an account is being made inactive due to no sales for the past 2 years (in all sales areas), due to invalid registration number, address duplicate. Blocks and deletion flags are set on general data, company code data and sales area data.
2. Sales area specific inactivation - most commonly used when an account is being made inactive due to no sales for the past 2 years in a specific sales area, or sales area created by mistake.

5.1. Blocking existing customer in sales/company code view

Used when customer must be blocked in a specific sales area (and other active sales areas remain active).

Transaction to block Customer Master record is **XD02 - modify master data**. Alternatively you can also use **XD05 – Block customer (centrally)**.

Customer block consists of two parts:

1. selecting blocks in **Extras - Blocking data**
2. selecting deletion flag in **Extras - deletion flags**

NOTE! "Selected company code" block can be applied only if:

- **customer is not open for the same company code in combination with another division that is active.**
Each company code can be open in combination with two divisions - AM and IM. E.g. customer can be open for 7218/00/IM and 7218/00/AM - these are two different sales areas but shares same company code information. If you assign a company code block, it will block company data for both sales areas.
If company code is used for both divisions under the same company code:
= second sales area is blocked or not created - you can add "Selected company code" block
= second sales area is created and without sales area blocks - do not select "Selected company code"

NOTE! Same rules applied to "Selected company code" deletion flags.

Customer	10002066	MUBEA CARBO TECH GMBH	SALZBURG
Company Code	7218	Cytec IM (Derby) Ltd.	
Sales Org.	7218	Cytec IM (Derby) Lim	
Distr. Channel	00	Cytec Distribution	
Division	AM	Aerospace	

Posting Block

☐ All Company Codes☒ Selected Company Code

Sales and Distribution Blocks

Order Block

☐ All Sales Areas☒ Selected Sales Area 01 Overall block

Delivery Block

☐ All Sales Areas☒ Selected Sales Area 01 Planning Block

Billing Block

☐ All Sales Areas☒ Selected Sales Area 06 Cytec Services

Block Sales Support

☐ All Sales Areas☒ Selected Sales Area

Customer	10002066	MUBEA CARBO TECH GMBH
Company Code	7218	Cytec IM (Derby) Ltd.
Sales Org.	7218	Cytec IM (Derby) Lim
Distr. Channel	00	Cytec Distribution
Division	AM	Aerospace

Deletion flags

☐ All areas☒ Selected company code☒ Selected sales area

Deletion blocks

☐ General data☐ Selected company code incl. general data

5.2. Marking customer for deletion (overall account inactivation)

A customer master record can be marked for deletion if, for example, Solvay no longer maintains business relationships with the customer. Customer master record can be reactivated by deselecting the Deletion Flag.

NOTE!

- Credit's approval is required before performing block/unblock, deactivate/reactivate customers.
- In case if we receive a request from CS or Data Stewards to re-activate any of accounts that have been marked as a duplicate for some reason, like, order line shipped but not invoiced, please re-activate them **immediately**.
- Before inactivating customer always check sales order history to make sure that there is no recent sales activity (Appendix - How to find and display order?)

Transaction to block Customer Master record is **XD02 - modify master data**. Alternatively you can also use **XD06 – Mark customer for deletion (centr.)**

When marking customer for deletion, first:

- **customer name (1st line)** needs to be updated by adding in the end of the name "- INACTIVE"/"- DUPLICATE"/"- INVALID VAT" - according to the reason for deletion. Between the name and reason of deletion keep the dash sign so it is more visible in reports etc.
If customer name is too long, move part of the name to 2nd line so you can add reason of deletion in the 1st line:

Address	Control Data	Payment Transactions	Marketing	Unloading Points
Name				
Name	MUBEA CARBO TECH GMBH - INACTIVE			
Search Terms				
Search term 1/2	****INACTIVE			

- change **Search term** to one of the following options:
 ****INACTIVE - if customer has been inactivated due to no sales in past 18 months
 ****DUPLICATE - if customer has been inactivated due duplication
 ****INVALID - if customer has been inactivated due invalid/incorrect registration number
 ****DO NOT USE - rarely to be used for setups which is not possible to fix in any way
- then go to **Extras - Blocking data** and add blocks for "all sales areas" and "selected sales area" as shown below:

Customer	10002066	MUBEA CARBO TECH GMBH - INACTIVE
Company Code	7218	Cytec IM (Derby) Ltd.
Sales Org.	7218	Cytec IM (Derby) Lim
Distr. Channel	00	Cytec Distribution
Division	AM	Aerospace
Posting Block		
☒ All Company Codes ☒ Selected Company Code		
Sales and Distribution Blocks		
Order Block		
All Sales Areas	01	Overall block
Selected Sales Area	01	Overall block
Delivery Block		
All Sales Areas	01	Planning Block
Selected Sales Area	01	Planning Block
Billing Block		
All Sales Areas	06	Cytec Services
Selected Sales Area	06	Cytec Services
Block Sales Support		
☒ All Sales Areas ☒ Selected Sales Area		

- then go to **Extras - Deletion flags** and select all fields as shown below:

Customer	10002066	MUBEA CARBO TECH GMBH - INACTIVE
Company Code	7218	Cytec IM (Derby) Ltd.
Sales Org.	7218	Cytec IM (Derby) Lim
Distr. Channel	00	Cytec Distribution
Division	AM	Aerospace

Deletion flags
☒ All areas
☒ Selected company code
☒ Selected sales area

Deletion blocks
☒ General data
☒ Selected company code incl. general data

6. Customer reactivation

Customer can be reactivated (if not marked for deletion due to invalid registration number) by deselecting all the blocks and deletion flags. And do not forget to update the name and search term in the general data view.

Remember, that reactivation requires approval from the Credit Management side.

IMPORTANT TO NOTE! If a customer is marked for deletion in all sales areas, reactivate only the requested area!

This means that you need to remove blocks and deletion flags from fields concerning "all areas" but do not remove blocks for "selected sales areas" in other sales areas that should remain inactive.

7. Change customer data

To perform any change in Customer Master record use transaction **XD02 – Change Customer (Centrally)**:

Full path: Logistics/Sales and Distribution/Master Data/Business Partner/Customer/Change/XD02 – Complete

To change data in General Data (some tabs) or Sales Area Data transaction **VD02 – Change Customer (Sales)** can be used as alternative.

Full path: Logistics/Sales and Distribution/Master Data/Business Partner/Customer/Change/VD02 – Sales and Distribution

To change data in General Data (some tabs) or Company Code Data transaction **FD02 – Change Customer (Accounting)** can be used as alternative.

Full path: Accounting/Financial Accounting/Accounts Receivable/Master Records/FD02 – Change

NOTE! Make sure all required documentation and approvals have been supplied along with the change request before performing actual change in system.

When all the required changes have been performed press floppy disc icon to save the record:

System message confirming change will be displayed at the bottom of the SAP screen:

8. Display changes

All the changes performed in Customer Master record can be tracked.

To display changes of a particular field open the master record (e.g. **XD03**) and select **Environment -> Field Changes**:



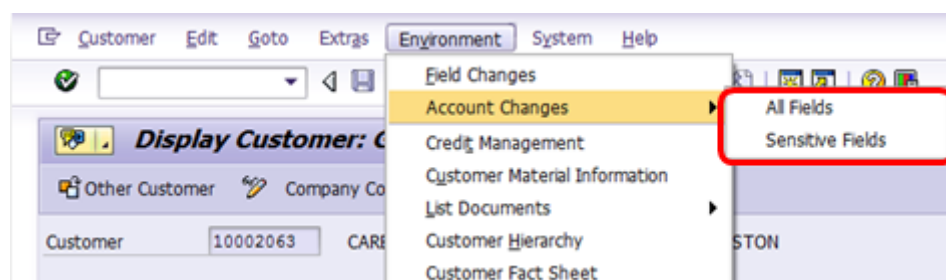
An overview of the changes done to the field will be displayed:

Customer Changes : Overview			
Changed Fields Entries Deletions Field Names			
Customer 0010002063 CARBON TECHNOLOGY LIMITED			
Date	Field	New	Old
07.04.15	Acct.clerks tel.no.	+371 6711 8990	0037167118990164

Double-click on any value will give more details – time of change and the ID of the person that performed the change will be displayed:

PE1(1)/300 Details	
Details	
Date	07.04.2015
Time	08:50:16
User	ISACENOKAI
Field	Acct.clerks tel.no. (K0B1-ILFNS)
from	0037167118990164
to	+371 6711 8990
Changed in Company Code 7218	

Selecting **Environment -> Account Changes -> All Fields** will display all changes performed in the customer master record, selection **Sensitive Fields** will limit the list to changes of customer name, tax and VAT codes:



By using transaction **SU01D** you can find more information on the person behind every user ID:

User Maintenance: Initial Screen

🔍

User

Alias

Press on glasses, and you will see more information on the person who did perform the change

User	KALVANEE		
Changed By	US17461	01.11.2021	16:36:46

Address	Logon Data	SNC	Defaults	Parameters	Roles
---------	------------	-----	----------	------------	-------

Person	
Title	
Last name	Kalvane
First name	Evelina
Academic Title	
Complete name	Evelina Kalvane
Language	

Work Center	
Function	
Department	SBS Riga - Data Management Organization
Room Number	Floor

Communication	
Telephone	Y Extension
Mobile Phone	
Fax	Extension
E-Mail Address	Evelina.Kalvane@solvay.com

9. Account group upgrade

It is possible to change Account Group of customer by transaction **XD07 – Change Customer Account Group**. Account group upgrade is possible from Ship-to, Bill-to, Payer or Prospect to Sold-to.

