SAP IM Vendor Maintenance

- Purpose . . . 2
- General Description . . . 2
- SAP Vendor Account Groups . . . 2
- Determining Account Group . . . 2
- Required Documents . . . 3
- Required Approvals . . . 4
  - Extension from other systems/company codes: . . . 4
  - Approvals for Direct suppliers (Raw Materials): . . . 4
  - Transportation related suppliers . . . 4
  - Suppliers falling under Indirect Procurement scope of responsibility: . . . 5
  - Suppliers falling under outside Procurement Scope of Responsibility (non-PO) . . . 5
- Changes . . . 5
- TradeBeam Screening . . . 6
  - Compliance team contact information: . . . 6
- Process description . . . 7
  - Accessing SAP . . . 7
  - Checking if a vendor already exists . . . 8
  - Bank detail verification . . . 10
- Creating a vendor . . . 11
  - Create Vendor: Initial Screen . . . 11
  - Create Vendor: Address . . . 12
  - Create Vendor: Control . . . 14
  - Payment Transactions. Setting up banking details. . . . 15
  - Contact Persons . . . 17
  - Accounting Information . . . 18
  - Payment Transaction Accounting . . . 18
  - Withholding Tax Accounting . . . 19
  - Purchasing Data . . . 20
  - Partner Functions . . . 21
  - Commodity Code . . . 22
- Inactivating a vendor . . . 24
  - Steps for the inactivation . . . 24
  - Check for open PIR's (ME13) . . . 25
  - Check for open Contracts (ME33K) . . . 26
  - Check for open PO's (ME2L) . . . 28
  - Check for open Invoices (FBL1N) . . . 29
  - Check for open Workflows (Sharepoint) . . . 30
  - Vendor inactivation (blocking and marking for deletion) . . . 31
- Appendix 1 – IBAN structure . . . 34
- Appendix 2 - European VAT identification number structure . . . 35
- Appendix 3 – Overview Standard Payment Terms . . . 36
- Appendix 4 - Overview Harmonized and approved Payment Terms . . . 37
- Appendix 5 – SEPA countries . . . 38
- Appendix 6 - Vendor Master Data Setup Request (Checklist) . . . 38
- Appendix 7 – Vendor Master Data Setup Request (Checklist – customer carrier) . . . 39
- Appendix 8 – Commodity codes . . . 40
- Appendix 9 – Incoterms 2 . . . 41
- Appendix 10 – Country codes . . . 43
- . . . 43
- . . . 44
- Appendix 11 – Additional data check for vendor "Customer with a negative balance". . . . 45
- Appendix 12 – Change Vendor account group . . . 46
- Appendix 13 – Locations and plants . . . 47
- Appendix 14 – Process Specifics for Vendor Master . . . 48
- Appendix 15 – Locating correct Transportation Zone . . . 49
- Appendix 16 – Carrier calendar table . . . 50
- Appendix 17 – Workcycle Management . . . 53

Work Instruction

Functional Area: S2S
Process Name: Vendor Maintenance
System: SAP PE1 – client 300

Instructions for creation of this document

Creation

- *1 work instruction per System environment (if multiple systems are used for same process flow)*
- *Update table of contents: This can be done automatically by right clicking in the table of contents and selecting "update field"*
- *Use a screen shot making software for easy 'copy-paste' screen shots of system screens or documents*

- *Purpose:*
  - *Describe in 1 or 2 sentences the essence of the process*
- *Work instructions - for the requesters:*
  - *Indicate by region/country/location the instructions in order to be able to execute the process in the DMO*

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    - *Use appendixes for documentation in multiple languages, listings, local documents, etc. - this to keep the core work instructions concise*
- *Work instructions - for DMO:*
    - *Explain each 'box' in the swimming lane called 'SSO' indicated on the process flow; use for each 'box' a new sub header 'process step 1' etc. ('header 2' in Word template)*
    - *Add systems/document screenshots with complete description and fields in use.*
    - *Explain if there are local Specifics / Exceptions in table below each screenshot (Don't describe specifics / exceptions in the general process description)*
    - *Use 'naming convention' for process names, etc.*
    - *Use appendixes for documentation in multiple languages, listings, local documents, etc. - this to keep the core work instructions concise*
- *Appendixes:*
    - *Use for documentation in multiple languages, listings, local documents, etc.*

Purpose

The objective of the vendor setup and maintenance in SAP is to enable the S2S processes within SAP in relation to direct and indirect spend purchasing and invoicing parties.

General Description

Every request for a vendor setup or maintenance should be requested through FreshDesk. Requests received through Data Operations Mailbox or Workflow system (AP related requests) should also be entered into Freshdesk.

SAP Vendor Account Groups

The Account Group field is a high-level grouping which defines the primary use of a supplier. The account group selection drives certain aspects of system processing, such as whether the supplier can be used for invoicing or purchasing.

- All Vendor Master records in the system are assigned to an account group
- The vendor account group is a logical grouping of alike vendors in the system
- The vendor master view layout and field access is controlled via the account group

1	Main Supplier Vendor	ZVEN	Suppliers are the business partners against which the PO is raised. Payments can also be made from this vendor.	GeneralCompany codePurchasing
2	Invoicing Vendor	ZINV	Invoicing Party is the business partner against which the invoice is posted.	GeneralCompany code
3	Ordering Address Vendor	ZOAD	Ordering Address is the business partner for whom we maintain only address details. This account group is used just to capture the address details where the PO print/emails go to.	General
4	Intercompany Vendor	ZINT	Companies in Solvay group have to be created as vendors under this account group to facilitate STO (Stock Transfer Order)	GeneralCompany codePurchasing
5	Employee Vendor	ZEMP	Business partner for paying reimbursements for Solvay employees.	GeneralCompany code

Determining Account Group

Vendor should be set up only as the invoicing party (ZINV) if:

- The address is a remit-to address, which will be used for payments only
- Vendor has been classified as a Non-PO vendor through the commodity code field

Data Steward should provide commodity code, based on that, you can recognize if vendor needs to be created as a PO vendor under ZVEN account group or as non-PO vendor under ZINV account group.
The list of Non-PO Commodity codes can be found in the table below:

Commodity Code	Description	PO / Non PO
BUSTRA	Business Travel	Non-PO
GOVTAX	GOVT Taxes, fees	Non-PO
GOVOTH	GOVT Other Expenses	Non-PO

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CONFID	Confidential spend	Non-PO
HRTRAI	HR Training & Educa	Non-PO
HRHEAL	HR Health Med Welln	Non-PO
HRRERE	HR Rewards Recog	Non-PO
HREXPA	HR Relocation Expat	Non-PO
HRLEAS	HR Leased Cars	Non-PO
HRPEBE	HR Pension, Benefits	Non-PO
HRTEMP	Temp Personnel Salaries & Other Fees	Non-PO
FININS	FIN Insurances	Non-PO
FINAUD	FIN Audit Fees	Non-PO
FINBNK	FIN Banks	Non-PO
FINFIN	FIN Charity donation	Non-PO
LEGALS	Legal Services	Non-PO
ITTELE	IT Telecom costs	Non-PO
UTILIT	UTIL Electricity	Non-PO
UTILIT	UTIL Natural Gas	Non-PO
UTILIT	UTIL Fuel	Non-PO
UTILIT	UTIL Steam	Non-PO
UTILIT	UTIL Water	Non-PO
MCLISM	MA Subscriptions	Non-PO

NOTE: Non-PO vendors **should not** be set up for purchasing
Vendor should be set up only as the main supplier (ZVEN) if:

- The address is the primary and the only address provided for a supplier and it has not been flagged as a Non-PO vendor

Required Documents

A request for vendor setup/maintenance must be accompanied by approvals (see §4) and following documents:

- Completed template for all new creations.

Europe:

- No mandatory document is required, but for every new bank detail addition, we need Company letterhead / invoice / e-mail from supplier / SBI or equivalent, containing:
    - Name
    - Remittance address [best practice]
    - Bank details
    - VAT registration number + tax information (when applicable)

Both VAT number and IBAN number must be validated as described in **Validation For Customer And Vendor Master Data**.

US:

- Company Letterhead / Invoice or any official documentation, which contains vendor's name, address, bank information (if applicable). An e-mail from vendor can also be accepted, if it contains all mandatory details.
- W-9 form except for:

- Applicant interview expense reimbursement;
- Donation payments (local charities, sponsor youth groups activities, etc.);
- Employees;
- Vendor setup for manual payment request to pay back a customer who has a negative balance;
- Amounts received as damages for personal physical injuries or physical sickness (liability settlements for asbestos);
- State institutions, taxes, garnishments
- Contingent workers, if the reason of payment are awards or recognitions;
- Vendors located in Canada – they do not have W-9 form.

Suppliers falling under W-9 form exceptions do not require additional approvals for the creation and have special parameters for the setup:

- Payment terms – NET1;

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- Commodity code - non-PO commodity code, according to services
- Segmentation – Sensitive.

There are cases when W-9 form is required for payment request:

- Membership fee;
- If payment request does not fall under any of W-9 form exceptions;
- Contingent workers (consultants)

Customer Carrier: No additional documentation except for customer template is required. VAT number should be provided for European accounts.
NOTE! VAT number is mandatory for all **EU based** vendors.

Required Approvals

Extension from other systems/company codes:

If vendor exists in other systems or for other company codes:

- In case the payment terms are the same no additional approvals are required, but buyers/data stewards should be informed.
- No additional documentation is required, if the details can be checked against recent invoices. In case no recent invoices found in the system, official document should be provided (invoice, W9 for US, letterhead with bank details)
- No template is required. In case some system specific details are missing, please turn back to the requester to clarify.

Approvals for Direct suppliers (Raw Materials):

Please note!!! Packaging vendors can be set up as both DIRECT and INDIRECT depending if the goods they deliver are in the BOM or not. Please check with the requester, if Packaging needs to be set up as a Direct Supplier, follow Direct Spend setup, in case of Indirect- set up as an Indirect Spend supplier. Approvals for changes and setups should come from persons approving Indirect Spend suppliers.
Approval for creation: No approval for creation is needed if there are standard payment terms (see **Appendix 3** – Overview Standard Payment Terms) and if request comes from Direct Spend Data Steward. If request comes from any other person, approval from Data Steward needs to be provided:

Name	Surname	Title	Region	Country	Location
Ammar	Alsalih	Purchasing Lead EMEA	Global	UK	Heanor Manchester
Chazz	Pelfrey	Raw Material Planner	IM	US	Tulsa
Clint	Baker	Raw Materials Planner (*backup)*	IM	US	Tulsa
Marie	Woodhouse	Buyer	PM	UK	Keighley
Melanie	Greenfield	Materials Planner	PM	UK	Keighley
Davide	Mina	Buyer	PM	IT	Mondovi
Tracy	Ng		PM	US	Santa Fe Springs
Davide	Mina	Buyer	PM	FR	Toulouse

Payment terms approval: For new vendor creation if requested payment terms are less favorable to Solvay than Standard Payment terms (see **Appendix 3** – Overview Standard Payment Terms) an approval from Procurement Director is requested. In addition, any modification of payment conditions of the existing vendor that is less favorable for Solvay requires a written approval from a Procurement Director.

Name	Surname	Title	Region	Country	Location
Heanor, Manchester, Tulsa					
Jean-Pierre	Demeunynck	Head of Purchasing	CEM	US	Tempe
Santa Fe Springs, Keighley, Mondovi, Toulouse					
Tracy	Ng	Procurement Manager	CIM	US	Santa Fe Springs

For Standard or Non-Standard payment terms only "Harmonized payment term codes" also called "Approved Payment term codes" are allowed to be used (see **Appendix 4**– Overview Harmonized and approved Payment terms).

Transportation related suppliers

Approval for creation - Approval for new vendors can only be granted by Transportation/Logistics Manager.
Payment term approval - Any exception to the Standard Country Payment terms require written approval from a Transportation/Logistics Manager (see table).

Name	Surname	Title	Region	Country	Location
Frank	Valendo	Manager of Transportation, North America	Global	Tulsa	Garret Mountain
Pietro	Iodice	Site Leader - Operat. Director	Europe	Mondovi	Mondovi
Robert	Murdock	Product Line Director	Europe	Keighley	Santa Fe Springs
Emmanuel	Odic	Site manager	Europe	Toulouse	Saint Jean
Andrew	Rimmer	European Logistics Manager	Europe	Heanor, Manchester	Wrexham

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Tracy	Ng	Procurement Manager	US	Santa Fe Springs	Santa Fe Springs

Customer Carrier – Customer carrier is used by Customer Service to indicate the carrier used by customer. Additionally only the General data needs to be created (ZVEN is not opened for company code or purchasing organization). Approval/Request for the setup should come from Customer Service Representatives.
Important!!! When new carrier-forwarder is created carrier calendar table should be completed for carriers delivering outbound goods (all customer carriers). On how to do it please see Appendix 6.

Suppliers falling under Indirect Procurement scope of responsibility:

Approval for creation/payment terms: No approval for creation is needed if request comes from Indirect Spend Data Steward. If request comes from any other person, approval from Data Steward needs to be provided:

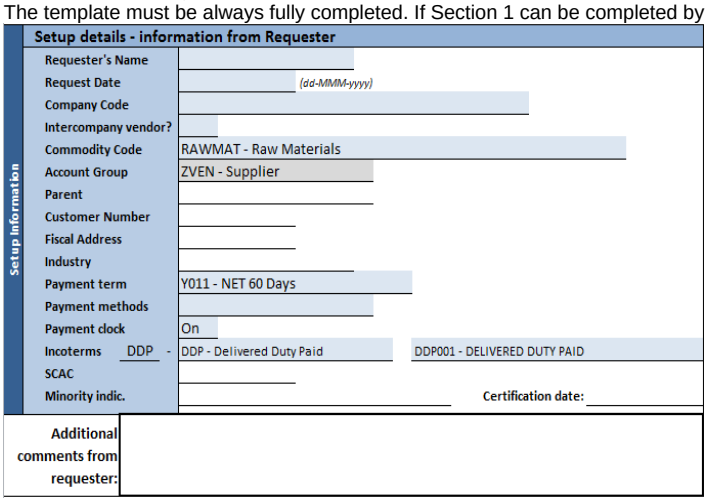
Name	Surname	Title	Region	Country	Location
Ken	Sharp	Capex Buyer	Europe	UK	Heanor Manchester
John	Stanmore	TS Buyer (*backup*)	Europe	UK	Heanor Manchester
Michael	Adler	Buyer	NA	US	Tulsa
Tracy	Ng		NA	US	Santa Fe Springs Keighley
Davide	Mina	Buyer	Europe	IT FR	Mondovi Toulouse

Suppliers falling under outside Procurement Scope of Responsibility (non-PO)

Approval for creation: No approval for creation is needed if request comes from Finance controller. If request comes from any other person, approval from Data Steward (Finance) needs to be provided:

Name	Surname	Title	Region	Country	Location
Julie	Sampson	Finance Analyst	Europe	UK	Heanor Manchester
Shannon	Raney	Finance Controller	US	US	Santa Fe Springs
Sandy	Diercks	Plant Controller	US	US	Tulsa
Sarb	Variah	Site Controller	Europe	UK	Keighley
Giuseppina	Barovero	Site Controller	Europe	IT	Mondovi / Touluse

Check completeness of the template
Upon receipt of the request for the maintenance or creation of a vendor, the completeness of the template (**Appendix 6**) must be checked and all required documents must be joined.
The template must be always fully completed. If Section 1 can be completed by a vendor, Section 2 is for internal use and should be filled out by the requestor.



Changes

Overview of the changes and necessary approvals / documentation can be found in **Appendix 14**.
Data Governance is responsible for all SAP processes.

- Any changes to vendors that involve the following fields:
- Commodity Code

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- Payment Terms
- INCO Terms

REQUIRE approval from Data Steward. For PO suppliers approval for Payment Term changes should come from Procurement Director.
Any other changes to the vendor's address or account information do not require the Data Steward approval.
NOTE! If payment terms on the invoice are longer (more favorable) than in the system, we can accept requests from AP and change payment terms based on the invoice without additional approvals.

- For following changes we do not require to fill out a request form:
- Contact details
- Banking information
- Currency
- Name
- Address

- For name change in US W9 form should be provided in order to verify that the Tax ID stays the same.

- For name change in other countries, address change and banking information change a letterhead with the new information should be provided. For ZOAD creation/change checklist or an e-mail with the new ZOAD should be provided
- **NOTE!** Address, currency and name changes for Direct Spend Suppliers should be duplicated in the corresponding Returns Vendor account in the customer master as well. After completing changes in vendor master please send the request to DM RIGA Customer Master Team. When creating the ticket, please provide vendor number, returns vendor number, and original FD ticket number. The purpose of Returns vendor is to maintain an address to which returned (or faulty) goods could be sent back to.

- Extension to another company code–In case the payment terms are the same no additional approvals are required, but buyers/data stewards should be informed.

- Address and currency changes for Direct Spend Suppliers should be duplicated in the corresponding Returns Vendor account in the customer master as well. After completing changes in vendor master please send the request to someone from DMO Customer team.

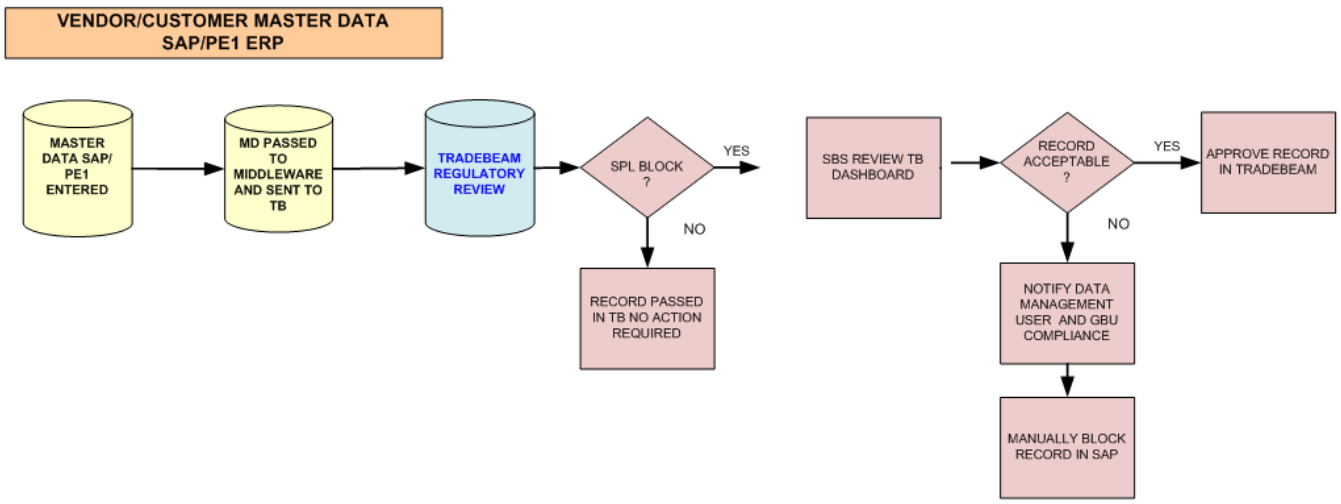
- If a new vendor needs to be created due to differing currency no additional documentation is requested. If a new vendor needs to be created due to an additional ordering address a checklist or an email with the new address should be provided.

TradeBeam Screening

Screening will be performed at partner creation. Transactions will automatically be passed to the TradeBeam Solution for the restricted party compliance screening when a partner is created or changed and saved. The screening of all partner records will be performed against the government published lists.

Master Data Setup:

- Data Operations enters a new record in system.
  Saving the record will pass the record to TB fro SPL screening.
- Tradebeam will review the record and if necessary place the record
  on the task list for SBS review.
- SBS will review the record and determine if the record is true block.
- If the record is a false positive the record will be approved in TB.
- If the record is true block, Data Operations individual who entered the data in SAP
  will be notified to manually block the record.
- Data Operations will block/inactivate the record in SAP.
- Data Operations will notify the requester that the record has been blocked
  by the compliance team.



Compliance team contact information:

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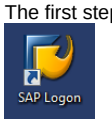
- **NAM/LAM/EUROPE -** trade.control@solvay.com
- **APAC –** Diane Giglio

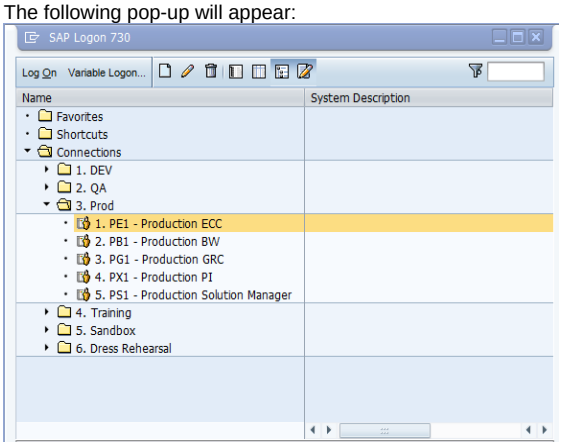
Process description

Accessing SAP

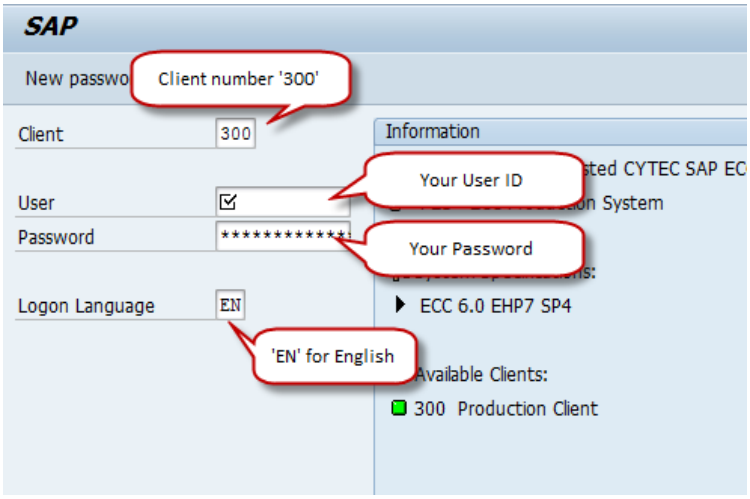
The first step is accessing SAP, on your desktop or on the desktop start menu you double-click the icon:



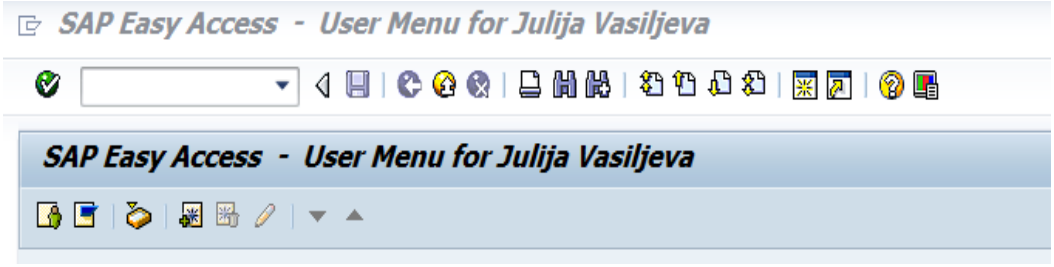
The following pop-up will appear:



Double click on **PE1- Production ECC** and you'll be connected to log-in screen from SAP. Complete following details and hit Enter.



Enter into the main menu of SAP:



Then transaction code needs to be entered:

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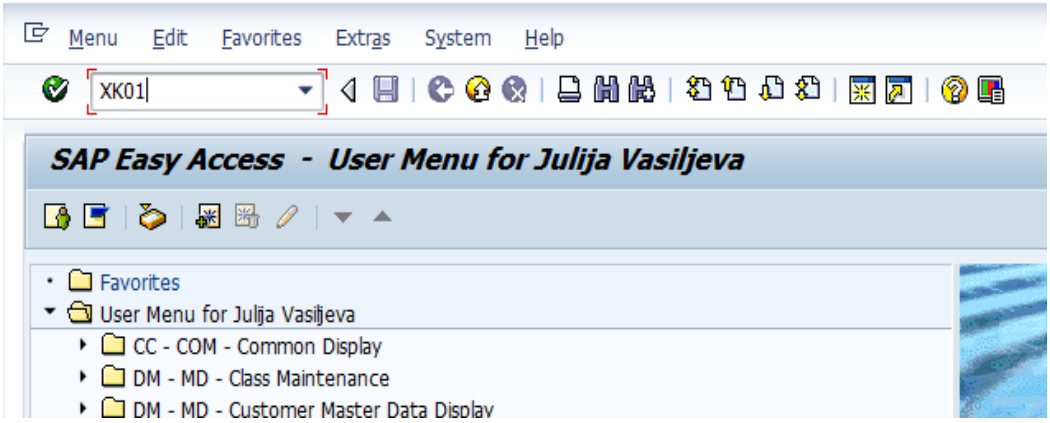


Available transaction codes:
XK01 – create new
XK02 – change
XK03 – display
XK04 – view of account changes
XK05 – block
XK06 – mark for deletion
XK07 – account group change

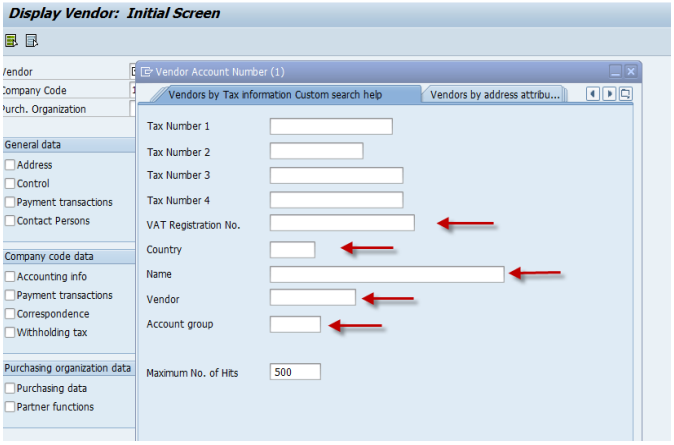
Checking if a vendor already exists

Before creating a vendor, always check if the vendor doesn't already exist in the system. The system will also check for you once you start entering the data, but a small difference like a space, can still accept the creation of the vendor.

Select transaction code XK03, hit enter. On the next screen, put your cursor on the "vendor" field.

Select :

You will get to the following screen:



There are different options how to look up for existing vendor – by name, by registration number, by country etc. You can also press for more options:

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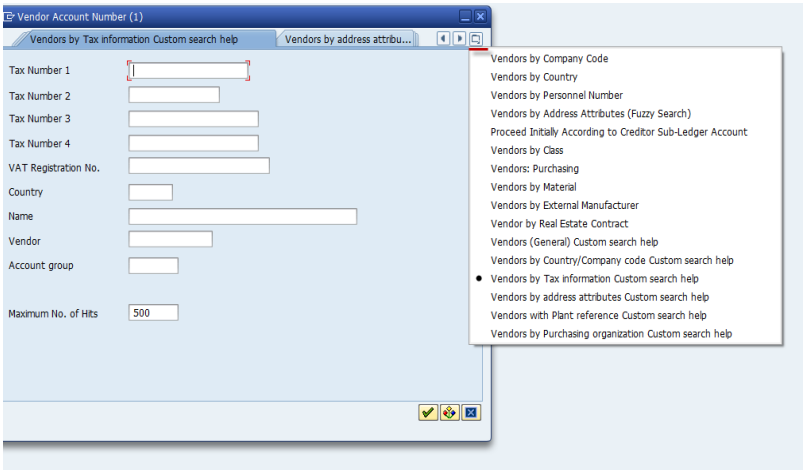
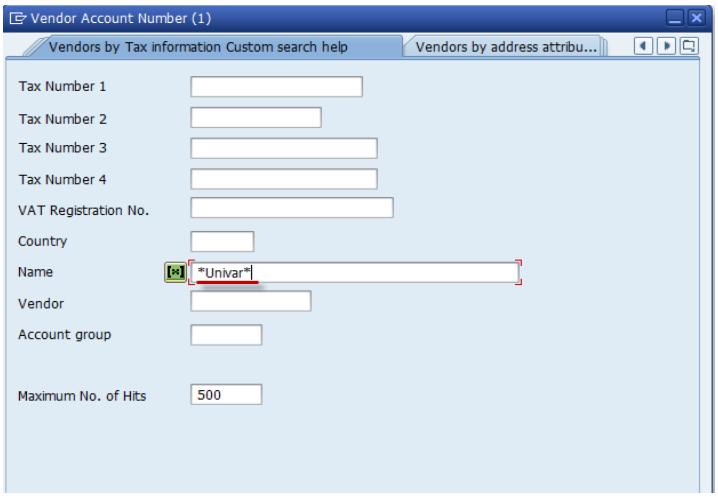
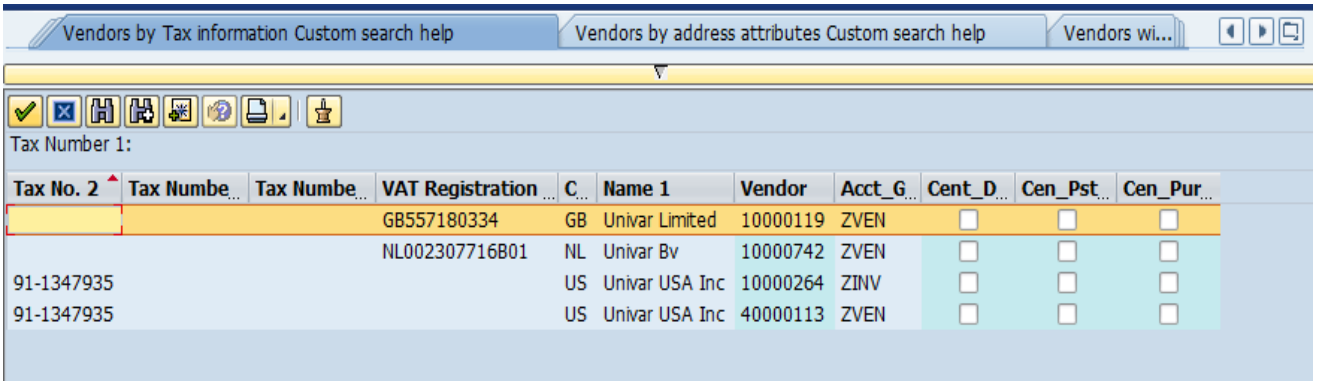


Use the name or a part of the name of the vendor (Sentence case)
Use *** as a wildcard, which is replacing a part of the name which you don't enter in the field.



Hit enter and the next screen will appear:



You can select the vendor, by double clicking the record. You will return to the initial screen "Display vendor". Select the views you need to see in detail and compare the data in the system with the input from the requestor.

To find for which Purchasing Organization or Company code this vendor has been created press

Enter vendor number that you have found and press . You will get results for all the companies this vendor has been created:

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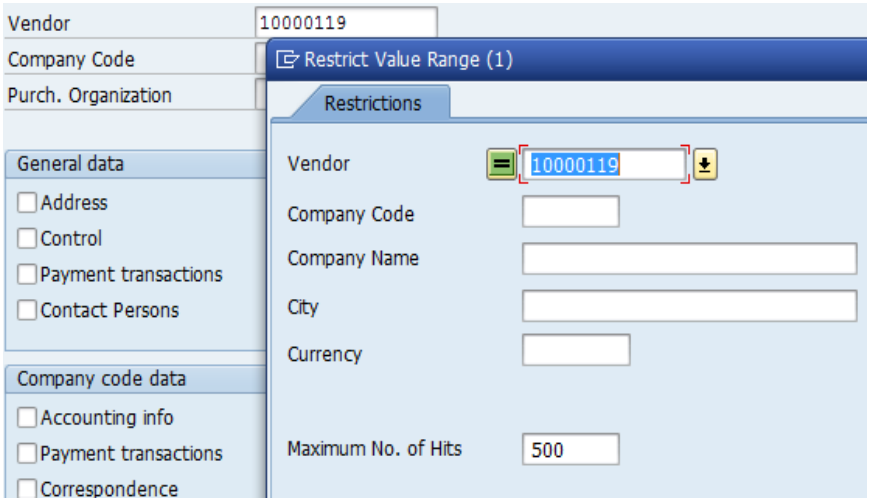
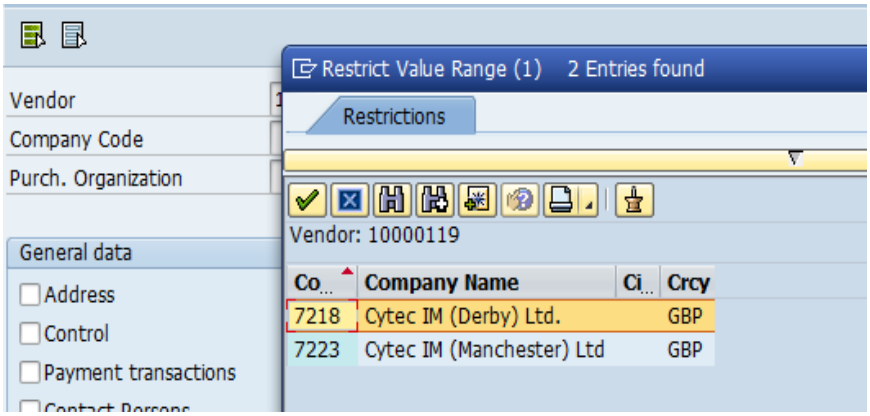




Double click on vendor number.

If the vendor has not been created at all, you must create a new one.
If the vendor already exists for one company, just extend it for requested company.