Change Account Group					
Customer 10001792 KAMAN COMPOSITES - VERMONT					
SE1(1)/500 Company Codes/Sales Areas by Customer					
Customer 10001792 KAMAN COMPOSITES - VERMONT					
Account group Goods recipient					
must be maintained after the account group has been changed					
Co...	Company Name	Sal...	Name	D.. Name	D.. Name
		1237	Cytec IM (OK) Inc	00	Cytec Distribution
					IM Industrial

The new Account Group has to be entered in the dialogue window:

SE1(1)/500 Change Account Group	
Customer	10001792 KAMAN COMPOSITES - VERMONT
Account group	Goods recipient
New account group	ZSLD Sold-to party

A message indicates fields that are mandatory to be maintained for customers of the Sold-to Account Group:

SE1(1)/500 Change Account Group: Critical Field Groups

Customer 10001792 KAMAN COMPOSITES - VERMONT

The following field groups must be maintained as ;; -->
the change has made them mandatory fields:

S	Group	Group name	M...	Group name
V	D310	Sales	016	Currency
V	D320	Billing	003	Account assignment group
			004	Terms of payment
			013	Incoterms

Save the record after maintaining the additional information:

SE1(1)/500 Information

 Customer 10001792: Account group Goods recipient has been replaced by Sold-to party

NOTE! Missing views have to be manually created after Account Group upgrade is performed:

ZSHP/ZBTP -> ZSLD create Company Code Data, use **FD01** (or **XD01**)

ZPRS -> ZSLD create Company Code Data and Sales Area Data, use **XD01**

SE1(1)/500 Customer Create: Initial Screen

Account group  ZSLD Sold-to party

Customer  10001792

Company Code 1237

10. Returns vendor maintenance

New returns vendor creation is required for all new raw-material & packaging vendors. Usually requests related to returns vendor accounts is received from Data operations representatives working with vendor master data.

Request for returns vendor must be submitted as a separate ticket under Customer domain. In request description the following information must be provided:

- vendor number (ZVEN account number)
- company code
- reference to the initial ticket for new vendor creation

No need to perform any validations and Tradebeam checks as it already should be done by Vendor team.

Returns vendor creation

Display vendor master data

Use transaction **XK03 - Display Vendor** in order to display vendor information.

Vendor	11002801	Precis Meca Systems Sas
Company Code	7252	Cytec Proc Mat(Toulouse)
Purch. Organization	CP01	Central Global P Org

General data

- ☒ Address
- ☒ Control
- ☒ Payment transactions
- ☐ Contact Persons

Company code data

- ☐ Accounting info
- ☐ Payment transactions
- ☐ Correspondence
- ☐ Withholding tax

Purchasing organization data

- ☒ Purchasing data
- ☐ Partner functions

Vendor: as provided in the ticket description

Company code: as provided in the ticket description; or press on  button and search by vendor number.

Purch. Organization: always "CP01"

Returns vendor creation

Use transaction **VD01** and select account group **ZRET - Returns vendor**.

Customer Create: Initial Screen

Account group  ZRET Returns Vendor ▼

Customer 

Sales area

Sales Organization	7252	Cytec PM (Toulouse)
Distribution Channel	00	Cytec Distribution
Division	IM	Industrial

Sales organization: same code as for the company code

Distribution Channel: always "00"

Division: always "IM"

Extensions to other sales areas are created automatically so there is no need to perform extensions if vendor is created for several company codes. **DO NOT** open company code view for returns vendors!

Returns vendor - general data

Address

You can simply copy-paste all general data information from vendor account. BUT note that information needs to be copied in CAPS LOCK for customers. It should be written totally the same way. In order to make it identical Excel function UPPER can be used.

Use =UPPER(A2) in cases where you need to convert text to uppercase, replacing A2 with the appropriate cell value of general data field.

Control data

Address		Control Data	Marketing
Account control			
Vendor	11002801	Authorization	
Reference data/area			
Industry			
Transport.zone	FR873	Magnac Bourg	
Tax information			
Tax Number 1			
Tax Number 2			
Tax Number 3			
Tax Number 4			
	VAT Reg. No.	FR62514728609	Other...
	Tax Jur.		
Tax Number 5			

Vendor: vendor number (ZVEN account group)

Tax information: copy from vendor

Marketing & Contact persons

Leave blank

Returns vendor - sales data

Sales	Shipping	Billing Documents	Partner Functions
Sales order			
Customer group		AuthorizGroup	
Currency	EUR	European Euro	
☒ Switch off rounding		DRM Profile	
Product attributes			
Pricing/Statistics			
Price group			
Cust.pric.proc.	4	Vendor Return	

Currency: as per Order currency value in vendor Purchasing data

Switch off rounding: always check-marked

Cust. pric. proc.: always "4"

Customer	70002106	PRECIS MECA SYSTEMS SAS	MAGNAC BOURG
Sales Org.	7252	Cytec PM (Toulouse)	
Distr. Channel	00	Cytec Distribution	
Division	IM	Industrial	

Sales	Shipping	Billing Documents	Partner Functions
-------	-----------------	-------------------	-------------------

Shipping

Delivery Priority	0	
Shipping Conditions	01	Standard
Delivering Plant		
☐ Relevant for POD		
POD timeframe		

Partial deliveries

☐ Complete delivery required	
Partial delivery per item	☐ Partial delivery allowed
Max. partial deliveries	9
☐ Unlimited tol.	
Underdel. Tolerance	10.0
Overdeliv. Tolerance	10.0

Shipping conditions: as per Shipping conditions value in vendor Purchasing data

Max. partial deliveries: always "9"

Underdel. Tolerance: always "10"

Overdeliv. Tolerance: always "10"

Sales	Shipping	Billing Documents	Partner Functions
-------	----------	--------------------------	-------------------

Taxes

Country	Name	Tax categ...	Name	Tax...	Description
BR	Brazil	IBRX	Brazil tax calc.	0	Not taxable
FR	France	LCFR	License - France	1	Check license
FR	France	MWST	VAT	1	Liable for Taxes
GB	United Kingdom	MWST	VAT	1	Liable for Taxes
IT	Italy	LCIT	VAT license Italy	1	Check license
IT	Italy	MWST	VAT	1	Liable for Taxes

Brazil, Mexico, Taiwan: always "0"

Rest of them: always "1"

Partner functions

No information to be maintained here for new creations. Returns vendor rarely has partner functions assigned. Most commonly it would be CR - Forwarding Agent but this is not relevant for new creations.

Save the record.

Returns vendor changes & extensions

Once general data changes has been performed to raw-material and packaging vendor, Vendor team must request same change for its returns vendor account.

No validations needs to be done as it already should be done by Vendor team before performing changes to vendor master data. Normally, changes requested will include name and address change. If registration number has changed, new account must be created.

If Customer team has received request for general data changes and we have returns vendor account with matching details, we should create a ticket for Vendor team to check if this information is applicable for vendor account. Only after their confirmations, returns vendor should be updated.

Extensions to other sales areas are created automatically so there is no need to perform extensions if vendor is created for several company codes. **DO NOT** open company code view for returns vendors!

Returns vendor inactivation

There is no need to ask approval from Credit Management if we have received ticket to inactivate returns vendor account due to invalid VAT, or inactive vendor account.

If request has been received from vendor team, following steps needs to be performed:

1. After the name add "- INACTIVE"/"- DUPLICATE"/"- INVALID VAT" - according to the reason of deletion;
2. Add blocks and deletion flags as described in Chapter "Blocking customer & Marking customer for deletion".

Appendixes

Appendix 1 – Required documentation

A request for customer setup/maintenance must be accompanied by approvals and the documents listed below.

	SOLD-TO & PAYER accounts	SHIP-TO & BILL-TO accounts	COMMENTS
NEW & REACTIVATION	• Request form • Filled and signed AEROVAC Credit application • Purchase Order • If US customer - Bank and Trade references • If China customer - business license	• Request form • Purchase Order (optional)	IF PO not available - also accepting communication from customer stating the future order / customer company letterhead
NAME change	• Official letter supporting the change • Purchase Order if available	• Purchase Order	
ADDRESS change	• Purchase order • or Email from the customer stating the change • or Blank customer company letterhead	• Purchase order • or Email from the customer confirming the change	
BANK DETAILS	• Letterhead with bank details or • Email from customer stating bank details	-	If email, email domain should match other contacts in customer account
SALES AREA changes	Customer number, sales area, description of the change required	Customer number, sales area, description of the change required	CHANGES like incoterms, destination, shipping conditions, contacts, text notes etc.
EXTENSION to sales organization	• Request form • Purchase Order	• Request form • Purchase Order (optional)	
Account UPGRADE	Same as NEW & REACTIVATION	-	Upgrade can be from Ship-to, Bill-to, Payer and Prospect to Sold-to
TAX ID change	Same as NEW & REACTIVATION	Ship-to or Bill-to number and new registration number.	IF addition or typo correction: • EU – official documentation • US – W-9 form • LAM – TAX ID validation form • CN - business license
PAYMENT TERMS	Contact Credit Manager directly	-	Approval from Credit manager is mandatory
SALES MANAGER changes	Contact Clare Downing Smith directly	-	Approval from Clare is mandatory

- To set up **Sales Account Manager**. Requests should come only from Claire-Downing Smith.

- To set up **Ultimate Consignee, Buyer, Freight Payer, Commissions Agent** no documents are required, supply customer Name and Country and indicate SAP Number of existing Sold-to for link.

- To set up **End User, Customer Service Representative, Credit Manager** no documents are required, customer Name and Country is sufficient.

- To set up **Returns Vendor** as customer no documents are required, respective Vendor number has to be provided.

- To set up **Intercompany** please refer to SAP Intercompany Work instructions.

All other changes may be requested by filling Customer Master Data Maintenance Request or in a text message.

Appendix 2 – Changes/Approvals/Creations table

TYPE OF CHANGES or CREATIONS	Credit Management approval needed?	Responsible for maintenance

Regular customer creation (Sold-to + Payer; account groups ZSLD + ZPYR)	YES (after the record is created DMO will block it and send it to CM for their review and completion of the credit data; after approval is received the record will be unblocked and released to the requester)	DMO
Sold-to / Payer name change (no ownership changes)	YES (before any changes are implemented)	DMO
Sold-to / Payer name change (due to ownership changes)	YES (a new customer code should be created, but an approval needs to be obtained first for a creation and deactivation of the old code)	DMO
Sold-to / Payer address change (within the same country)	NO	DMO
Bill-to creation/ address change (within the same country or to another country)	NO	DMO
Any Ship-to changes (creation, activation/deactivation, link to a sold-to, name, address, shipping conditions, incoterms changes; account group ZSHP). Not applicable to ZSAM changes.	NO	DMO
General customer contacts in customer master (telephone, fax)	NO	DMO
Dunning procedure changes	YES (before any changes are implemented)	DMO
Language	NO (but in SAP default language should always be ENG)	DMO
Currency	YES	DMO
VAT # or Tax ID	YES (a new customer code should be created, then DMO will block it and send it to CM for their review and completion of the credit data as well as for an approval to deactivate the old code; after approval is received the new record will be unblocked and released to the requester and the old one will be blocked)	DMO
Prospect customer creation / changes (account group ZPRS)	YES	DMO
Intercompany customer creation / changes (account group ZINC)	NO	DMO
ZSAM change	NO, but approval from Clare Downing-Smith required (sold-to & ship-to, including ZSAM changes upon customer re-activation) – usually no actions required – Clare requires the account in mass update list	DMO
Ultimate consignee creation / changes (account group ZULC)	NO	DMO
Ultimate consignee link (account group ZULC)	NO	Customer Service (on the order level)
Sales account manager creation / link / changes (account group ZSAM)	NO, but approval from Clare Downing-Smith required (sold-to & ship-to, including ZSAM changes upon customer re-activation)	DMO
Customer Service Representative creation / changes (account group ZCSR)	NO	DMO
Customer Service Representative link (account group ZCSR)	NO	Customer Service (on the order level)
One-time customer creation / changes (account group ZCPD)	NO (as long as Cytec is not charging money on orders)	DMO
Commissions Agent creation / link / changes (account group ZCOM)	NO	DMO
Credit Manager creation / link / changes (account group ZCRM)	YES (before any changes are implemented)	DMO
Freight Forwarder link (vendors-carriers)	NO	DMO
Freight Payer creation / link (to a Ship-to) / changes (account group ZFPY)	NO	DMO
Payment terms creation / changes	YES (before any changes are implemented)	DMO
Block / unblock, mark / unmark for deletion (Bill-to / Sold-to / Payer / Credit Manager / Parent)	YES (before any changes are implemented)	DMO
Block / unblock, mark / unmark for deletion (Ship-to / Prospect / Customer Service Representative / Sales Account Manager / Intercompany / Ultimate Consignee / One-time customer / End User / Returns Vendor / Buyer / Commissions Agent / Freight Payer)	NO	DMO
Tax classification changes (change customer's status from / to taxable / non-taxable)	NO	DMO
Customer extension to another SO / Company (Sold-to / Payer)	1) NO – if requested payment terms remains the same as for existing sales areas. After extension notification to CM must be sent with all documentation attached. 2) YES – if requested payment terms are different from already existing sales areas. Can be temporary setup with existing payment terms for another SO.	DMO

Customer extension to another SO / Company (Credit manager / Parent)	YES (only after approval DM extends customer to different SO)	DMO
Customer extension to another SO / Company (Ship-to / Prospect / Bill-to/Customer Service Representative / Sales Account Manager / Intercompany / Ultimate Consignee / One-time customer / End User / Returns Vendor / Buyer / Commissions Agent / Freight Payer)	NO	DMO
Payer link to a Sold-to (in case Payer is different)	YES (before any changes are implemented)	DMO
Bill-to link to a Sold-to (in case Bill-to is different)	No	DMO
Account group upgrade into a Sold-to (Ship-to / Prospect / Bill-to / Payer)	YES (after the record is upgraded DMO will send it to CM for their review and completion of the credit data; after approval is received the record will be released to the requester)	DMO
Credit risk (=bad-debt accounts) check mark	YES	Credit (a box which can be ticked in the credit view)
Credit limit setups / changes, credit checking parameters and other credit fields	YES	Credit (everything is maintained in the credit view)

Appendix 3 – Requestors and Data Stewards

Account Type	Account Description	Stewards: Keighley:7250	Stewards: Mondovi:7257	Stewards: Santa Fe Springs:1246	Stewards: Toulouse:7252
ZSLD	Sold-to	Tina Beresford Lyndsay Marsh	Mara Ramondetti Bindi Fenn Ferruccio Bareggi	Katherine Curran	
ZSHP	Ship-to				
ZBTP	Bill-to				
ZPYR	Payer				
ZULC	Ultimate Consignee				
ZEND	End user				
ZPRS	Prospect				
ZBUY	Buyer				
ZCOM	Commissions agent				
ZCPD	One-time customer				
ZCSR	Customer Service Representative				
ZSAM	Sales Account manager	Clare Downing Smith			
ZPAR	Parent	David Stephens & Jane Walker			
ZCRM	Credit Manager	David Stephens & Jane Walker			
ZINC	Inter-company	Mark Hunter	Giuseppina Barovero	Leigh Nelson	Laurence Gigaux
ZRET	Returns Vendor	Marie Woodhouse (direct)	Elena Vinai &	Jennifer Dominguez &	Claire Thomas &
		Alan Flade (indirect)	Andrea Peano (direct)	Tracey Ng (direct)	Laetitia Villemeney &
		Alan Flade (indirect)	Alan Flade (indirect)	Anne Maureau (direct)	Alan Flade (indirect)

Appendix 4 – How to find and display order?

Sometimes it may be useful to find out who created a certain order in SAP. This can be used, for example, to determine a correct person to turn to when the VAT# of the customer changed, a new account has been created, and in order to block the old one all open orders need to be reassigned.

Transaction to display an order is **VA03 – Display Sales Order**. Fill Order number in the selection screen or use Search options to find it by Sold-to customer number:

Order

Search Criteria

Purchase Order No.

Sold-to party 

Delivery

Billing Document

WBS Element

Material

 **Search**

Always press Search button, otherwise system will not execute the search.

Partner: 10002184
Partner Function: SP

SOrg.	SOff.	SGrp	DChl	Dv	SaTy	Purchase order no.	Doc. Date	Created by	Valid from	Valid to	T...	Document
7218		00	AM	ZOR		4515/013455	02.04.2015	PUNDIRR	02.04.2015	31.12.9999	0	257
7218		00	AM	ZOR		4515/013477	02.04.2015	PUNDIRR	02.04.2015	31.12.9999	0	465
7218		00	AM	ZOR		4515/013478	02.04.2015	PUNDIRR	02.04.2015	31.12.9999	0	547
7218		00	IM	ZOR		4515/013523	02.04.2015	PUNDIRR	02.04.2015	31.12.9999	0	73
7218		00	IM	ZOR		4515013476	02.04.2015	PUNDIRR	02.04.2015	31.12.9999	0	74

It is advised to sort the results by Document creation date if there is a lot of results. Then select double-click on the line you want to view.

Press **Display doc. header details** button to see more information about the order:

Cytec Standard Or... Net value GBP

Sold-To Party IPECO HOLDINGS LTD / UNIT 15 WINDMILL BUSINESS PARK / ... 

Ship-To Party IPECO HOLDINGS LTD / UNIT 15 WINDMILL BUSINESS PARK / ...