IMPORTANT: If vendor's VAT number or tax code has been changed, new vendor needs to be created and old one needs to be blocked and marked for deletion.

Any financial information change for vendor (name, IBAN) needs to be accompanied by official company's letter/invoice/email and check list.

Bank detail verification

Due to Solvay audit requirements for bank detail addition/change requests bank information needs to be verified with the supplier.

It is done by sending an e-mail to the supplier and asking to confirm that the bank details provided upon vendor creation / update request are valid for W-9 exceptions and contacting GCC team for standard vendor creation.

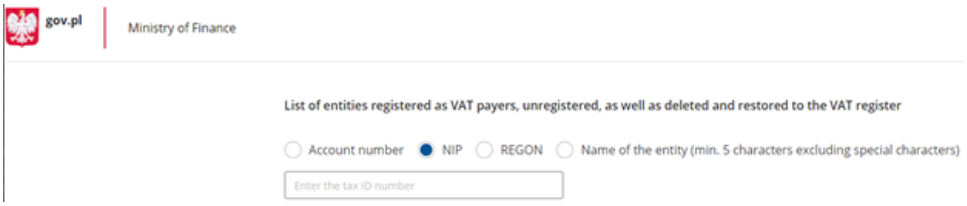
E-mail templates can be found here for Z011 supplier bank detail clarification.

For bank detail addition/changes:

- Use the email address mentioned at the general data level (Contact persons section -Financial department contact);
- If email address is not available at the Contact persons section (Financial department contact), use the one in the general data - communication section;
- If email address is not available in the vendor master, check this company in Google and use that email address;
- If email address can't be found in the internet (sometimes companies have only Online web forms for contacting them), contact the responsible buyer;
- **Do not** send e-mail to the address mentioned on the invoice;
- For Miscellaneous Creditors bank details should be clarified by Data Operations to ensure that outbound is made within the same day, **except** Governmental Institutions. For Governmental Institutions the requester should provide bank account, contact ID and source of bank account.

Exceptions:

- E-mail domain used by supplier to provide new bank account matches Vendor Master Records.
- E-mail used by supplier to provide new bank account matches Vendor Master Records;
- E-mail mentioned in the supporting documentation with new bank account matches Vendor Master Records;
- Vendors located in China, India, Japan, as banking information is being checked during the payment run;
- If IBAN can be validated here GOV.PL for Poland.



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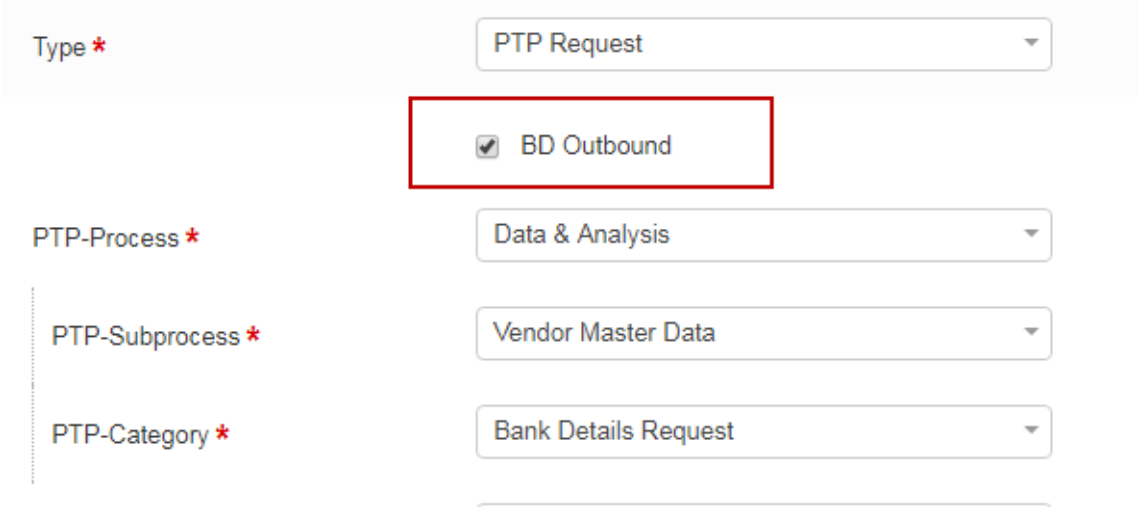
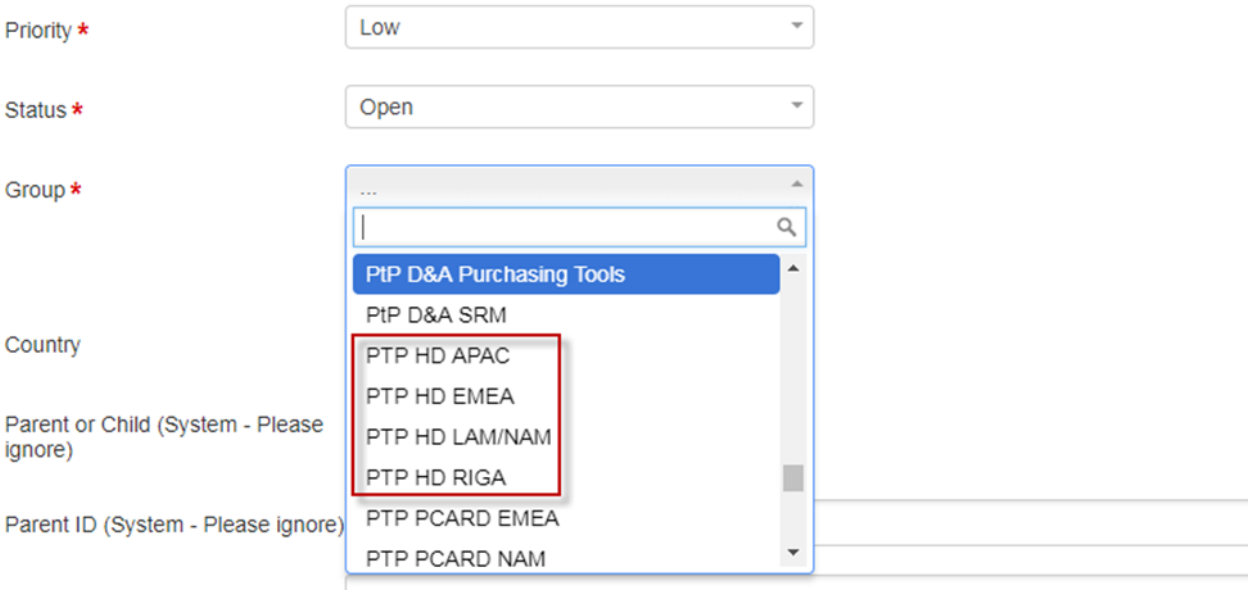
Outbound should be done by GCC Team based on the vendor location:

- NAM/LAM vendors should be contacted by GCC Curitiba (PTP AP Specialists NAM, PTP AP LAM)
- APAC vendors should be contacted by GCC Apac (PtP HD APAC)
- EMEA vendors should be contact by GCC Lisbon (PtP Provisioning EMEA)
- For countries Poland, Finland, United Kingdom, Latvia,Kazakhstan contacted by GCC RIGA (PTP HD RIGA)

Fresh desk ticket for contacting GCC
In order to contact GCC team, please submit new or existing request in a FD ticket following request type/process.



With following group:



Please see below the points of what should be added in the ticket:

1. Vendor ID and Country (in Freshdesk ticket subject)
2. SAP Vendor Master Data contacts
3. Vendor contacts from official page in the Internet
4. Which data needs to be confirmed (VAT, Contacts, Bank account, Bank ABA routing number, check remit address for US payments by check,...)
5. If SBI/RIB/Evidence is required (Vendor Creation Required Documents)

GCC Team's Procedure.

If the GCC Team receives anything related to bank details, they will transfer the ticket to Data Team to determine the necessary actions as only Data will be able to better tell if an outbound is required, which team should perform it and if necessary, transfer the ticket back to GCC for outbound.

If the outbound from GCC has been unsuccessful after their 3 attempts, the ticket will be transferred back to Data Team for further actions:

- If there is no Bank Data in Vendor Master, Data Operation will inform requester that they were not able to confirm the Bank Account and due to that the same will be empty until the first invoice will be received and posted. When this is done, invoice is posted and blocked and then the supplier will have an Invoice Reference to identify why we have contacted them.
- If there already is Bank Data in Vendor Master, payment is performed to what we already have and no changes are made until further contact from the supplier.
    - If GCC has forwarded the documentation and screenshots from the system to the supplier the outbound is not considered as valid.

Creating a vendor

Create Vendor: Initial Screen

The transaction for new vendor creation is 'XK01':

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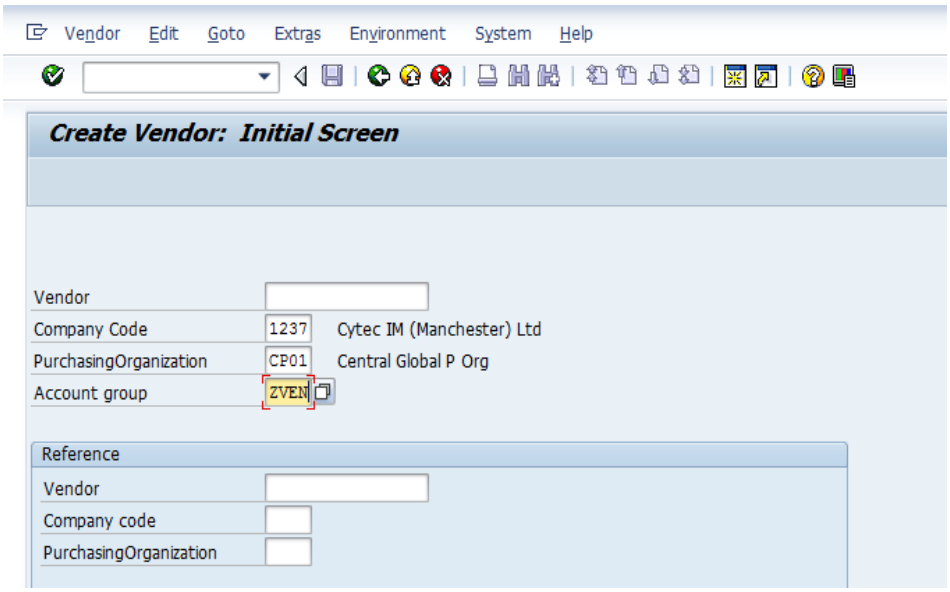

VendorFor a new creation vendor number must stay blank. The system will automatically assign a number to the vendor at the moment of saving the record.

Acct Group	Number range
ZEMP	70000100-79999999
ZINT	80000 - 89999
ZVEN, ZINV, ZOAD, ZRFQ	10000100 - 49999999
ZVNH	30000 - 59999
ZLEG	50000100 - 59999999
ZPOR	90000100 - 99999999
ZMNF	60000100 - 69999999

Company Code Vendor should be opened in Company Code if the remittance address is the same as the general address for PO suppliers or if it is a non-PO supplier.

Company code	Description
1246	Aerovac Llc
7250	Aerovac Keighley Ltd
7252	Aerovac Toulouse Sas
7257	Aerovac Mondovi SRL

Purch. Organization

CP01 for ZVEN vendors;
Blank for ZINV vendors.

Account group

ZVEN – for PO Vendors;
ZINV – for non-PO vendors, or for PO vendors with differing invoicing address;
ZOAD – for Ordering address.

NOTE! For **Customer Carriers** vendor should not be opened for Purchasing Organization or Company code.

Create Vendor: Address

Name Company name. In this line the name should not be longer than 40 characters. If the name exceeds 40 characters, second line (it is field ***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). **NOTE!** ***Name 1*** and ***Name 2*** fields are printed on documents and labels – try to accommodate all name info in those 2 fields. (Sentence case)

Search Term1 Should capture the "essence" of the vendors name:

- Suppress any business entity types, such as "Corporation", "Company", "Co", "SRL", "GMBH" etc.
- Don't use any special characters - dots/hyphens/commas etc.
- Suppress eventual first name if this is a person (only use the last name)

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- If the name contains initials, put a space after each initial (e.g. EPC POWDER should read as E P C POWDER)
- If the name contains more than one word, populate as much as it fits (even if the last word fits only partially)

Search Term2 Filled in for:

- ZEMP vendors - PeopleSoft ID
- ZINT vendors – 'PAYER' for Payers, Plant numbers for Plants.
- ZVEN and ZINV – 'WITHOLDING' for vendors eligible for Witholding (Mondovi).
- 1099 reportable suppliers – '1099', except if
    - company is a Raw Material supplier;
    - "Corporations" or " Incorporations" is checked on the W-9 form;
    - Box is checked next to "Limited liability company", but in the comment is letter "S" or "C" = Corporation in W-9 form.

C/O - 'Care of' / 'Attention to' name (if applicable). Part of the address if the recipient is different from the occupant and the names are not similar. Starts with "C/O" or "FAO", else blank.

NOTE! Information entered in **C/O** field is not printed on documents, therefore to make this information visible for document users it may be copied to ***Name 2*** field.

(Sentence case)
Street - Main field for street address of vendor, max 35 characters to be filled in this field. As Street 2 and Street 3 fields are not printed on all documents, street should be fitted in this field.

This field is used to capture PO Boxes as well. If a PO Box is used only for remittance information a ZINV account with it should be created.
(Sentence case)
District - Will be populated automatically for USA and Canada depending on the Country, State and Postal Code.
Postal Code - Postal code / ZIP code. SAP provides standard postal code format checks depending on the country maintained.
City - City name. For USA and Canada SAP may overwrite the City name with a value depending on Postal Code. (Sentence Case)
Country - Country code (**Appendix 9** –list of country codes in SAP).
Region - State / Province / County. Choose according to the City.
Mandatory for **US** and **Canada** and optional for other countries.
Time zone - Automatically determined by the system.
Tax Jurisdictn - Automatically assigned by the system for US suppliers.
Transportation zone - 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: 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)

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

Note! In case correct TZone cannot be found based on the codification above, please consult **Appendix 15**.

Language - For structural material sites language defaulted to EN – English

Local language details are maintained for Process Material Vendors which only deal in French and Italian

- If a Process Vendor has a country address in France and is only open for Toulouse company code then set the language indicator to French
- If a Process Vendor has a country address in Italy and is only open for Mondovi company code then set the language indicator to Italian

Wen extending existing vendor from Toulouse or Mondovi to a different company code please make sure to check that language code is set to EN for all company codes.

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 *Other Telephone Numbers* 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".

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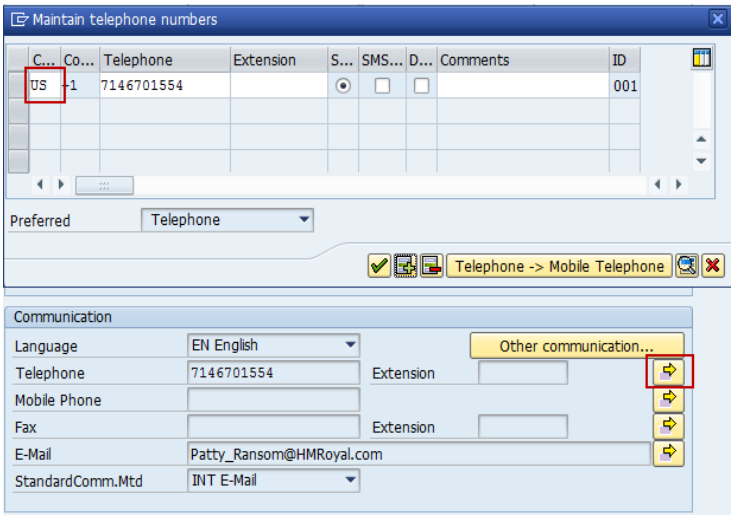
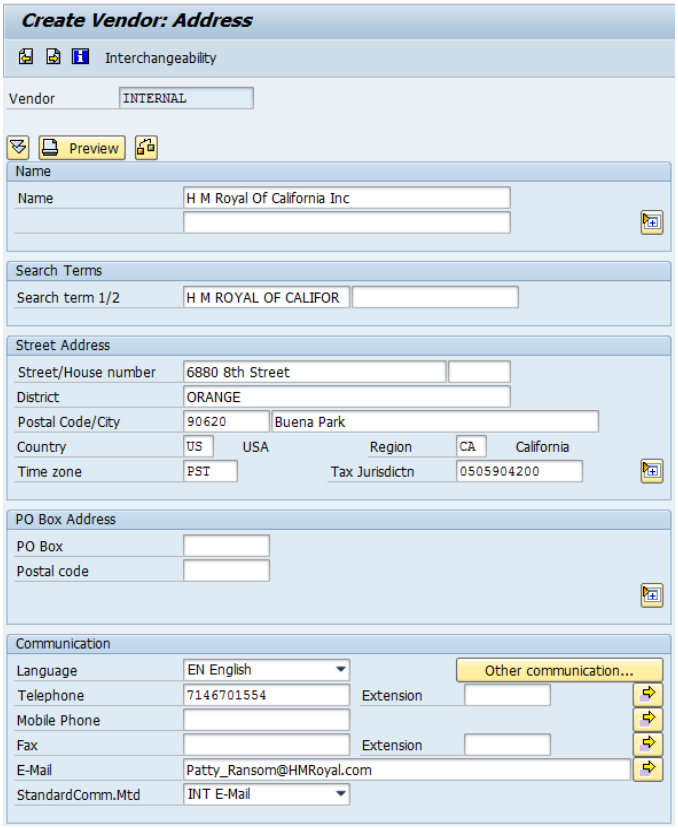


Fax - Main fax number of the vendor (Without country code and without blanks).
E-mail - Main e-mail address of the vendor. Mandatory field, POs will be send to this e-mail address.
StandardComm.Mtd - Standard communication type with vendor. Preferred/default value should be e-mail



Create Vendor: Control

Customer - In cases mentioned below this field is populated with SAP number of the customer counterpart of the supplier:

- Direct spend suppliers (Returns vendor number);
- Customer refund vendors;
- Intercompany vendors.