PO Number PO date 

You will see Order Type, Sales Area, user ID who created the order as well as order entry date:

Sales	Shipping	Billing Document	Accounting	Conditions	Account assignment	Partners	Texts
Order Type	ZOR	Cytec Standard Order	Document date	02.04.2015			
Sales area data	7218 / 00 / AM Cytec IM (Derby) Lim, Cytec Distribution, Aerospace						
Sales office		Created by	PUNDIRR				
Sales group		Created on	02.04.2015				
Version		Guarantee					
Order reason	Q9 Cytec cancelation						
Delivery time							

In **Partners** tab all involved parties are displayed including Sales Account Manager and Customer Service Representative:

Display Range PARALL All partners

Partn.Funct.	Partner	Name	Street	Postal c...	Cty
AG Sold-to party	10002184	IPECO HOLDINGS LTD	UNIT 15 WINDMILL BUSINES..	BS21 6SR	CLEVEDON
RE Bill-to party	10002184	IPECO HOLDINGS LTD	UNIT 15 WINDMILL BUSINES..	BS21 6SR	CLEVEDON
RG Payer	10002184	IPECO HOLDINGS LTD	UNIT 15 WINDMILL BUSINES..	BS21 6SR	CLEVEDON
SP Forwarding Age...	10000913	Kuehne And Nagel Ltd	Castle Marina Road	NG7 1TP	Nottingham
WE Ship-to party	10002184	IPECO HOLDINGS LTD	UNIT 15 WINDMILL BUSINES..	BS21 6SR	CLEVEDON
ZC Customer Serv....	20001	WILLIAM MEAD			Heanor and Manchester

Here you can also see if any of the partners has been changed manually on sales order level by CSR.

In order to display all changed done in the order, go to **Environment - Changes**:

ID	Date	Item	SLNo	Sales Promotion	User
	06.04.2015			Order reason (reason for the business transaction) changed	MARSHL
	06.04.2015			Next date changed	MARSHL
	06.04.2015			Sales Acct. Manager has been deleted	MARSHL
	06.04.2015			Country Key changed	MARSHL
	06.04.2015			Forwarding Agent changed	MARSHL

Transaction to display several orders is **VA05 – List of Sales Orders**.

Fill in selection screen with necessary data, maintain information in Organizational data as well:

Disp.variants Further sel.criteria **Organizational data** Partner function...

Sold-to party 10002184

Material

Purchase order no.

Sales order data

Document Date 17.07.2000 To 16.08.2019

Selection criteria

☒ Open sales orders ☐ My orders

☐ All orders

Organizational Data

Sales Organization 7218 Cytec IM (Derby) Lim

Distribution Channel

Division

Sales office

Sales Group

As a result you will see a list of orders that match selection criteria entered. You can adjust columns of the table as per your needs:

Open sales orders

Sold-to party 0010002184
IPECO HOLDINGS LTD
CLEVEDON

Doc. date 17.07.2000 To 16.08.2019

SD Doc.	Item	SLNo	S	Description	SaTy	Doc. Date	ConfirmQty	PO Number	PO number	Batch	Valid from	Valid to	Delivery Date	Created by
85662	20	1		MTM@48-42%-3KT300-5H-283-1000	ZOR	09.05.2019	300	4515/019975	4515/019975		09.05.2019	31.12.9999	17.09.2019	DELROSSOS
85662	70	1		MTM@220-38%-EG-7781-300-1270	ZOR	09.05.2019	300	4515/019975	4515/019975		09.05.2019	31.12.9999	03.09.2019	DELROSSOS

Appendix 5 – Transportation Zone coding

Name	
Name	CARBON BY DESIGN
Search Terms	
Search term 1/2	CARBON BY DESIGN
Street Address	
Street/House number	1491 POINSETTIA AVE SUITE 136
District	SAN DIEGO
Postal Code/City	92081 VISTA
Country	US USA Region CA California
Tax Jurisdictn 0507337000	
Transportation zone	US920 POWAY

Transportation Zones are dependent upon Country Code master (T005). Customer, Vendor and Routes are dependent upon Transportation Zones.

Transportation Zone is defined based on Country Code (CC) and Postal code (PP..) as follows:

- For US: Country Code (US) + first 3 symbols of postal code, CCPPP (Example: US750 if the postal code is 75053-2029)
- For other countries: Country Code + first 3 symbols of postal code if postal code is less or equal to 5 symbols, CCPPP
Country Code + first 4 symbols of postal code if postal code contains more than 5 symbols, CCPPPP
- For countries which do not have zip codes (e.g. Ireland) : SAP Country Code + 3 or 4 zeros, CC0000.

Inner spaces and dashes are eliminated before concatenation:

Ex1: Country CA, Post code H7L 4R9 = 6 symbols = CCPPPP = CAH7L4 (no space)

Ex2: Country KA, Postal code 110-360 = 6 symbols = CCPPPP = KA1103 (no dash)

Appendix 6 – Sales Account Manager setup (ZSAM)

Sales Account Manager creation and modification requests should be received only from Clare Downing Smith. If request is received from any other person, Clare's approval must be obtained before setting up or changing information on ZSAM accounts.

For SAM maintenance use T-codes **VD01 - create /VD02 - modify /VD03 - display**

Account group: ZSAM Sales Acct Manager Customer: must not be filled, a number will be given automatically as per defined number range at the moment of saving the new record, see section Customer Master Account Groups for number range assignment. Sales Organization: to be filled if necessary with areas for which the customer has to be opened, see list of Sales organizations in Company Codes and Sales Organizations. Provided by requester. Distribution channel: always "00" – Cytec Distribution Division: "IM" for Industrial Materials Customers; "AM" for Aerospace Materials Customers. Provided by requester.	Customer Create: Initial Screen Account group  ZSAM Sales Acct Manager Customer  Sales area Sales Organization Distribution Channel Division All sales areas... Customer's sales areas...
---	--

General data view: Address

Name: Sales account manager full name in CAPS LOCK Search term 1: should capture SAM's name Country: Country key contains information which the system uses to check entries such as the length of the postal code or bank account number. The two-character ISO code is used. Transportation Zone: not used Language: always "EN English"	Empty field for address details
--	---------------------------------

E-Mail: Use to capture SAMs e-mail address (will show up on orders in partner functions). Mandatory information.

StandardComm.Mtd: Standard Communication Method for documents. Choose between "E-mail" and "Fax". E-mail is the preferred Standard Communication method.

General data view: Control data

No information to be populated here.

Sales data view: Sales

Sales District: Geographical Classification of responsibility area of Sales Account Managers. Determined by sales organization if not requested else-wise:

- for so: 1246 - NA
- for so: 7250, 7252, 7257 - EMEA

Appendix 7 – Parent Account Setup (ZPAR)

Parent account setup and change requests should be received only from Credit Department. Along with the request they usually provide general data information (D&B report) for Parent setup. For ZPAR creation and maintenance use T-code FD01/FD02/FD03:

Account group: ZPAR Parent Customer

Customer: must not be filled, a number will be given automatically as per defined number range at the moment of saving the new record.

Company code: can be opened for the same company code as the child accounts (sold-to customer) or ask to provide the necessary company code to the requester.

General data view: Address

Customer	80001291	AD PLASTIK DD - PARENT	SOLIN
----------	----------	------------------------	-------

Address	Control Data	Payment Transactions	Marketing
---------	--------------	----------------------	-----------

Preview

Name	
Name	AD PLASTIK DD - PARENT (DO NOT USE)

Search Terms	
Search term 1/2	AD PLASTIK - PARENT

Street Address	
Street/House number	MATOSEVA 8
Postal Code/City	21210 SOLIN
Country	HR Croatia Region

PO Box Address	
PO Box	
Postal code	

Communication	
Language	EN English
Telephone	21206444 Extension
Mobile Phone	
Fax	21206489 Extension
E-Mail	adplastik@adplastik.hr
StandardComm.Mtd	INT E-Mail

Name: Parent company name full name in CAPS LOCK followed by PARENT (DO NOT USE)

Search term 1: Should capture Parent's account name

Street: Should capture Parent account address

Postal Code: Postal code / ZIP code as part of the address. SAP provides standard postal code format checks depending on the country maintained.

City: City name as part of the address. For some countries SAP may overwrite the City name with a value depending on Postal Code.

Country: Country key contains information which the system uses to check entries such as the length of the postal code or bank account number. The two-character ISO code is used.

Region: State / Province / County. Choose according to the City, should always be populated for US and Canada and optional for other countries.

Transportation Zone: not used

Language: always use "EN English"

Telephone: Telephone number, consisting of dialing code and number, but without the country code. Optional information.

Mobile: Mobile telephone number, consisting of dialing code and number, but without the country code. Optional information.

Fax: Fax number, consisting of dialing code and number, but without the country code. Optional information.

E-Mail: Use to capture email address. Optional information.

StandardComm.Mtd: Standard Communication Method for documents. Choose between "E-mail" and "Fax". E-mail is the preferred Standard Communication method.