For all Direct spend related vendors: send to someone from DMO C2C team in order to create customer general view and sales org. screen (VD01) (attach all received documentation). When customer part is completed, add customer reference number in the Control screen and then ticket can be closed.

Tax number 1 - For US - SSN from W9;
For China – registration number (old);
For Italy – Fiscal code;
For France – Siret number
Tax number 2 - For US vendors populate EIN from W9.
For Additional Tax number for reporting to the tax authorities (Country Specific).

For the US SSN or EIN is mandatory unless it is a W9 exception. Missing SSN or EIN can be added, but if a company has changed its registration number a new account should be created and the old one inactivated.

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Tax number 3 - For China - registration number (new).

Tax number 5 - For China – registration number for natural persons.

Fiscal address - If ZLEG (Legal Address Vendor) record is created, it should be linked to the main vendor – ZLEG account number in the Fiscal address field. Currently is not used.

VAT Reg. No. For EU vendors, populate VAT registration number (all VATs to be preceded by country code). In case a company is registered in several countries we can maintain more than one VAT registration number using the "Other" option. There should not be more than one VAT for one country.
If the VAT number is missing it can be added, but, if the company has changed its VAT number, new account should be created and the old one inactivated.

Industry - Strategic – 0001;
Non-strategic – 0002;
Sensitive – 0003.

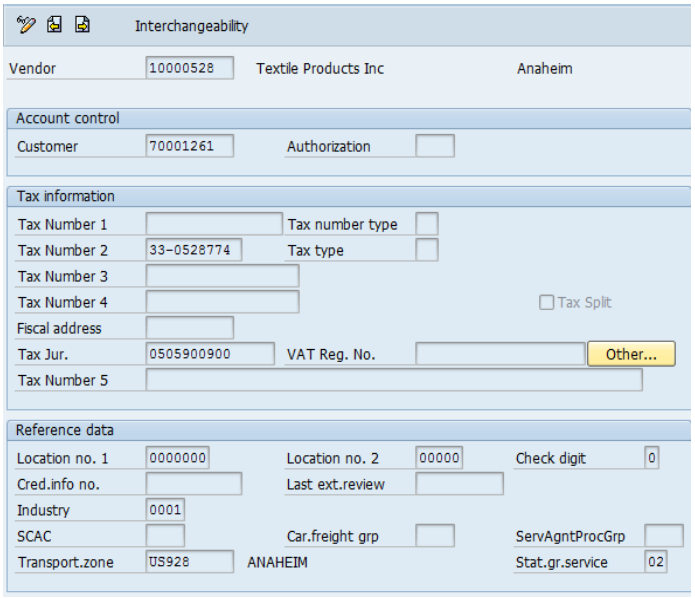
(If not specified in the checklist, please use 0002 - non-strategic for regular vendor setups and 0003 – sensitive for employees)

SCAC - Populated only for US Forwarding Agents/Carriers with standard Carrier Access Code (SCAC)

Stat. gr. Service - Refers to a statistics group for transportation service agent to determine transportation/logistics data.

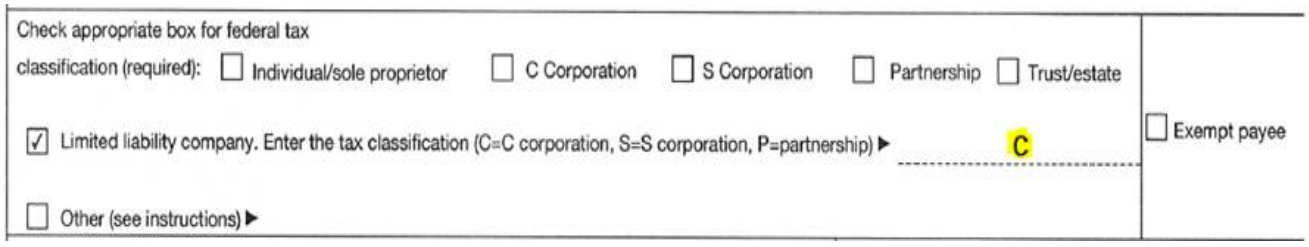
Should be defaulted to:'01' - Relevant for statist for all Forwarding Agents (Commodity codes – FREIGH, FRLEAS, FSTPLO, FSFMSV);

'02' - Not rel. for statist for all other vendors.



NOTE: Please forward W9 forms to **Janis Zvaigzne** (cc Martin Bright) in all cases, except the following:

- if company is a Raw Material supplier;
- if "Corporations" or " Incorporations" is checked on the W-9 form;
- Box is checked next to "Limited liability company", but in the comment is letter "S" or "C" = Corporation.



At the beginning of a new year a report with all 1099 reportable suppliers will be provided to Accounts Payable team.

Payment Transactions. Setting up banking details.

If a different vendor number has to be used for remittance information banking details should be added only for ZINV account.
Ctry- Enter country code of the banking details
Bank Key

US	ABA	Routing number (9 digits)
Canada	CSA	Transit number (5 digits) + bank code (3 digits)
Europe	Bank key, sort code, BIC…	See **Appendix 1**

NOTE! If routing number for US validates as Joint UPIC Account the bank name should be JOINT UPIC ACCOUNT.

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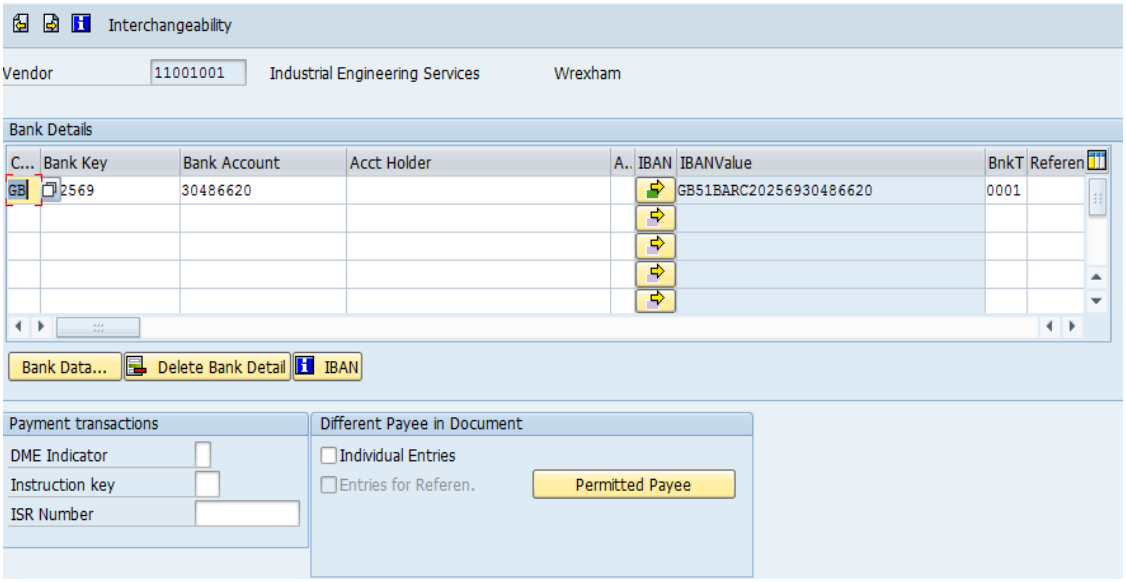
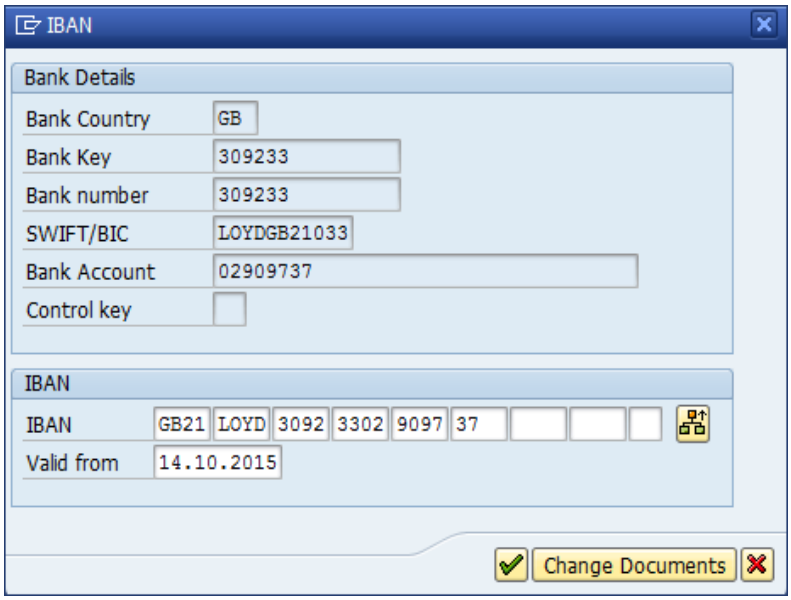
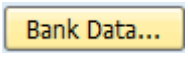
Bank account Account number (For more details see **Appendix 1**). For Belgian accounts the format should be as follows 3 digits-7 digits-2 digits.

BnkT 0001 for default banking details, for the other 0002, 0003 etc. This option is used if the vendor is using different accounts simultaneously. If a bank account will not be used anymore the line with the outdated banking information should be removed.



For EU banking details, press under the IBAN column and check the proposed IBAN or add the IBAN manually, if it is necessary.



You can check and adjust the banking details by pressing 

. Please check if SWIFT, ABA and Bank name is correct before proceeding to the next view.

If there are no banking details available for the Banking Key used, you will be requested to populate the following fields:

Bank Country - Country of the Bank. Will be populated automatically.

Bank Key - Bank key/Sort code for Europe, ABA for US, CSA for Canada. Will be populated automatically.

Bank Name - Name of the bank. Do not use commas or any special symbols in the name. Mandatory field.

Region - State for US and Canada, county for UK etc. Optional.

Street - Street of the Bank. Optional.

City - City of the Bank. Optional.

Branch - Bank Branch. Optional.

SWIFT/BIC - Mandatory for European banks and for international transactions (for US banks as well). If SWIFT ends in "22" or "XX" Payment team should be contacted to clarify the full SWIFT.

NOTE: Creation of new bank codes can be accessed through transaction code **FI01** and editing through **FI02.**

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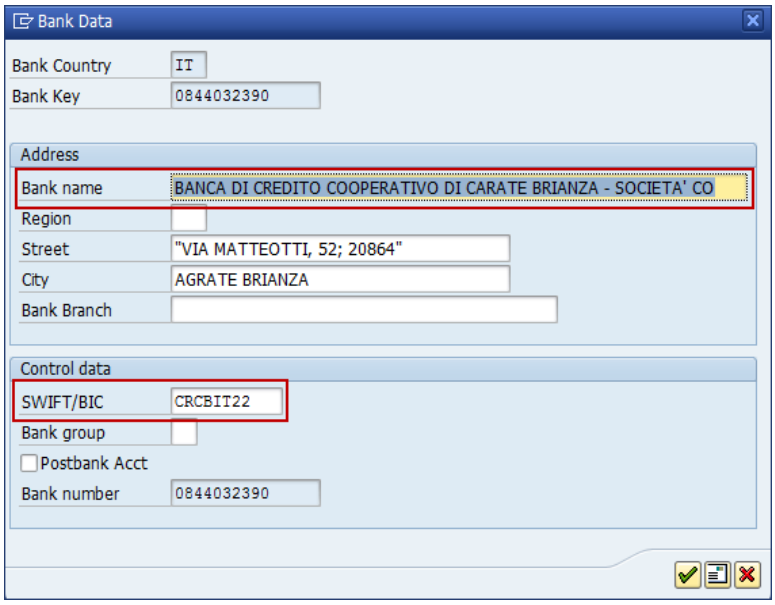
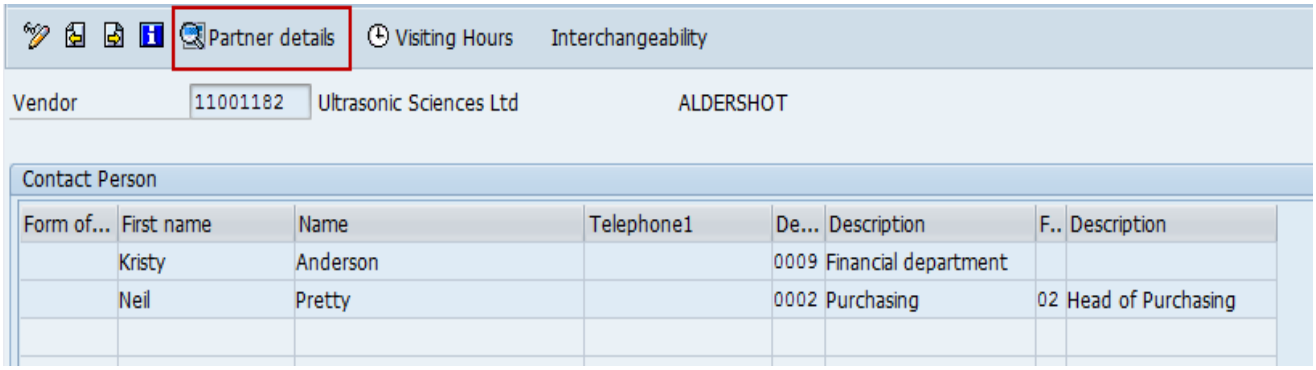


Contact Persons



First name - Contact name. (Sentence case)

Name- Contact last name. (Sentence case)

Additional information, such as telephone and email, can be added through "Partner details".

Department - 0002 – Purchasing contact (please note, POs will be sent to the e-mail, entered on General Data - Address screen - Communication section).
0009 – Financial department (e-mail for payment notifications, remittances).

Language - EN English by default.

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 *Other Telephone Numbers* 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".

Fax - Fax number of the contact (without country code and without blanks).

E-mail - E-mail address of the contact.

Comm. Meth. - Standard communication type. Preferred/default value should be e-mail.

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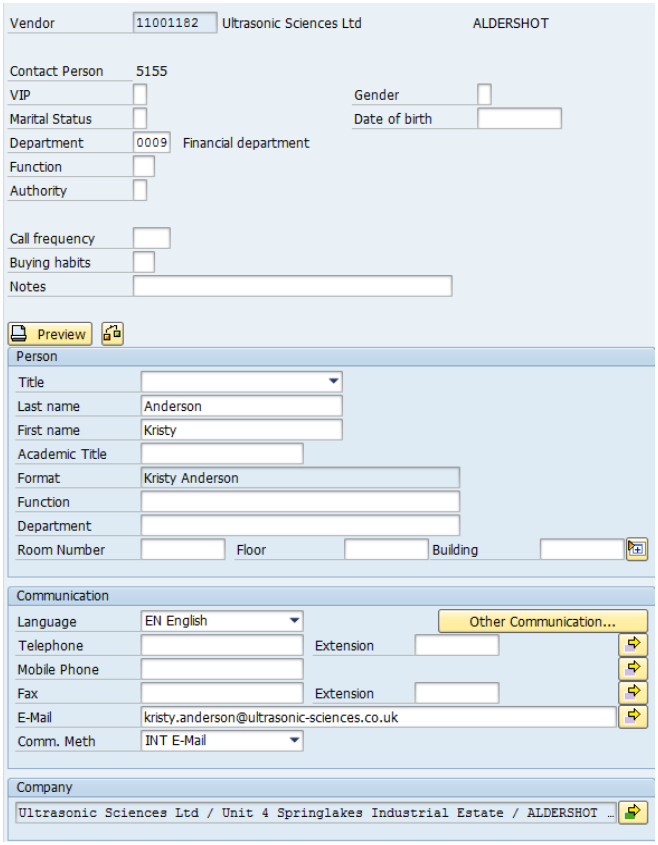

Accounting Information

Recon. account should be populated

Code	Description
30000100	Will be used for all ZVEN, ZINV account group records
30000400	Will be used for all ZEMP account group records
31000100	Will be used for all ZINT account group records

Sort Key 001 "Posting date" by default

Payment Transaction Accounting

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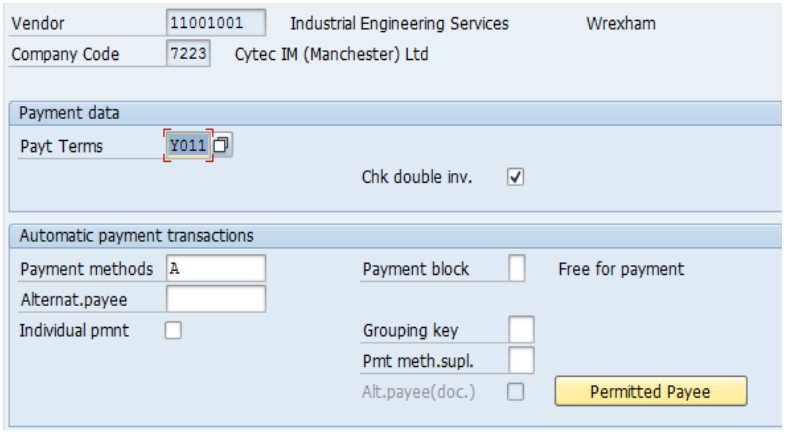

Payt terms - Payment terms agreed with the vendor. Should be provided in the "Setup Details – Information from Requester" part of the template. Only Solvay Harmonized and approved payment terms can be used (**Appendix 7 –** Overview Harmonized and approved payment terms).

Chk double inv.- To be checked always. This means that incoming invoices and credit memos are checked for double entries at the time of entry.

Individual pmnt - If this indicator is set, every customer/vendor open item is paid separately during automatic payment transactions. This means that open items are not grouped together for payment. Should be checked upon a request from AP department.

Payment methods: For company code 1237

Code	Description
5	Standard ACH
6	Check
7	International Wire

For company codes 7218, 7223, 7250, 7252, 7257

Code	Description
A	Standard ACH
D	Direct debit
S	SEPA credit transfer (Euro)
W	International Wire

For company code: 1246

Code	Description
J	JPMC ACH
K	JPMC Check
L	JPMC Wire

Specifics/ Exceptions:

Cytec entity location	Field	Field input	Remarks
US	Payment Methods	**6** **5** **7**	6 -Checks: must be activated, if vendor is located in US/Canada 5 -ACH: should be activated, if US/Canadian bank account is available ("checks" and "wire" must be also activated). Please do not activate ACH p/m if no bank data is available! 7 -Wire: must be activated for all vendors
Europe	Payment Methods	**A** **S** **W** **D***	A-ACH: must be activated for all vendors. If p/m ACH is activated, banking data should be entered as well. S- SEPA: must be activated if vendor is located in Single Euro Payment Area and currency is EUR (see Appendix 8 – SEPA countries) W- Wire: must be activated for all vendors (banking details should be entered as well)D – Direct Debit*: should be the only method activated, if requested.

Withholding Tax Accounting

For now only added for IT suppliers.

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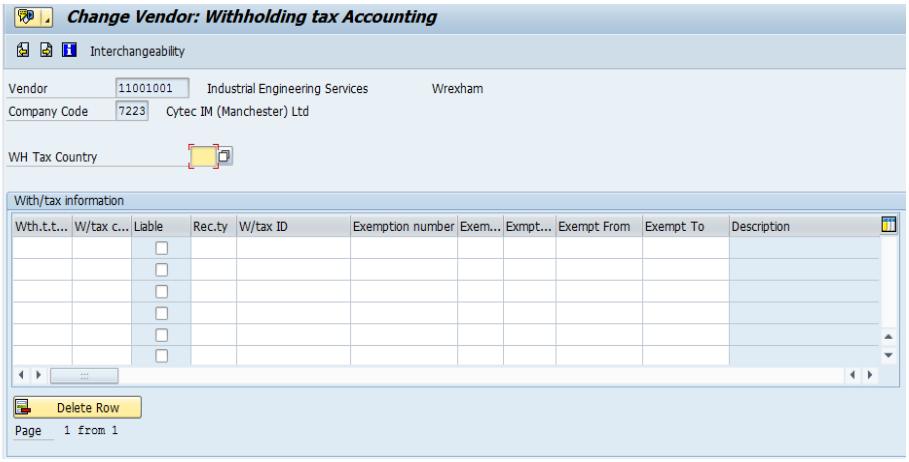


Purchasing Data

Order currency - Purchasing currency.

Terms of paymnt - Payment terms agreed with the vendor. Should be provided in the "Setup Details – Information from Requester" part of the template. Only Solvay Harmonized and approved payment terms can be used (**Appendix 7 –** Overview Harmonized and approved payment terms).

Incoterms - Should be provided by requestor (see **Appendix 8** for available incoterms).

Schema Group, Vendor - For Intercompany (ZINT) vendors - 'ZS' – Cytec STO vendors;
For the rest of the account groups defaulted to 'ZC' - Cytec Vendors.

Pricing date control - "1" by default.

Gr-Based Inv.Verif - Marked for all vendor records.

Acknowledgment Reqd - Marked for all Direct spend related vendors: classified with 'RAWMAT' or a 6-symbols COMMODITY CODE starting with 'PA….'

Automatic Purchase Order - Marked for all Direct spend related vendors: classified with 'RAWMAT' or a 6-symbols COMMODITY CODE starting with 'PA….'

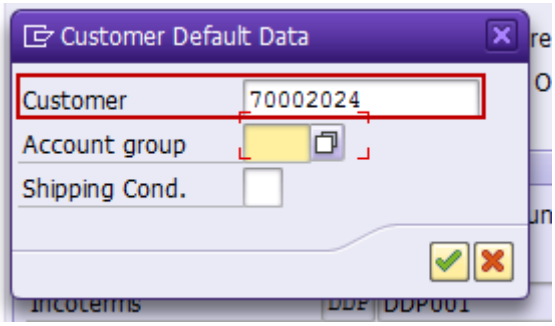
Subsequent Settlement - Marked for all vendor records.

Subseq. Sett. Index - Marked for all vendor records.

B.Vol.Comp./Ag.Nec - Marked for all vendor records.

Doc. Index Active - Marked for all vendor records.

Returns Vendor - Marked for all Direct spend related vendors: classified with 'RAWMAT' or a 6-symbols COMMODITY CODE starting with 'PA….'
Check mark should be added only **after** returns vendor has been created. In the popup screen add returns vendor number in the "Customer" field.



Srv.-Based Inv. Ver. - Marked for all vendor records.

Relevant For Price Determ. (Vendor hierarchy) - Should be flagged for all vendor records liable for vendor hierarchy. At the moment is not used.

Shipping conditions
For ZVEN:

- 01 (Standard) - for Direct spend related vendors
- Blank for Indirect.

For ZINT: ZO (One Step) for intercompany accounts (with several exceptions provided by F2F team)

Purchasing Group - Key for a buyer or a group of buyers. Default Blank

Confirmation Control - Determines which confirmation categories are expected for a PO Should be populated with 'Z004' for all Direct spend related vendors. Blank for the rest.

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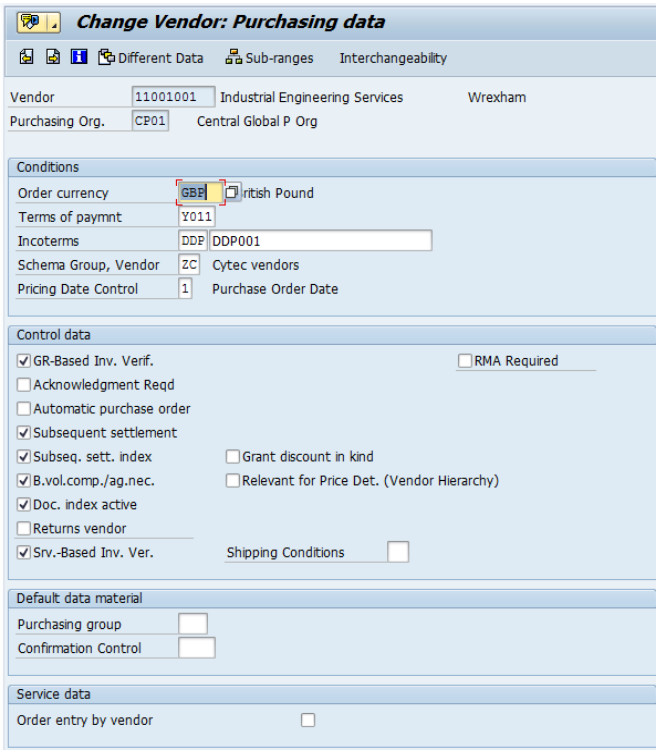
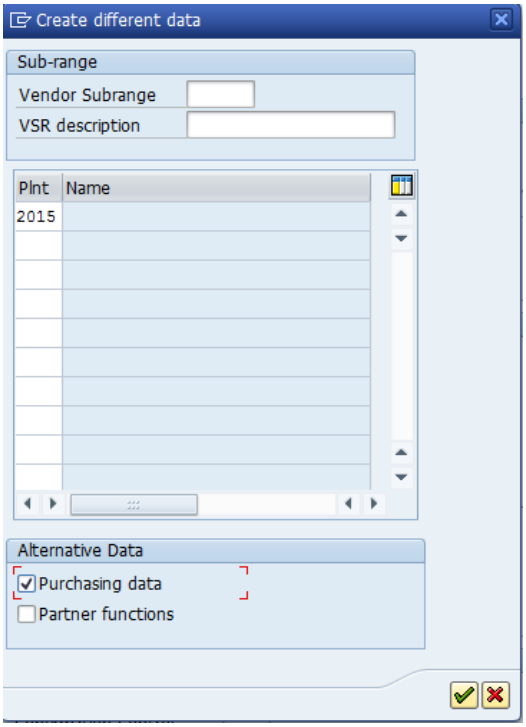


Note!: When the vendor is opened for company code, it is automatically opened for plants under this company code. There are cases when currency or payment terms for one vendor code differ in different plants or for different company codes. This can be managed through opening plant level details.
If vendor has multiple currencies for one plant a new vendor should be created!

Go to **Different Data**:
Enter the Plant number (please see **Appendix 11** – Locations and plants) and mark the Purchasing data check box.



In purchasing view enter:

- Order Currency
- Terms of Payment
- Incoterms
- Pricing Date Control
- GER-based inv. Verif.
- Acknowledgment reqd
- Automatic PO
- Srv.-Based Inv. Ver.
- Confirmation Control

Partner Functions

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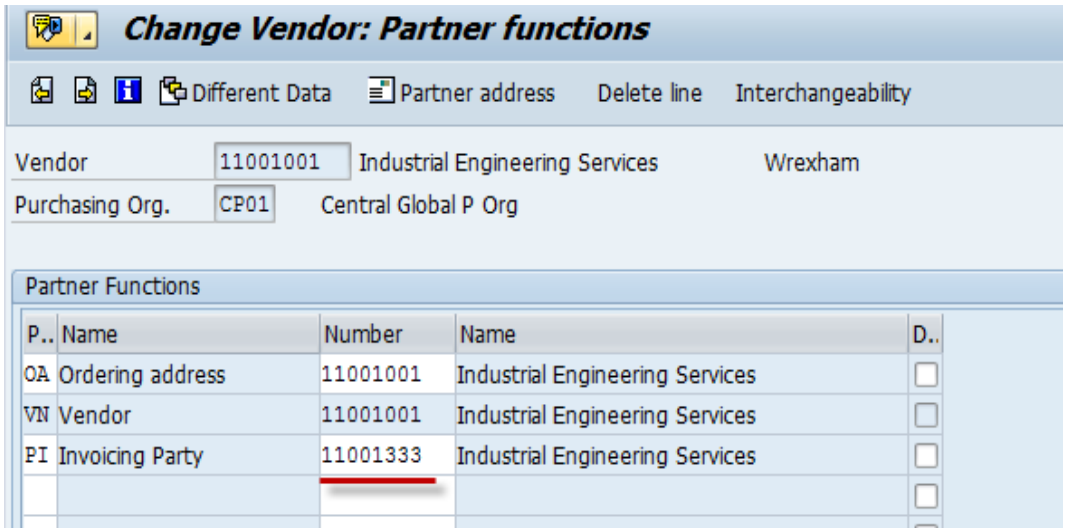


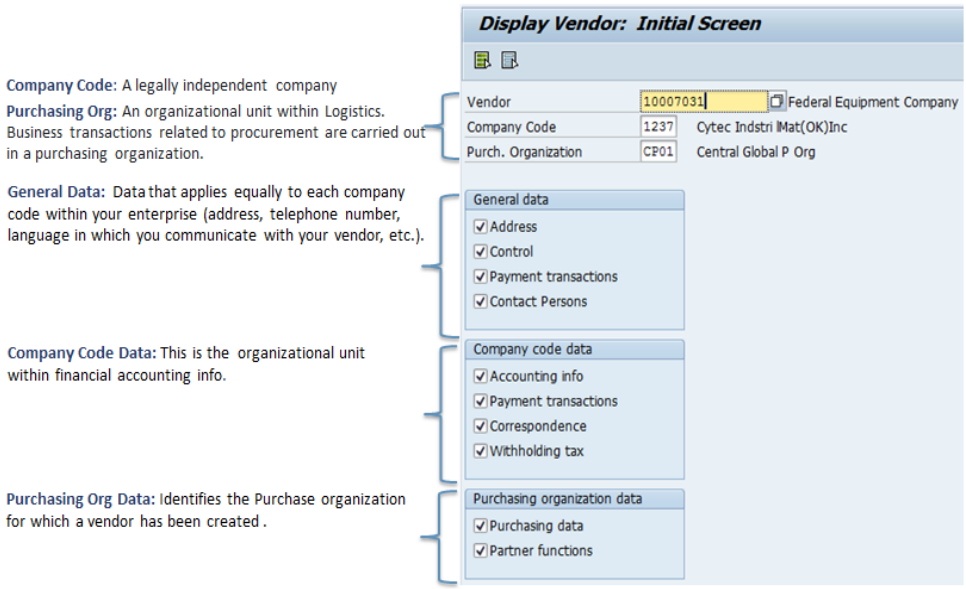
These fields define additional rights and responsibilities of each partner in a business transaction.

OA - Ordering address: usually is the same as SAP number we're creating. This address can also be set up under ZOAD account group. Please note that ZOAD account group maintains only the address used for placing purchase orders.

VN - Vendor is always defaulted to the SAP vendor number we're creating. This vendor number is usually used for placing Purchase Orders.

PI - if the vendor remittance address matches the main address then the invoicing party is the same as the vendor number we're creating.
If company's remittance address is different, it is created as a separate invoicing party ZINV and linked to the main vendor in the Partner Functions screen.
Please note, only ONE invoicing party can be populated on this screen. Before removing Invoicing party, make sure, that there are no open invoices.

Important!!! In case if a separate invoicing party ZINV is added and linked to the main ZVEN vendor, *company code Data* need be blocked for ZVEN account, as invoices will be processed through ZINV vendor.



Commodity Code

Commodity code - In the field of Value add commodity code. This is mandatory field and should have the same value for all company codes vendor is opened for. Using this field you can determine vendor type (Direct spend, Indirect spend non-PO, Indirect spend – PO). (List of commodity codes can be found in **Appendix 7**).