General data view: Control Data

Customer	80001291	AD PLASTIK DD PARENT	SOLIN
----------	----------	----------------------	-------

Address	Control Data	Payment Transactions	Marketing
---------	--------------	----------------------	-----------

Account control	
Vendor	Authorization

Reference data/area	
Industry	
Transport.zone	

Tax information	
Tax Number 1	
Tax Number 2	
VAT Reg. No.	HR48351740621
Tax Jur.	
Other...	

Tax information: Tax number or VAT number of the Parent customer. Use Tax number/VAT provided from D&B report or leave blank if not available.

Company Code Data view: Account Management

Account Management	Payment Transactions	Correspondence
--------------------	----------------------	----------------

Accounting information		
Recon. account	11000100	Sort key
Head office		Posting date

Recon. account: 11000100

Sort key: 001

Company Code Data view: Payment transactions

Customer 80001291 AD PLASTIK DD PARENT SOLIN
 Company Code 7257 Cytec Proc Mat (Mondovi)

Account Management **Payment Transactions** Correspondence

Payment data

Terms of payment 2030 Tolerance group ARTG
 Credit memo payt term
☒ Payment history record

Automatic payment transactions

Payment methods
 Lockbox

Payment advice notes

Rsn code conv. Selection rule 001 Selection rule 001

Terms of payment: can be aligned with the subsidiaries or defaulted to standard terms Z001.

Tolerance group: ARTG

Payment history recorded: always check-marked

Selection rule: 001

Company Code Data view: Correspondence

No information must be maintained here.

Account Management Payment Transactions **Correspondence**

Dunning data

Dunn.Procedure Dunning Block
 Dunn.recipient Leg.dunn.proc.
 Last Dunned Dunning Level 0
 Dunning clerk Grouping key Dunning areas..

Correspondence

Acctg clerk Account Statement
 Act.clk tel.no.
 Clerk's fax
 Clk's internet

Extras - Blocking data

At the end of the setup, account must be blocked for posting:

Customer 80001291 AD PLASTIK DD PARENT
 Company Code 7257 Cytec Proc Mat (Mondovi)

Posting Block

☒ All Company Codes
☐ Selected Company Code

Appendix 8 – Customer Invoice Email Job setup

When a new customer who wants to receive invoices via email is set up, it is required that the customer number must be added to the variant jobs which control email and paper (print job) of invoice output. The variants of the invoice output to be updated are as follows:

Variant to enable e-invoicing	Variant to disable printing
Z_EMAIL_1246 & Z_EMAIL_1246AM	Z_PRINT_1246
Z_EMAIL_7250	Z_PRINT_7250
Z_EMAIL_7257	Z_PRINT_7257
Z_EMAIL_7252	Z_PRINT_7252

- Z_EMAIL are for switching ON e-invoicing
- Z_PRINT are for switching OFF printed invoices

Usually when an email address has been provided for e-invoicing and we switch ON e-invoicing, we switch OFF paper invoices by default even if requester did not mention that. Please note that there could be exception cases for so: 7252 & 7257 that will be described in the next steps.

Enter transaction **ZVAR_CHANGE** and select variant name from drop-down list program variant that must be updated, and then press Execute.

Please note that if a sold-to customer has additional bill-to number added in master data partner functions, Invoice receiver details must be added also to the bill-to account, and both number (sold-to and bill-to) must be added to variants.

Variants are activated after customer account is set and email for e-invoicing has been added in master data, and even if the customer is created only for one sales area, we are activating variants for all sales area options, so if you will extend customer to another sales area, you will not need repeat this step.

Z_EMAIL variant maintenance

Variants: Z_EMAIL_1246 // Z_EMAIL_1246AM // Z_EMAIL_7250 // Z_EMAIL_7252																																																																		
Select first variant name Z_EMAIL_1246 No need to maintain this information for variants belonging to Cytec industries.	Program to change Variants of program sd70av3a Selection Criteria Variant Name Z_EMAIL_1246 Select action required ☒ Change Variant ☐ Download Payers																																																																	
Go to Payer line and press on button Multiple selection	Edit Variants: Report SD70AV3A, Variant Z_EMAIL_1246 Variant Attributes Message Data <table border="1"> <tr> <td>Output type</td> <td>ZRD1</td> <td>to</td> <td></td> <td></td> </tr> <tr> <td>Transmission medium</td> <td>5</td> <td>to</td> <td></td> <td></td> </tr> <tr> <td>Sort order</td> <td>01</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Processing mode</td> <td>1</td> <td></td> <td></td> <td></td> </tr> </table> Billing data <table border="1"> <tr> <td>Billing document</td> <td>120003645</td> <td>to</td> <td>129999999</td> <td></td> </tr> <tr> <td>Billing date</td> <td>21.06.2022</td> <td>to</td> <td>28.06.2022</td> <td></td> </tr> <tr> <td colspan="5"> ☒ Delivery-related ☒ Order-related ☒ Rebate-related ☒ Intercompany billing ☐ Invoice lists ☐ Billing plan </td> </tr> <tr> <td>Sales organization</td> <td>1246</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Distribution channel</td> <td>00</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Division</td> <td>IM</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Sold-to party</td> <td></td> <td>to</td> <td></td> <td></td> </tr> <tr> <td>Payer</td> <td>11003501</td> <td>to</td> <td></td> <td></td> </tr> <tr> <td>Destination country</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	Output type	ZRD1	to			Transmission medium	5	to			Sort order	01				Processing mode	1				Billing document	120003645	to	129999999		Billing date	21.06.2022	to	28.06.2022		☒ Delivery-related ☒ Order-related ☒ Rebate-related ☒ Intercompany billing ☐ Invoice lists ☐ Billing plan					Sales organization	1246				Distribution channel	00				Division	IM				Sold-to party		to			Payer	11003501	to			Destination country				
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Sold-to party		to																																																																
Payer	11003501	to																																																																
Destination country																																																																		
Go to tab Select Single values.																																																																		

Add **sold-to number** and **additional bill-to number** (if applicable) at the bottom of the list.

Once added to the list, press button **Copy** and you will return to the previous page.

Select Single Values (1918) Select Ranges Exclude Single Values Exclude Ranges

O... Single value

50001209	Copy
50001210	
50001527	
50005091	
11001689	

Icons:       

Press on floppy disk icon to **save** the changes.

To return to main screen, press on the green button with arrows.

Navigation icons:     

Variant Variants: Report SD70AV3A, Variant Z_E

Change variant name to **Z_EMAIL_1246AM** and perform the same steps as you did for **Z_EMAIL_1246**.

And then perform the same steps also for variant **Z_EMAIL_7250**.

Variant Z_EMAIL_7257

This variant has an exceptional setup rules depending on the fact if customer is IT domestic customer or not. Meaning,

- if customer is located in Italy and opened for so: 7257 = it is domestic customer
- if customer is not located in Italy and opened for so: 7257 = it is non-domestic customer
- if customer is located in Italy and opened for any other sales area than so: 7257 = it is non-domestic customer

For this variant maintenance we just need to pay attention to the first two points.

Edit Variants: Report SD70AV3A, Variant Z_EMAIL_1246

Variant Attributes

Message Data

Output type	ZRD1	to		
Transmission medium	5	to		
Sort order	01			
Processing mode	1			

Billing data

Billing document	120003645	to	129999999	
Billing date	21.06.2022	to	28.06.2022	
☒ Delivery-related				
☒ Order-related				
☒ Rebate-related				
☒ Intercompany billing				
☐ Invoice lists				
☐ Billing plan				
Sales organization	1246			
Distribution channel	00			
Division	IM			
Sold-to party		to		
Payer	11003501	to		
Destination country				

1. IF Customer is **located in Italy + opened for so: 7257 (domestic customer) = e-invoicing and printed invoices must be switched OFF**

Go to payer line and click on button **Multiple selection**.

As explained by giuseppina.barovero@aerovac.com:

ALL ITALIAN DOMESTIC customers receive an XML file automatically from SAP via SDI (that's why we have tax n. 4 field populated in the master data).
 >> they don't want to receive a PDF via email from SAP (what is called ZRD1 output in the billing document header)
 >> we don't want to have paper copies printed out locally because it's not requested to store hard copies

In order to do that, in variant **Z_EMAIL_7257** you need to add customer number (sold-to and bill-to) to **Exclude Single values**.

- EMAIL variant 7257 = customer number added to Exclude single values
- PRINT variant 7257 = customer number added Exclude single values

Once added to the list, press button **Copy** and you will return to the previous page.

Select Single Values (282)	Select Ranges	Exclude Single Values (210)	Exclude Ranges
O... Single value 11003059 11003163 11003189 11003203 11003289 19000118			
⌕ ✓ 🔄 📄 🗑️ ℹ️			

2. IF Customer is located in any other country than Italy + so: 7257 (non-domestic customer) = e-invoicing and printed invoices must be switched ON

As explained by giuseppina.barovero@aerovac.com:

NON DOMESTIC customers follow the general rule: if they want to receive the billing documents via email, then the customer must be set in the variant for the e-invoice (email). We also need a hard copy printed out locally because of the local compliance about non XML invoices.