How to add Commodity code:

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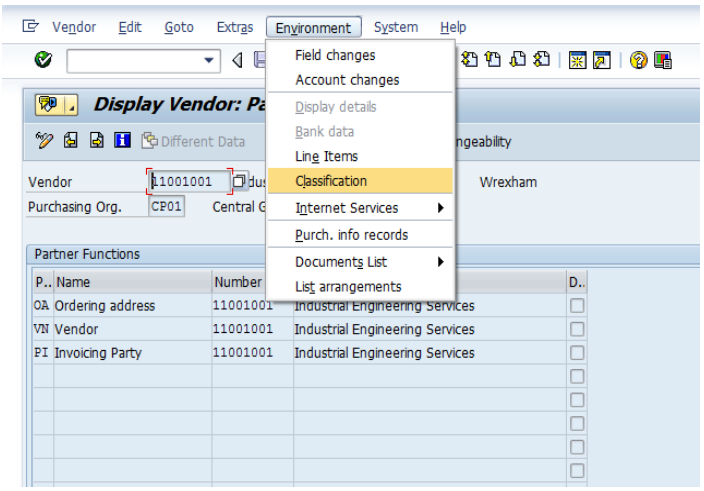
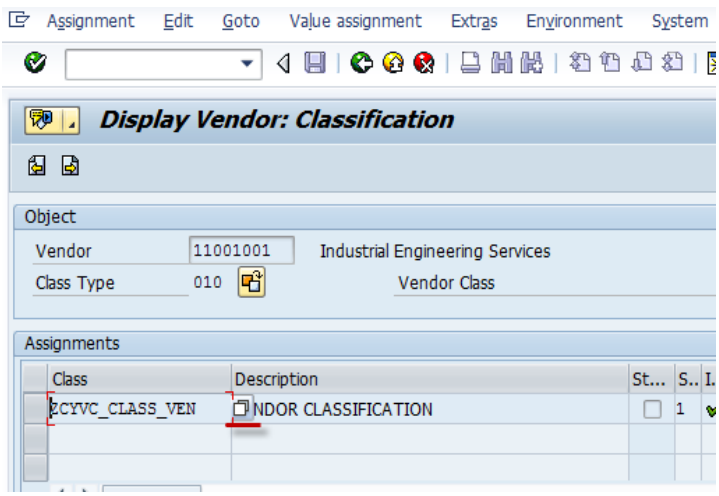
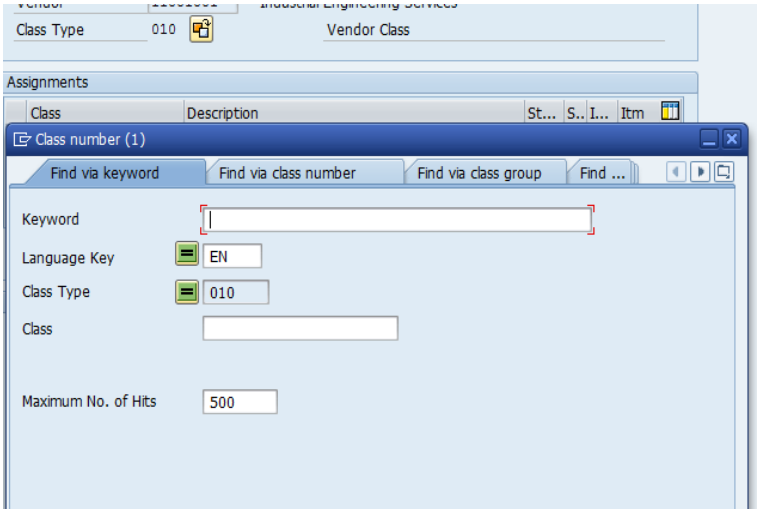
Go to Environment/Classification	
Press the button	
The Class number screen will appear. Press ENTER.	

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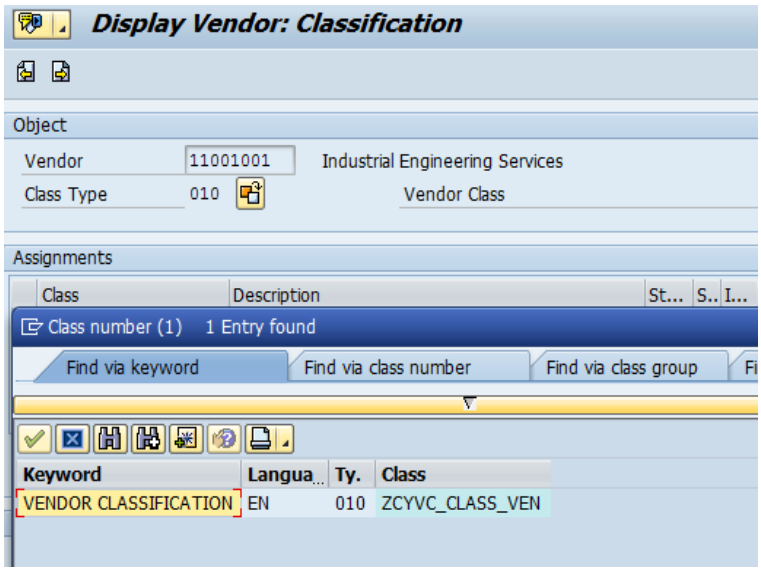
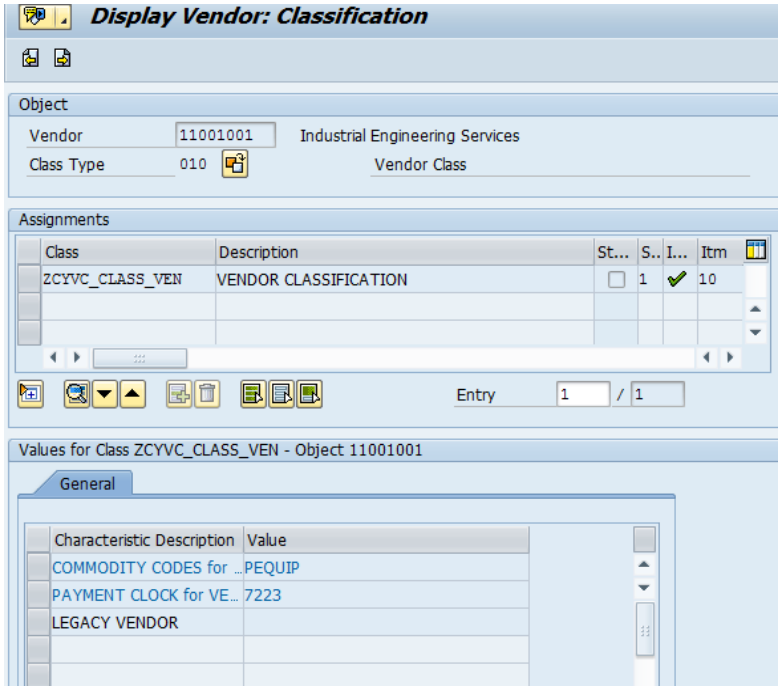
Press ENTER again.	
On the main screen of Classification, the Values of Class ZCYVC_CLASS_VEN section will appear. In this section COMMODITY CODE is maintained. PAYMENT CLOCK field maintains payment clock value (no longer used). Please remove when re-activating accounts. LEGACY VENDOR field maintains vendor number it had in the Legacy system. For new creations this field will be blank.	

After adding Commodity Code go back to the main menu and save the record.

Inactivating a vendor

There are several cases when vendor inactivation might be necessary:

- Supplier has gone out of business;
- We are no longer in business with the supplier;
- Registration number change has taken place;
- Account is a duplicate.

There also might be cases when vendor needs to be blocked/marked for deletion only for specific company code or purchasing organization:

- Supplier has been incorrectly opened for P.Org.;
- Supplier has been opened for incorrect company code;
- Separate remit-to party has been added for the main account, and main account should cease to serve as invoicing party.

Note!: It is safe to put purchasing block after PI party has been updated in open PO's, but Deletion flag can only be put after every open item is cleared.

Note!: Please remember to inactivate Returns vendor as well. Create a ticket for DM RIGA Customer Master Team stating in the ticket replacement vendor account (in case of new creation), old vendor account, returns vendor account and original FD ticket.

Note that as per SWAP project, Toulouse and Mondovi sites are under responsibility of Lisbon AP and Provisioning Teams. Other sites are being operated here in Riga. Detailed list of SWAP affected CC can be found here.

Steps for the inactivation

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After approval for inactivation of the vendor account has been received please follow the steps below. Please note that we cannot inactivate the account until all open items have been cleared.

1. Check for open items (Chapters 9.2-9.6):
    a. PO's (ME2L)
    b. PIR's (ME13)
    c. Contracts (NME33K)
    d. Invoices (FBL1N)
    e. WorkFlows (Sharepoint)
2. If there are **no open items** proceed with the inactivation as described in 9.7 Vendor inactivation (blocking and marking for deletion) and inform Provisioning and AP teams.

3. If there **are open** items please contact AP/ Provisioning/Data teams asking them to move or update open items.

In case replacement account has been created please use the template below:

"*Dears,*

*New account **#123456 NEW VENDOR NAME** has been created in order to replace **#654321 OLD VENDOR NAME**.*

*Dear **Procurement team**,*

*Could you please move the open items **[PO's]** to the **#123456 NEW VENDOR NAME** or, if not possible, update the PI party of the open PO's from **#654321 OLD VENDOR NAME** to **#123456 NEW VENDOR NAME**?*

Please let us know whether the PO's have been moved or updated.

*Dear **AP**,*

*Could you please move invoices, if needed from **#654321 OLD VENDOR NAME** to **#123456 NEW VENDOR NAME**?*

Please let us know whether the invoices have been moved or will they remain on the old account until processed."

4. Based on the response from the teams please take the following actions:

    a. PO's are not moved and there are open invoices – apply purchasing block and deletion flag for specific company codes
    b. No PO's and there are open invoices – apply purchasing block and deletion flag for specific company codes
    c. PO's are not moved and there are no open invoices – make sure that PO's have been updated with the new PI party and apply purchasing block and posting block
    d. Non-PO supplier with open invoices – apply deletion flag for specific company codes

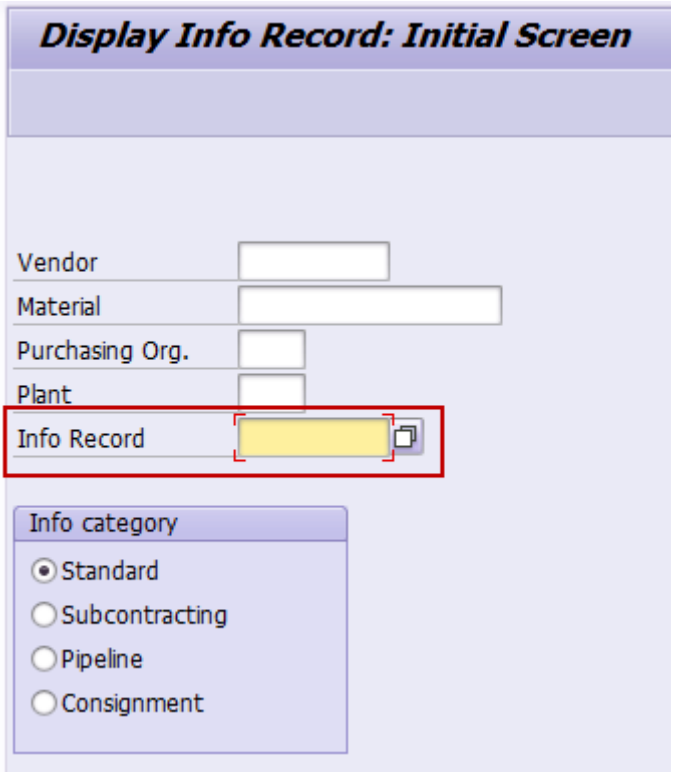
5. In case you are left with some pending open items please

    a. For open PO's check whether they have been processed monthly
    b. For open Invoices check whether they have been processed based on Net due date

Check for open PIR's (ME13)

Info records can be seen using transaction **ME13**.

Open search function in Info Record field.



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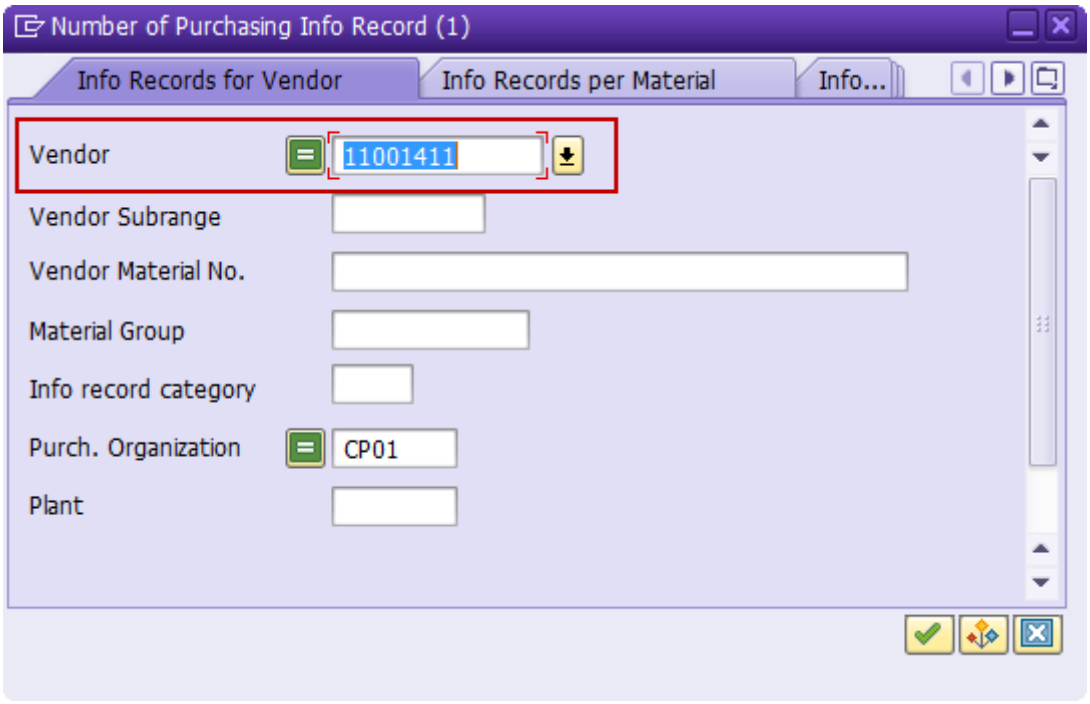
Use search option "Info Records for Vendor" and search by Vendor number.



If any records are returned by the system:

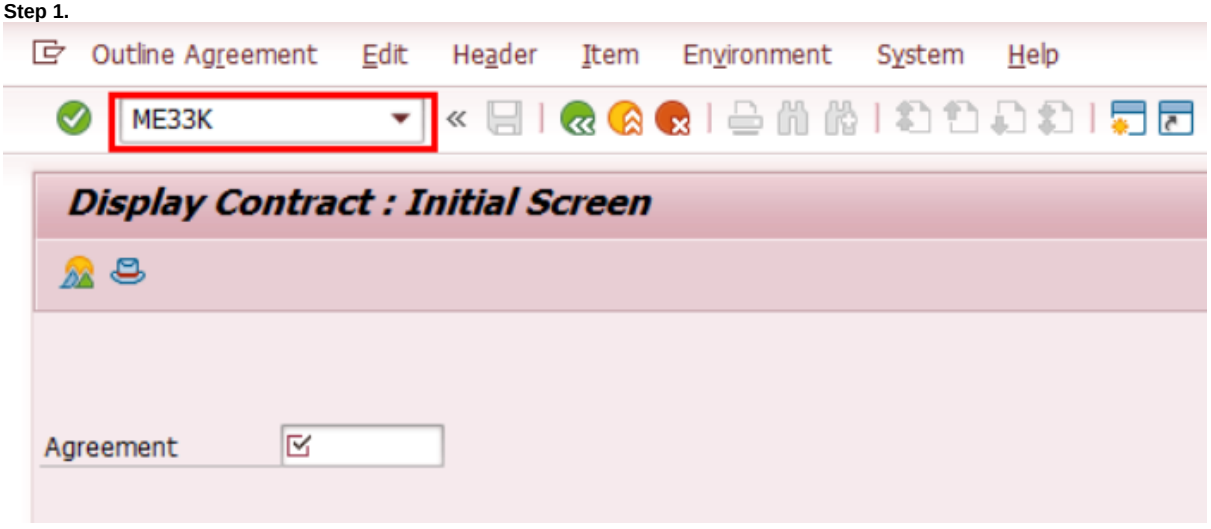
- If supplier is **Raw Material**/**Packaging** supplier please contact Material people from our Data Team and ask them to re-create the PIR's on the new account (if any).
- If supplier is Indirect spend no action is required, as these PIR's are created automatically by the system.

Check for open Contracts (ME33K)

After PIR check vendor should also be checked for active contracts. This can be done using transaction **ME33K**.
In order to quickly view the open contracts enter:

- Click on magnifying glass;
- Enter vendor number;
- Enter Purch. Doc. Category **"K"**;
- Order Type **"ZDK2"**;

Step 1.



Step 2.

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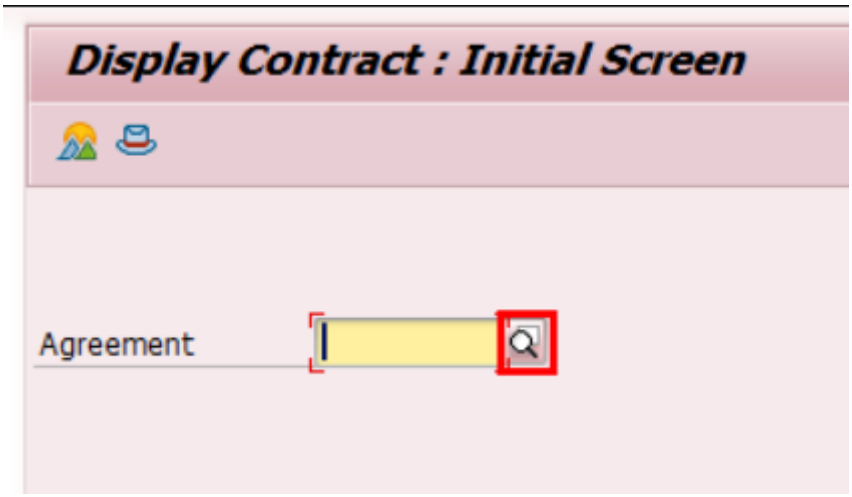
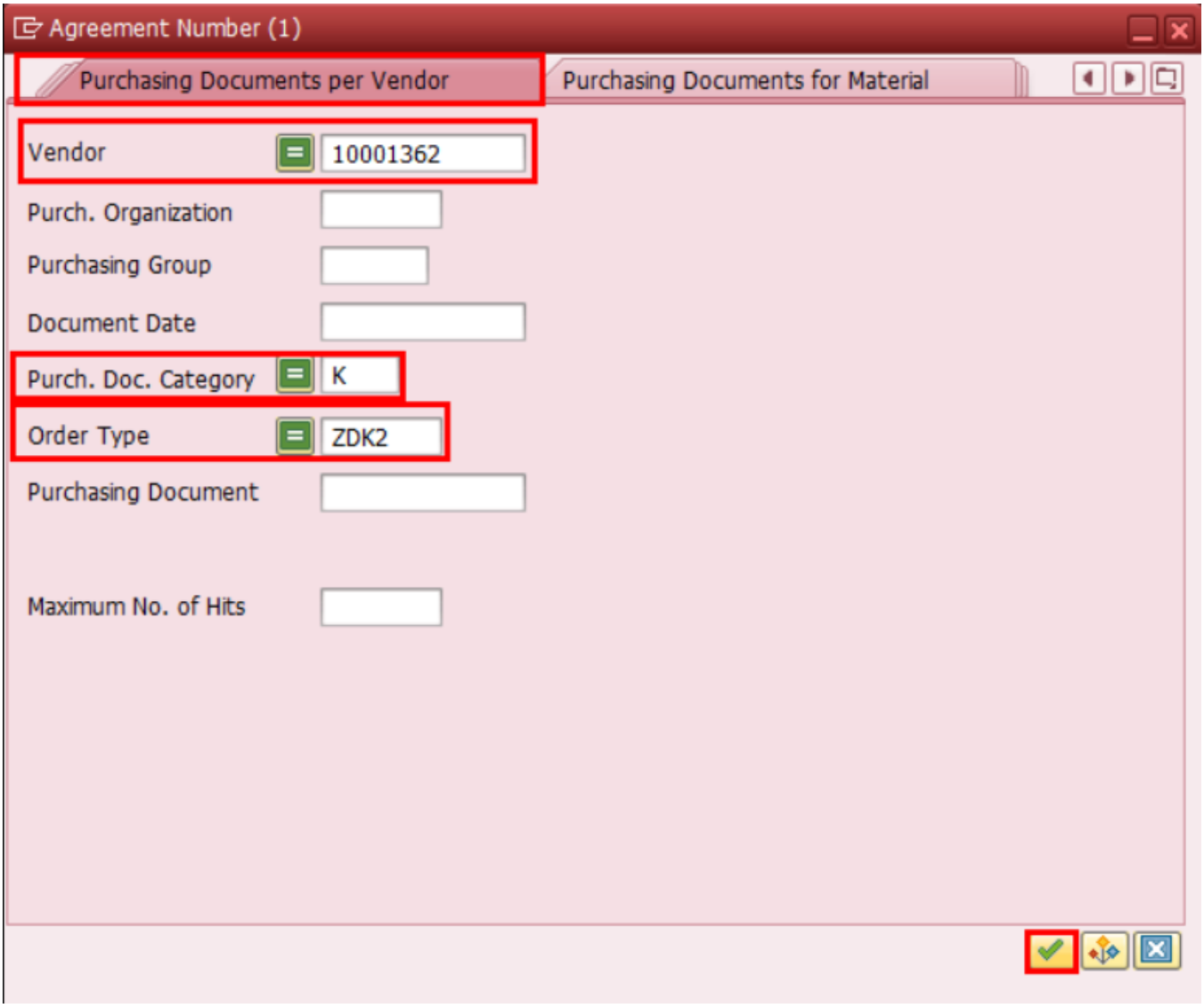


Step 3.



If you receive the following entry, please create ticket to DMO RIGA and request to delete or move to the replacement account.

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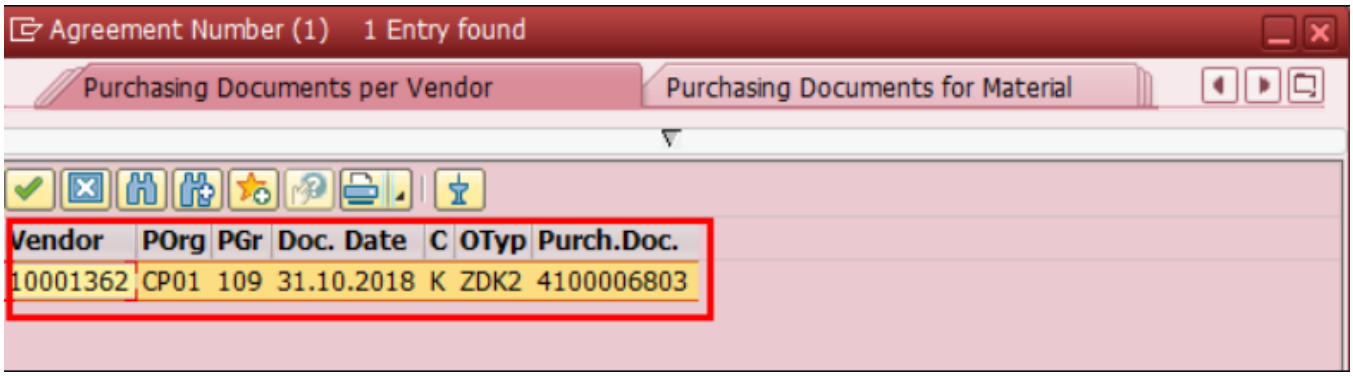
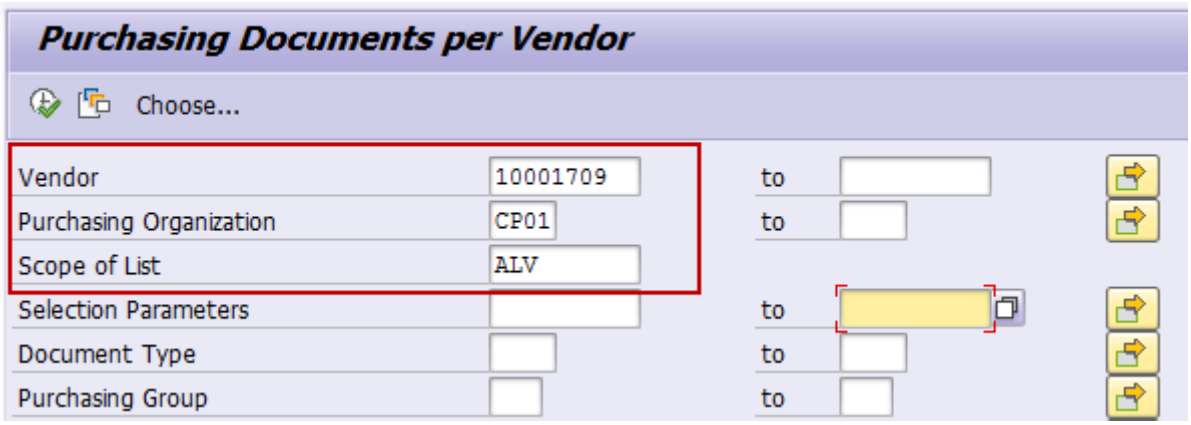


Freshedsk ticket subject - **PE1 Contract Deletion/Change #vendor number**

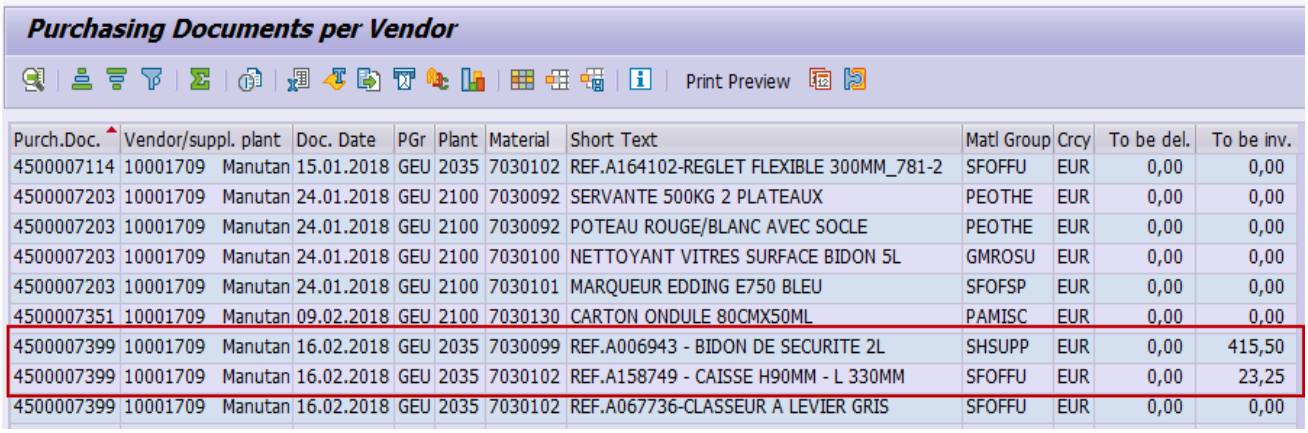
Freshdesk ticket properties - Group: DMO RIGA; Type - DMO Requests; DM Process - Contracts; DM sub-process - Delete; Area - Materials; Application - SAP PE1.

Check for open PO's (ME2L)

Open PO's can be located using transaction ME2L.



Purchase order is still open, if **To be del.** and/or **To be inv.** fields are not "0,00".



Purch.Doc.	Vendor/suppl. plant	Doc. Date	PGr	Plant	Material	Short Text	Matl Group	Crcy	To be del.	To be inv.
4500007114	10001709 Manutan	15.01.2018	GEU	2035	7030102	REF.A164102-REGLET FLEXIBLE 300MM_781-2	SFOFFU	EUR	0,00	0,00
4500007203	10001709 Manutan	24.01.2018	GEU	2100	7030092	SERVANTE 500KG 2 PLATEAUX	PEOTHE	EUR	0,00	0,00
4500007203	10001709 Manutan	24.01.2018	GEU	2100	7030092	POTEAU ROUGE/BLANC AVEC SOCLE	PEOTHE	EUR	0,00	0,00
4500007203	10001709 Manutan	24.01.2018	GEU	2100	7030100	NETTOYANT VITRES SURFACE BIDON 5L	GMROSU	EUR	0,00	0,00
4500007203	10001709 Manutan	24.01.2018	GEU	2100	7030101	MARQUEUR EDDING E750 BLEU	SFOFSP	EUR	0,00	0,00
4500007351	10001709 Manutan	09.02.2018	GEU	2100	7030130	CARTON ONDULE 80CMX50ML	PAMISC	EUR	0,00	0,00
4500007399	10001709 Manutan	16.02.2018	GEU	2035	7030099	REF.A006943 - BIDON DE SECURITE 2L	SHSUPP	EUR	0,00	415,50
4500007399	10001709 Manutan	16.02.2018	GEU	2035	7030102	REF.A158749 - CAISSE H90MM - L 330MM	SFOFFU	EUR	0,00	23,25
4500007399	10001709 Manutan	16.02.2018	GEU	2035	7030102	REF.A067736-CLASSEUR A LEVIER GRIS	SFOFFU	EUR	0,00	0,00

In order to see only open PO's, you can choose /DM_OPEN layout.

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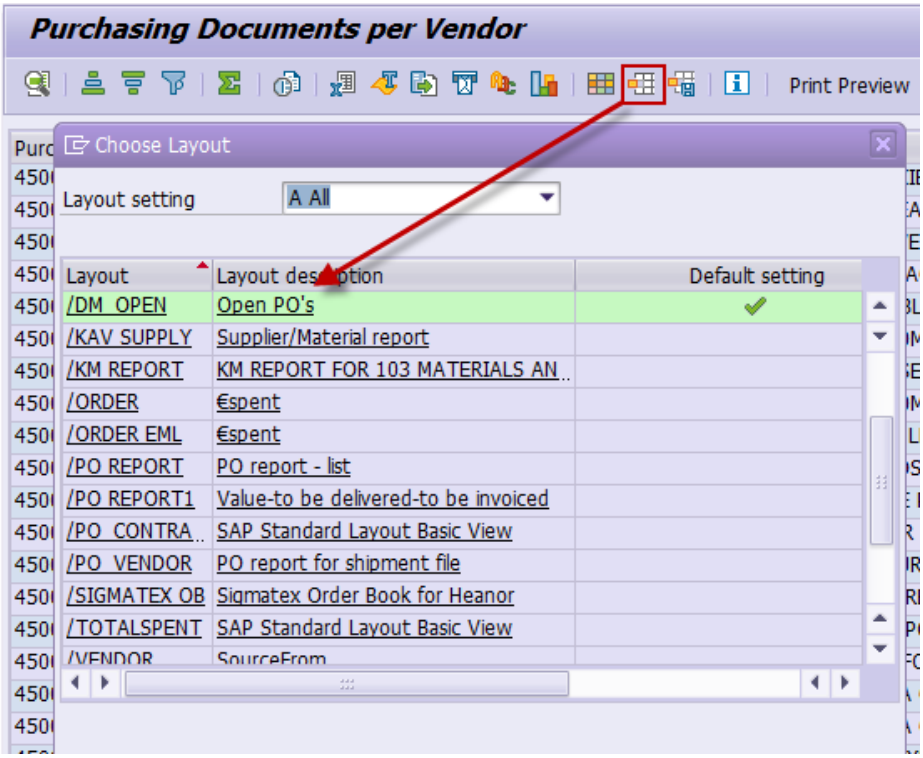


In case there are any open PO's please contact the procurement team and ask them to either move open PO's or update them with the PI party of the replacement vendor (if applicable):

- If PGr (Purchasing Group) is GEU or GNA contact Riga Provisioning Team by FD group: PTP Provisioning Riga
- If other PGr contact:
  - Responsible planner = PO creator.

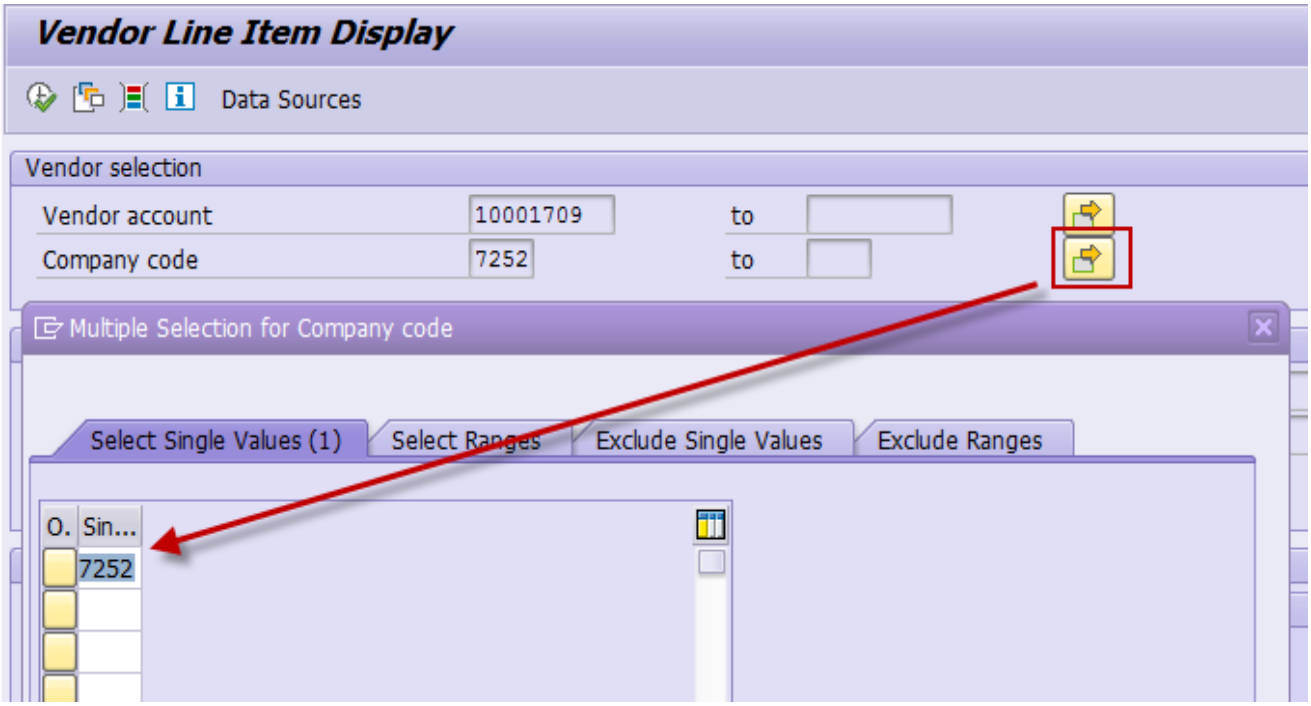
If the open PO's are not going to be moved please:

- Make sure that the PO's have been updated to the PI party of the replacement account;
- Apply "Purchasing block". This will enable goods receipt, but will prevent new PO creation;
- Check regularly (monthly) whether the open items have been processed.