Go to payer line and click on button **Multiple selection**.

In order to do that, in variant **Z_EMAIL_7257** you need to add customer number (sold-to and bill-to) to **Select Single values**.

- EMAIL variant 7257 = customer number added to Select single values - to be added in the variant only if there is an invoice receiver added in master data
- PRINT variant 7257 = no action required

Select Single Values (282)	Select Ranges	Exclude Single Values (210)	Exclude Ranges
O... Single value 10002250 11002291 11002291 11001689			
⌕ ✓ 🔄 📄 🗑️ ℹ️			

Z_PRINT variant maintenance

Variant Z_PRINT_1246 & Z_PRINT_7250 & Z_PRINT_7257

Select first variant name **Z_PRINT_1246**

No need to maintain this information for variants belonging to Cytec industries.

Program to change Variants of program sd70av3a



Selection Criteria

Variant Name

Z_PRINT_1246

Select action required

- ☒ Change Variant
☐ Download Payers

Go to **Payer line** and press on button **Multiple selection**

Edit Variants: Report SD70AV3A, Variant Z_PRINT_1246

Variant Attributes

Message Data

Output type	ZRD0	to		
Transmission medium	1	to		
Sort order	01			
Processing mode	1			

Billing data

Billing document	120003645	to	129999999	
Billing date	21.06.2022	to	28.06.2022	
☒ Delivery-related				
☒ Order-related				
☒ Rebate-related				
☒ Intercompany billing				
☐ Invoice lists				
☐ Billing plan				
Sales organization	1246			
Distribution channel	00			
Division	IM			
Sold-to party		to		
Payer	= 11003501	to		
Destination country				

Go to tab **Exclude Single values**.

Add **sold-to number and additional bill-to number** (if applicable) at the bottom of the list.

Once added to the list, press button **Copy** and you will return to the previous page.

Select Single Values Select Ranges **Exclude Single Values (1885)** Exclude Ranges

O...	Single value
	19000142
	19000151
	19000157
	11001689

Press on floppy disk icon to **save** the changes.

To return to main screen, press on the green button with arrows.

t Variants: Report SD70AV3A, Variant Z_f

Change variant name to **Z_PRINT_7250** and perform the same steps as you did for **Z_PRINT_1246**.

Variant: Z_PRINT_7252

Z_PRINT_7252 (Toulouse) variant is not updated because this area require printed invoices.

Current list added is exception list from Collections team that agreed with customers that email invoices can be sent instead of printed only.

Select Single Values	Select Ranges	Exclude Single Values (45)	Exclude Ranges
O... Single value			
10002086			
10002087			
10002146			
10002153			
10002156			
10002161			
10002235			
10002256			

Variant: Z_PRINT_7257

In variant **Z_PRINT_7257** you need to add customer number (sold-to and bill-to) to **Exclude Single values**.

Once added to the list, press button **Copy** and you will return to the previous page.

Select Single Values	Select Ranges	Exclude Single Values (230)	Exclude Ranges
O... Single value			
11003189			
11003203			
11003289			
19000118			
11001689			

List reports

You can also download any of these variant lists by selecting the Download Payers button in ZVAR_CHANGE main screen.

Selection Criteria	
Variant Name	Z_EMAIL_1237

Select action required
☐ Change Variant ☒ Download Payers

Note the location to where this file will always be downloaded on your computer.

Program to change Variants of program sd70av3a
Program to change Variants of program sd70av3a
Payers are downloaded to C:\SD07AV3A_FAYERS\DATA.xls

Appendix 9 – Bank details

Bank details should be added only to the sold-to accounts.

Bank details can be added only when AR or CS has provided one of the following bank details conformations:

1) customer letterhead with bank details

2) email from customer saved in pdf format, in which customer asks to use certain bank account for the refund. Customer email domain should match with other contacts set up in the systems for the given customer number.

Prior of making any amendments in the system you must **validate bank details** provided. See work instructions "Validations For Customer And Vendor Master Data"

1) If you have bank details **with IBAN number**, the easiest option to add it is:



- after you have validated IBAN number and validation results comes back with no errors

- go to the sold-to account for which you need to modify the bank details by using **transaction XD02**
- in general data view - go to Payment transactions and press on button **IBAN**

- then press button **Switch input type**

- copy and paste the IBAN number and add SWIFT/BIC code, then press Generate bank details

- by doing this, system will divide all the information in the fields required
- then add sequential number of bank account, set "0001" for default banking details, for the others "0002", "0003", etc.

- in case there is several bank detail lines, bank type should go in sequence ,e.g. 0001, 0002, 0003 etc.
- and if you are adding bank details for refund, you might need to change payment method in company code (if requested)

2) If you have other type of bank details

Address	Control Data	Payment Transactions	Marketing	Unloading Points	Contact Person
---------	--------------	-----------------------------	-----------	------------------	----------------

Bank Details										
Ctry	Bank Key	Bank Account	Acct holder	Co...	I...	IBANValue	Bk.typ.	Reference details	Colle...	Bank name
US	021309379	601877418					0001		☐	Unknown
									☐	
									☐	

Bank Data...				Payment cards	IBAN
--------------	--	--	--	---------------	------

Ctry: Enter country code of the bank.

Bank Key Bank key / Sort code for UK / ABA for US / CSA for Canada.

Bank Account: Enter bank account number.

Bk.typ: Sequential number of bank account, set "0001" for default banking details, for the others "0002", "0003", etc.

Swift Code or BIC is used ONLY for International Wire Transfers. If you are doing only domestic payments then you only need ABA or routing number of bank instead of swift code. Some International wires require an IBAN number, but bank accounts in the USA do not have an IBAN. However, you need to provide ABA Routing Number and your Account Number along with Swift Code of bank to initiate International wire transfer.

Europe: The registrations of Swift Codes are handled by Society for Worldwide Interbank Financial Telecommunication ("SWIFT"). Swift Code is a standard format of Bank Identifier Codes (BIC) and it is a unique identification code for a particular bank. The Swift code consists of 8 or 11 characters:

- First 4 characters - bank code (only letters)
- Next 2 characters - ISO 3166-1 alpha-2 country code (only letters)
- Next 2 characters - location code (letters and digits) (passive participant will have "1" in the second character)
- Last 3 characters - branch code, optional ("XXX" for primary office) (letters and digits)

America: An ABA number (or RTN - Routing Transit Numbers) is a code that identifies your bank. This code helps other banks transfer money to and from your account; it is similar to an address which tells everybody where to find your account. "ABA" is used because the American Bankers Association (ABA) assigns the numbers to banks. It is *usually* nine digit number.

Appendix 10 – SAP table lists

Commonly used SAP tables for reporting.

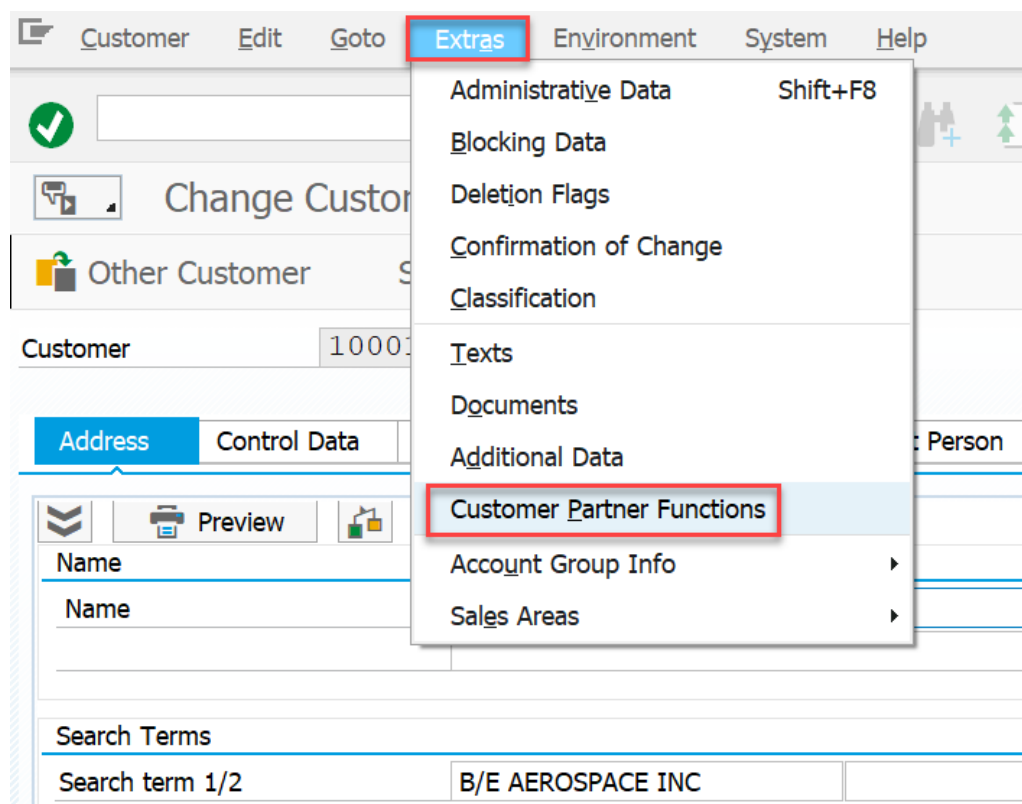
Transaction: SE16 or SE16N

Table	Description	Area
KNA1	general data	customer
KNA1VV	address and sales data	customer
KNB1	company code data	customer
KNBK	Bank details	customer
KNKK	credit limit and risk	customer
KNVA	Unloading point	customer
KNVP	partner functions	customer
KNVV	sales area data	customer
TPART	find by partner function	customer
ADRC	address	general
ADR6	emails	general
ADR2	Contact Telephone number	general
ADR3	Contact Fax number	general
TZONE	transportation zone	general
VBAK	order header	sales orders
VBAP	order item data	sales orders
VBPA	order partner functions (all)	sales orders
ZWOCR05	open order reports (WP1 specific)	sales orders

Appendix 11 – How to check partner functions

When you are checking a given account number and you want to see if this account is linked to any other account, you can find it in the following way.

Open the account, go to Extras - Customer Partner functions:



Example: account 10001779 B/E AEROSPACE INC (created as goods recipient account) is linked to:

- as a ship-to partner to sold-to account #10001006 B/E AEROSPACE INC - SFC NOGALES in sales area 7223/IM
- as a ship-to partner to sold-to account #10002592 B/E AEROSPACE INC in sales area 1237/IM
- and exists as ship-to partner for itself in sales areas 1237/IM, 1237/AM, 7223/IM, 7223/AM

Partner Functions by Customer						
Customer		10001779				
Name		B/E AEROSPACE INC				
F...	Name	Customer	SOrg	Name	Dc	Dv Name
SH	Ship-to party	10001006	→ 7223	Cytec IM (Manch) Ltd	00	IM Industrial
SH	Ship-to party	10001779	→ 1237	Cytec IM (OK) Inc	00	AM Aerospace
SH	Ship-to party	10001779	→ 1237	Cytec IM (OK) Inc	00	IM Industrial
SH	Ship-to party	10001779	→ 7223	Cytec IM (Manch) Ltd	00	AM Aerospace
SH	Ship-to party	10001779	→ 7223	Cytec IM (Manch) Ltd	00	IM Industrial
SH	Ship-to party	10002592	→ 1237	Cytec IM (OK) Inc	00	AM Aerospace

So if you would open sold-to account #10001006 B/E AEROSPACE INC - SFC NOGALES in sales area 7223/IM - partner functions tab, you would see all the partners linked to this sold-to account, including the ship-to account from screenshots above:

Customer	10001006	B/E AEROSPACE INC - SFC NOGALES	WINST
Sales Org.	7223	Cytec IM (Manch) Ltd	
Distr. Channel	00	Cytec Distribution	
Division	IM	Industrial	

Sales Shipping Billing Documents **Partner Functions**

Partner Functions

PF	Partner Function	Number	Name
SP	Sold-to party	10001006	B/E AEROSPACE INC - SFC NOGALE
BP	Bill-to party	19000027	ROCKWELL COLLINS INC
PY	Payer	10001006	B/E AEROSPACE INC - SFC NOGALE
CR	Forwarding Agent	11001659	Kuehne and Nagel Ltd
SH	Ship-to party	10001006	B/E AEROSPACE INC - SFC NOGALE
SH	Ship-to party	10001779	B/E AEROSPACE INC
ZS	Sales Acct. Manager	30043	SCOTT MARTELL

Appendix 12 – Customer mass maintenance

To perform change of a value in the same field for a list of customers Transaction **XD99 – Customer master mass maintenance** can be used.

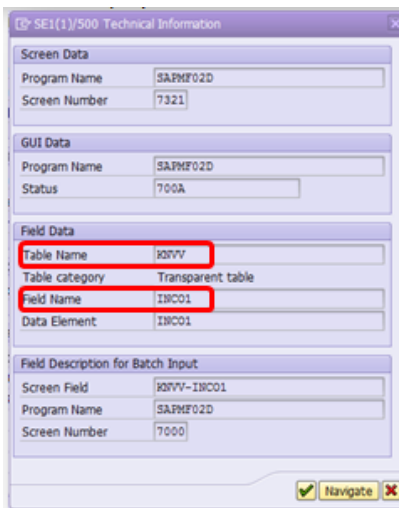
NOTE! The transaction **XD99** should be used with extreme caution!

First option - when you need to change field data to the same value for several customer records

Select the field(s) to be changed:

Use search function (binocular) to easily find the field to be changed. Use technical name of the field in search. You can find out technical name of the field pressing F1 when field is selected and pressing Technical Information button:

Technical information of the field will be displayed:



SEI(1)/500 Technical Information

Screen Data

Program Name: SAPMF02D
Screen Number: 7321

GUI Data

Program Name: SAPMF02D
Status: 700A

Field Data

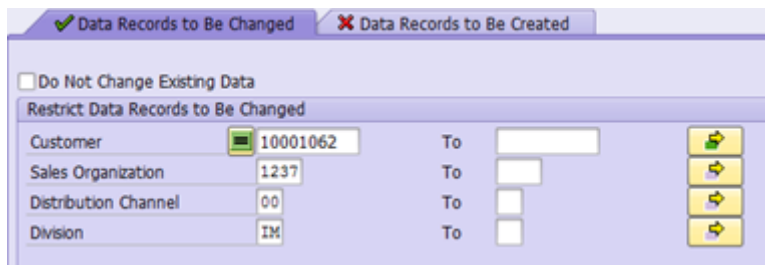
Table Name: KNPV
Table category: Transparent table
Field Name: INCO1
Data Element: INCO1

Field Description for Batch Input

Screen Field: KNPV-INCO1
Program Name: SAPMF02D
Screen Number: 7000

Navigate

Limit selection as much as possible to perform the change only for the customers that need it:



Data Records to Be Changed Data Records to Be Created

☐ Do Not Change Existing Data

Restrict Data Records to Be Changed

Customer: 10001062 To:

Sales Organization: 1237 To:

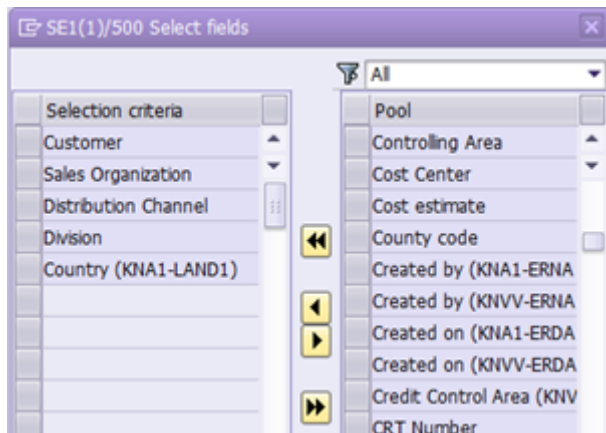
Distribution Channel: 00 To:

Division: IM To:

Use additional options on the bottom of selection screen to amend selection options or add/remove selection fields if necessary:



As example Country field has been added to the list of selection criteria:



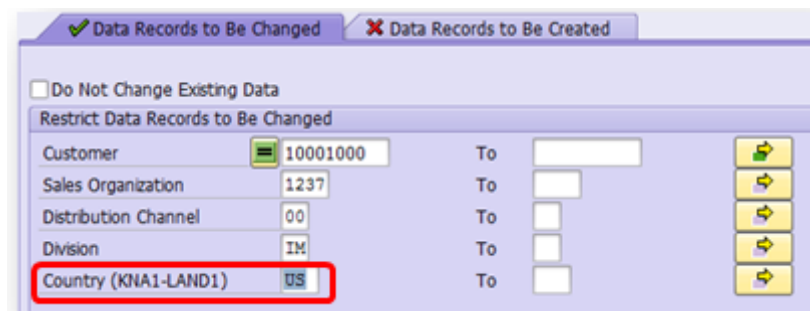
SEI(1)/500 Select fields

Selection criteria

Customer
Sales Organization
Distribution Channel
Division
Country (KNA1-LAND1)

Pool
Controlling Area
Cost Center
Cost estimate
County code
Created by (KNA1-ERNA)
Created by (KNVV-ERNA)
Created on (KNA1-ERDA)
Created on (KNVV-ERDA)
Credit Control Area (KNV)
CRT Number

Additional field is available now for record selection:



Data Records to Be Changed Data Records to Be Created

☐ Do Not Change Existing Data

Restrict Data Records to Be Changed

Customer: 10001000 To:

Sales Organization: 1237 To:

Distribution Channel: 00 To:

Division: IM To:

Country (KNA1-LAND1): 05 To:

The required new value(s) have to be entered in the designated space above list of customers. It is possible to deselect customers that do not require data to be changed:

General Data in Customer Master Customer Master Sales Data

11 Entries

Customer	Sal...	D...	D...	Name	Inc...	Incoterms (Part 2)
New Values					DDP	DDP001
10001001	1237	00	IM	Wisdom adhesives	CFR	O14
10001003	1237	00	IM	Hernon Manufacturing	EXW	O04
10001014	1237	00	IM	Applied Sciences Inc	FOB	FB4
10001020	1237	00	IM	Cimber International	EXW	EXP
10001030	1237	00	IM	Polytive International	EXW	EXP
10001033	1237	00	IM	DMI International	FOB	Free on Board
10001035	1237	00	IM	3A Composites USA INC	EXW	EXW001
10001036	1237	00	IM	Polytive International	EXW	EWP
10001037	1237	00	IM	Alcan Composites	FOB	O11
10001038	1237	00	IM	Permapro LLC	FOB	Free on Board
10001041	1237	00	IM	North American Composites	FOB	Free on Board

Press the **Carry Out a Mass Change** button. New value(s) will be copied to selected records only:

General Data in Customer Master Customer Master Sales Data

11 Entries

Customer	Sal...	D...	D...	Name	Inc...	Incoterms (Part 2)
New Values					DDP	DDP001
10001001	1237	00	IM	Wisdom adhesives	DDP	DDP001
10001003	1237	00	IM	Hernon Manufacturing	DDP	DDP001
10001014	1237	00	IM	Applied Sciences Inc	FOB	FB4
10001020	1237	00	IM	Cimber International	DDP	DDP001
10001030	1237	00	IM	Polytive International	DDP	DDP001
10001033	1237	00	IM	DMI International	FOB	Free on Board
10001035	1237	00	IM	3A Composites USA INC	DDP	DDP001
10001036	1237	00	IM	Polytive International	DDP	DDP001
10001037	1237	00	IM	Alcan Composites	FOB	O11
10001038	1237	00	IM	Permapro LLC	FOB	Free on Board
10001041	1237	00	IM	North American Composites	FOB	Free on Board

Press the floppy disc icon to save the changes. Check the message to verify if all the records were changed:

Messages from the Update Task

Long text

Messages Were Saved in the Application Log MASS KNA1 000182

Errors: 1 Warning: 0 Information: 10

Icon	Message Text	Notificat. No.
⚠	0010001030 : Account 10001030 is currently blocked by user VASKANSK	F2042
✅	0010001001 : Changes have been made	F2056
✅	0010001003 : Changes have been made	F2056
✅	0010001014 : Changes have been made	F2056
✅	0010001020 : Changes have been made	F2056
✅	0010001033 : Changes have been made	F2056
✅	0010001035 : Changes have been made	F2056
✅	0010001036 : Changes have been made	F2056
✅	0010001037 : Changes have been made	F2056
✅	0010001038 : Changes have been made	F2056
✅	0010001041 : Changes have been made	F2056

Second option - if you have an excel sheet prepared with the new data

Select table which you want to update, then press on Import Data from file, select the file you have prepared for mass upload

Mass Maintenance: Customers

 Import Data from File
  Import Data from Buffer

Object Type KNA1 Customers

Variant Name

Tables Fields

Short Description	Table Name
General Data in Customer Master	KNA1
Customer Master (Company Code)	KNB1
Customer master (VAT registration numbers general section)	KNAS
Customer master (dunning data)	KNB5
Customer Master (Bank Details)	KNBK
Customer Master: Legal Control - Sanctioned Party List	KNEX
Customer master credit management: Central data	KNKA
Customer master credit management: Control area data	KNKK
Customer Master Unloading Points	KNVA
Customer Master Tax Indicator	KNVI
Customer Master Licenses	KNVL
Customer Master Partner Functions	KNVP
Customer Master Sales Data	KNVV
Customer master record sales request form	MASSKNVD
Customer Master Contact Partner	MASSKNVK
Assign customer-credit card	VCKUN

Select option with header line if you have column names in excel first row

Preview Imported Spreadsheet



Sheet DATA (Assigned to Table KNVP)

A	B	C	D	E	F	G	H	I	J
Customer	SOrg.	Dv	DC	PF	PC	Name 1	Customer	NEW SAM	NEW SAM
10004335	7250	IM	00	ZS	0	TELEDYNE	10004335	30024	PETER SLIN
10004344	7250	IM	00	ZS	1	TELEDYNE	10004344	30024	PETER SLIN
11001302	7250	IM	00	ZS	1	TELEDYNE	11001302	30024	PETER SLIN
11002704	7252	IM	00	ZS	0	TELEDYNE	11002704	30024	PETER SLIN
11002705	7252	IM	00	ZS	0	TELEDYNE	11002705	30024	PETER SLIN
11003402	1246	IM	00	ZS	0	UNITED AL	11003402	30025	STUART BA
11003464	1246	IM	00	ZS	0	DULY CORP	11003464	30025	STUART BA
11003465	1246	IM	00	ZS	0	DULY CORP	11003465	30025	STUART BA
11003466	1246	IM	00	ZS	0	KOREAN AIR	11003466	30025	STUART BA

Assign a Field from Table KNVP to Column A (1) 13 Entries found

Restrictions



Field name	Field Description	Key Field
<Unassigned>		
KUNNR	Customer	☒
VKORG	Sales Organization	☐
VTWEG	Distribution Channel	☐
SPART	Division	☐
PARVW	Partner Function	☐
PARZA	Partner counter	☐
KUNN2	Customer	☐
LIFNR	Vendor	☐
PERNR	Personnel Number	☐
PARNR	Contact Person	☐
KNREF	Partner Description	☐
DEFFA	Default Partner	☐



Sheet DATA (Assigned to Table KNVP)

Customer	SOrg.	Dv	DC	Fu	ParC	G	H	Customer	J
Customer	SOrg.	Dv	DC	PF	PC	Name 1	Customer	NEW SAM	NEW SAM
10004335	7250	IM	00	ZS	0	TELEDYNE	10004335	30024	PETER SLIN
10004344	7250	IM	00	ZS	1	TELEDYNE	10004344	30024	PETER SLIN
11001302	7250	IM	00	ZS	1	TELEDYNE	11001302	30024	PETER SLIN
11002704	7252	IM	00	ZS	0	TELEDYNE	11002704	30024	PETER SLIN
11002705	7252	IM	00	ZS	0	TELEDYNE	11002705	30024	PETER SLIN
11003402	1246	IM	00	ZS	0	UNITED AL	11003402	30025	STUART BA
11003464	1246	IM	00	ZS	0	DULY CORP	11003464	30025	STUART BA
11003465	1246	IM	00	ZS	0	DULY CORP	11003465	30025	STUART BA
11003466	1246	IM	00	ZS	0	KOREAN AIR	11003466	30025	STUART BA

Mass maintenance Edit Goto **View** System Help

Sort in Ascending Order Shift+F5
Sort in Descending Order Shift+F4
Choose Fields F5
Display Old Values Ctrl+F6

Mass Maintenance: Customer

Restrictions Old Values

Customer Master Partner Functions

9 Entries

Customer	Sale...	D...	D...	P...	Par...	Name	Customer (KN...
New Values							
Customer	Sale...	D...	D...	P...	Par...	Name	Customer (KN...
10004335	7250	00	IM	ZS		TELEDYNE LTD - INACTIVE	30024
10004344	7250	00	IM	ZS	001	TELEDYNE LABTECH LTD - INACTIVE	30024
11001302	7250	00	IM	ZS	001	TELEDYNE LABTECH LTD- INVALID	30024
11002704	7252	00	IM	ZS		TELEDYNE LABTECH	30024
11002705	7252	00	IM	ZS		TELEDYNE LABTECH	30024
11003402	1246	00	IM	ZS		UNITED ALLIANZ	30025
11003464	1246	00	IM	ZS		DULY CORP	30025
11003465	1246	00	IM	ZS		DULY CORP	30025
11003466	1246	00	IM	ZS		KOREAN AIR	30025

Customer Master Partner Functions

9 Entries

Customer	Sale...	D...	D...	P...	Par...	Name	Customer (KN...
New Values							
Customer	Sale...	D...	D...	P...	Par...	Name	Customer (KN...
10004335	7250	00	IM	ZS		TELEDYNE LTD - INACTIVE	30024
						TELEDYNE LTD - INACTIVE	30024
10004344	7250	00	IM	ZS	001	TELEDYNE LABTECH LTD - INACTIVE	30024
						TELEDYNE LABTECH LTD - INACTIVE	30024
11001302	7250	00	IM	ZS	001	TELEDYNE LABTECH LTD- INVALID	30024
						TELEDYNE LABTECH LTD- INVALID	30024
11002704	7252	00	IM	ZS		TELEDYNE LABTECH	30024
						TELEDYNE LABTECH	30024
11002705	7252	00	IM	ZS		TELEDYNE LABTECH	30024
						TELEDYNE LABTECH	30024
11003402	1246	00	IM	ZS		UNITED ALLIANZ	30025
						UNITED ALLIANZ	30025
11003464	1246	00	IM	ZS		DULY CORP	30025
						DULY CORP	30025
11003465	1246	00	IM	ZS		DULY CORP	30025
						DULY CORP	30025
11003466	1246	00	IM	ZS		KOREAN AIR	30025
						KOREAN AIR	30025