Note! In case provisioning needs to update some details afterwards the purchasing block can be temporary removed.

Check for open Invoices (FBL1N)

Use transaction **FBL1N** to check for open invoices.
Populate the number of the vendor and all company codes the vendor is open for.



Checkmark **Open Items** and **all invoice types**, to make sure that all open items are displayed.

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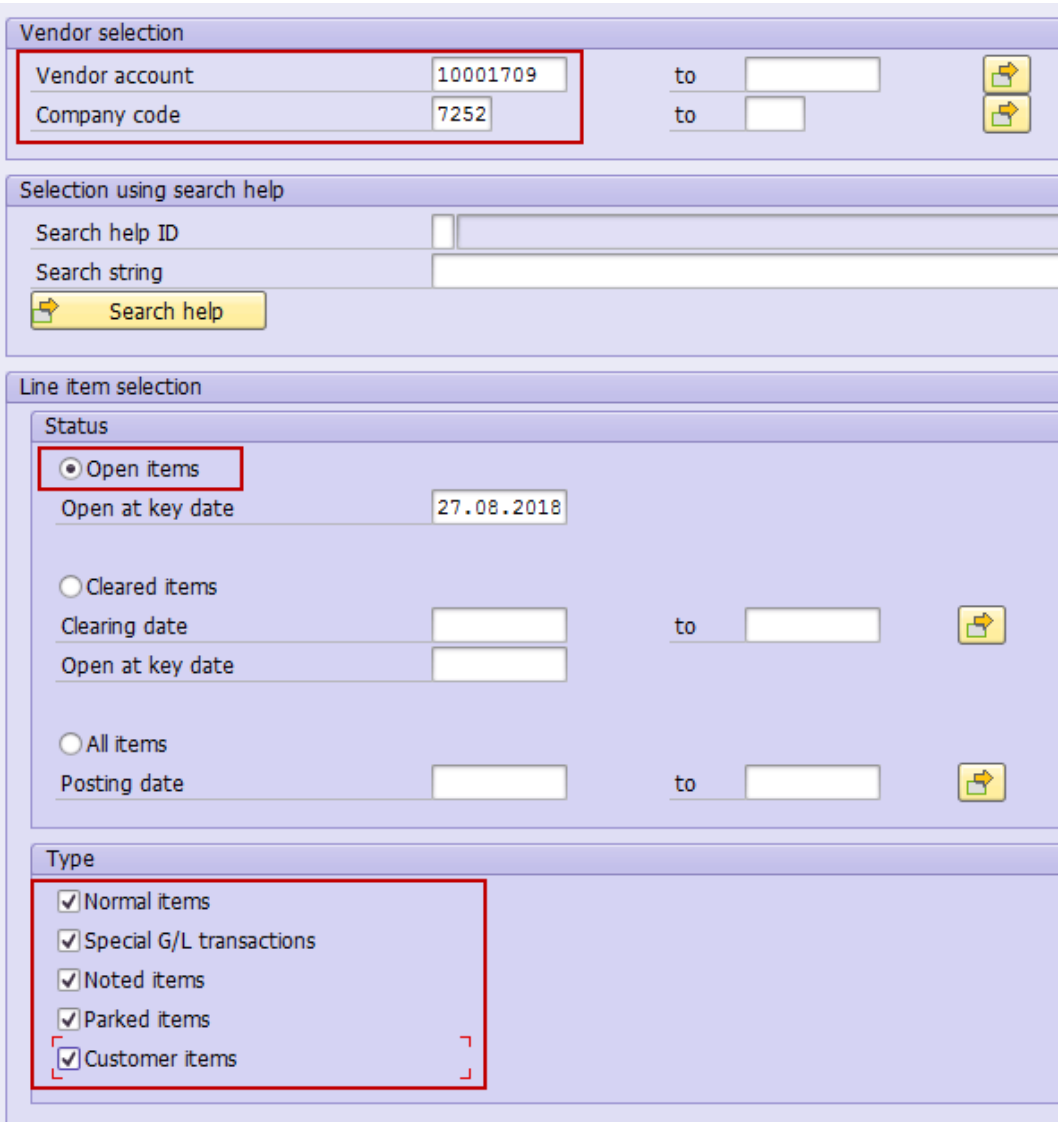
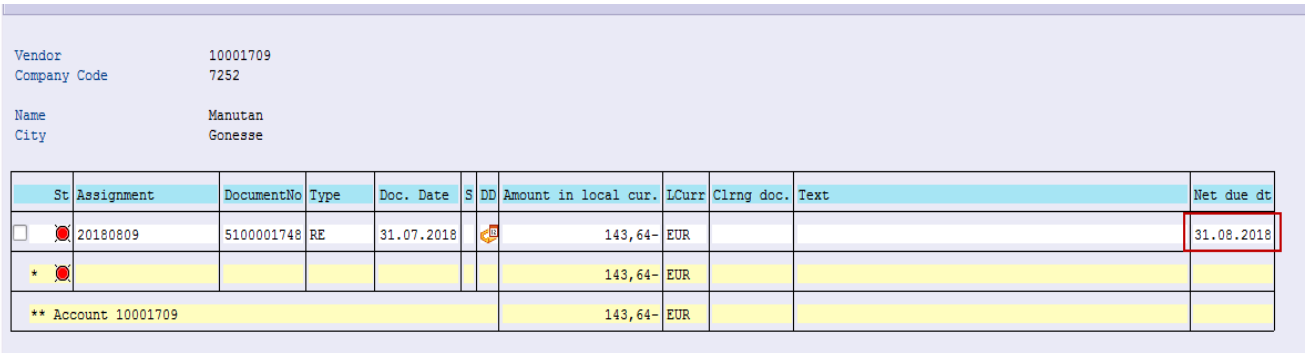


In case you receive any return form the system it means that there are invoices pending payment. Here you can check the due date for the invoice as well.



Vendor 10001709
Company Code 7252

Name Manutan
City Gonesse

St	Assignment	DocumentNo	Type	Doc. Date	S	DD	Amount in local cur.	LCurr	Clrng doc.	Text	Net due dt
	20180809	5100001748	RE	31.07.2018			143,64-	EUR			31.08.2018
*							143,64-	EUR			
** Account 10001709							143,64-	EUR			

In case there are any open invoices please contact AP team and ask them to move the invoices to the replacement account, if required. FD ticket should be created to AP Team for group: PtP AP Riga, but for Toulouse and Mondovi sites it should be PtP AP EMEA Team.

In case invoices could not be re-posted on the replacement account, please apply deletion flag for specific company code and check whether they have been cleared after the net due date.

Note! Payment runs are happening on Monday and Thursdays. This means that the invoice will be cleared on the first Monday or Thursday after the net due date.

Check for open Workflows (Sharepoint)

There might be some invoices not yet posted in SAP, but already has workflow initiated in SharePoint. Go to Accounts Payable SharePoint page here and go to "Invoices" section.

Look for invoices based on vendor number.

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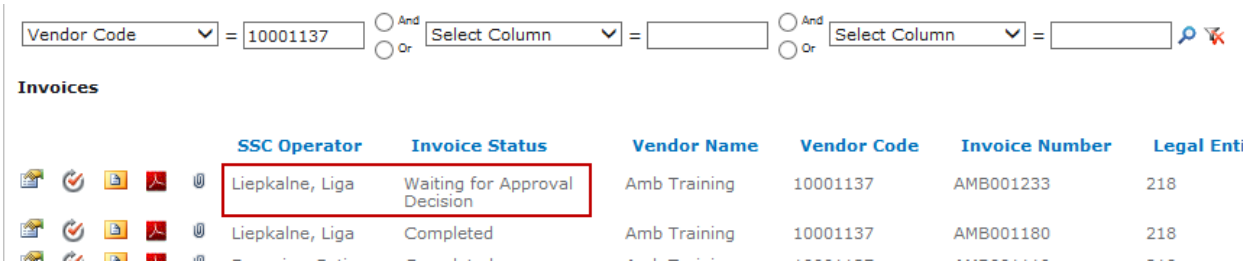
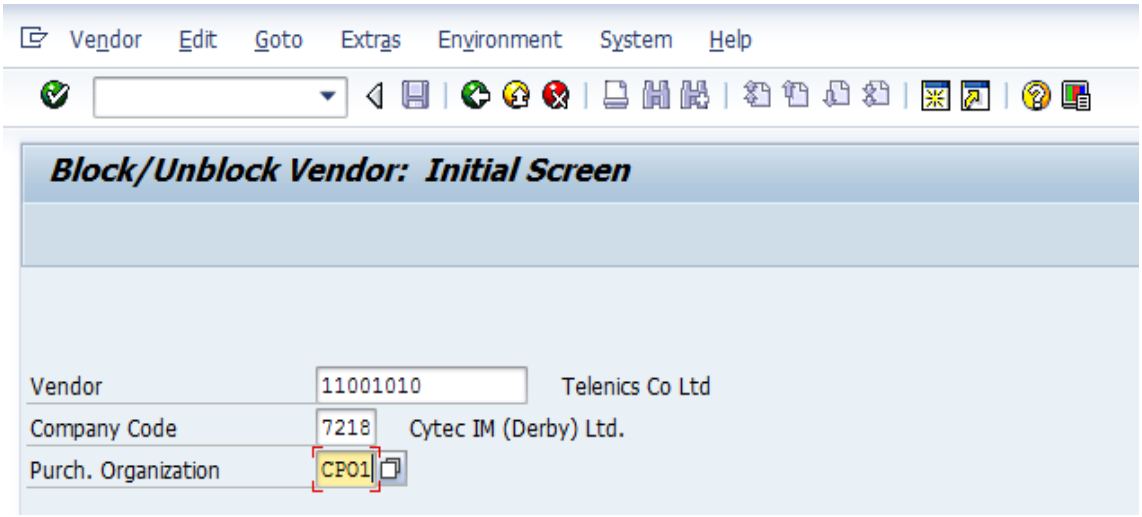


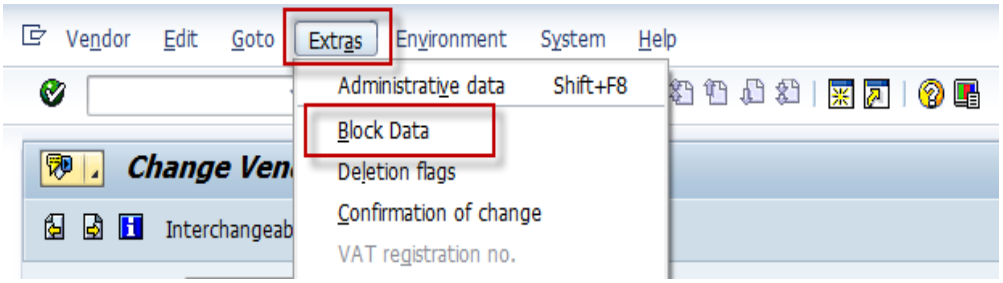
In case you see any entries with invoice status other than "Completed" or "Duplicate Invoice" please check whether the invoice information matches the replacement account and inform AP team to post the invoice on the new vendor account, FD ticket should be created to AP Team for group: PtP AP Riga, for Toulouse and Mondovi sites it should be PtP AP EMEA Team, cc'd SSC Operator.

Vendor inactivation (blocking and marking for deletion)

In order to block vendor in the main menu select transaction code XK05 hit enter enter vendor code **Company code**. In case of vendor needs to be deactivated in Purchasing area, **Purchasing Org** should be marked as well:



Alternatively this transaction can be accessed through transactions XK02 or XK03. After entering vendor account go to Extras **Block Data**



Posting Block – prevents users from using company code data (e.g. posting invoices)

Purchasing Block – prevents users for using purchasing data (e.g. posting purchase orders)

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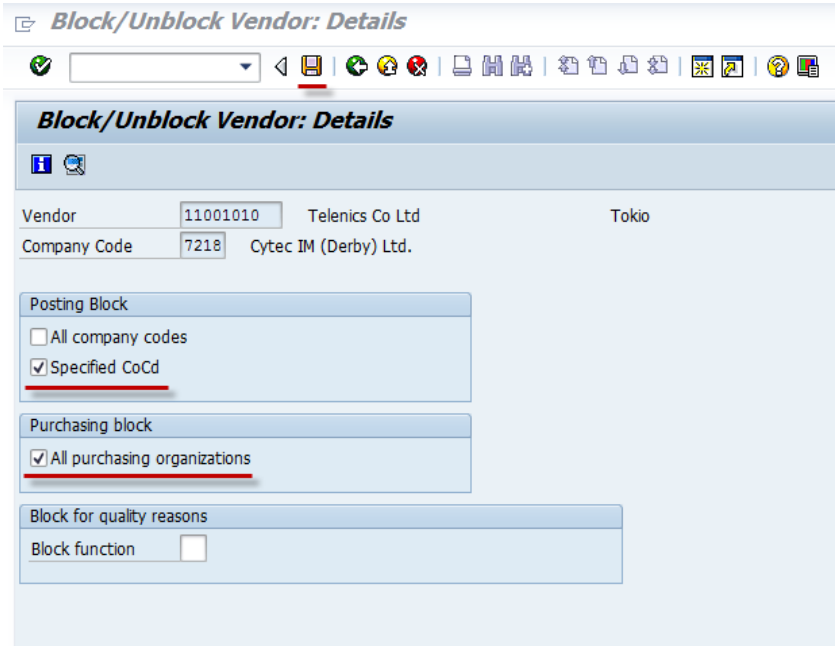
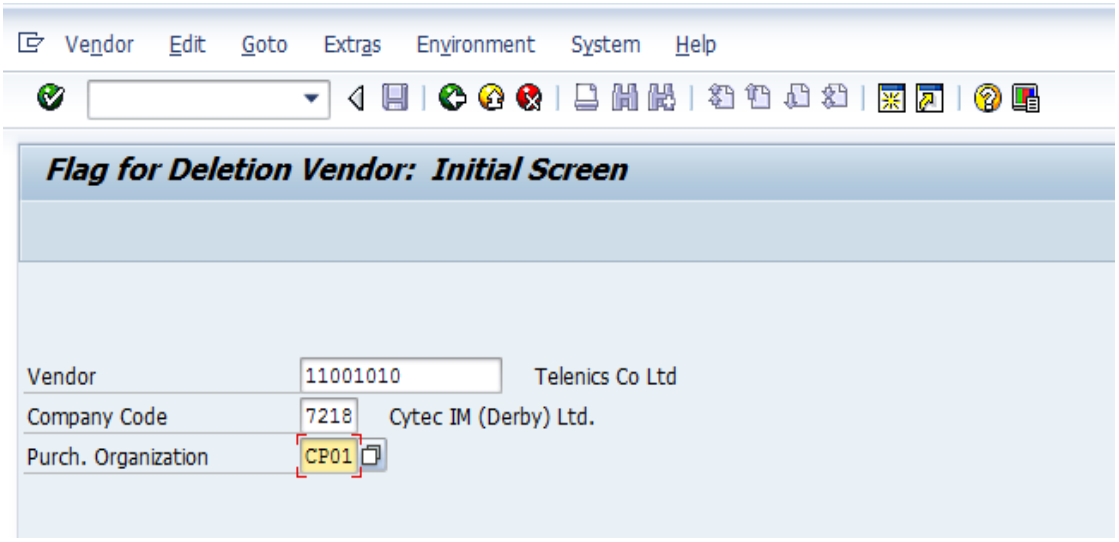
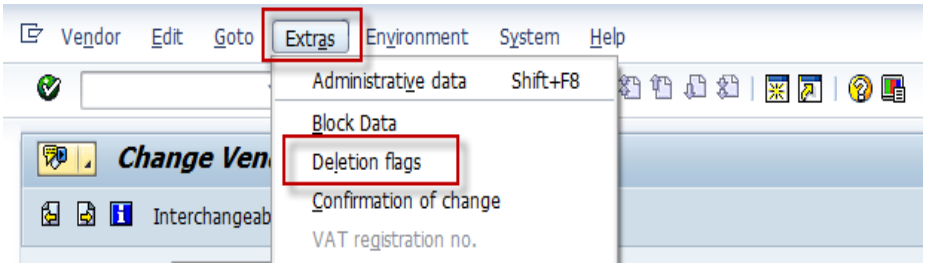


In order to mark vendor for deletion select transaction code XK06 hit enter enter vendor code **Company code**. In case of vendor needs to be deactivated in Purchasing area, **Purchasing Org** should be marked as well.



Alternatively this transaction can be accessed through transactions XK02 or XK03. After entering vendor account go to Extras **Deletion flags**



Deletion flag – vendor is marked to be deleted. **Note!** This does not block vendor functions and it still can be used by other departments.

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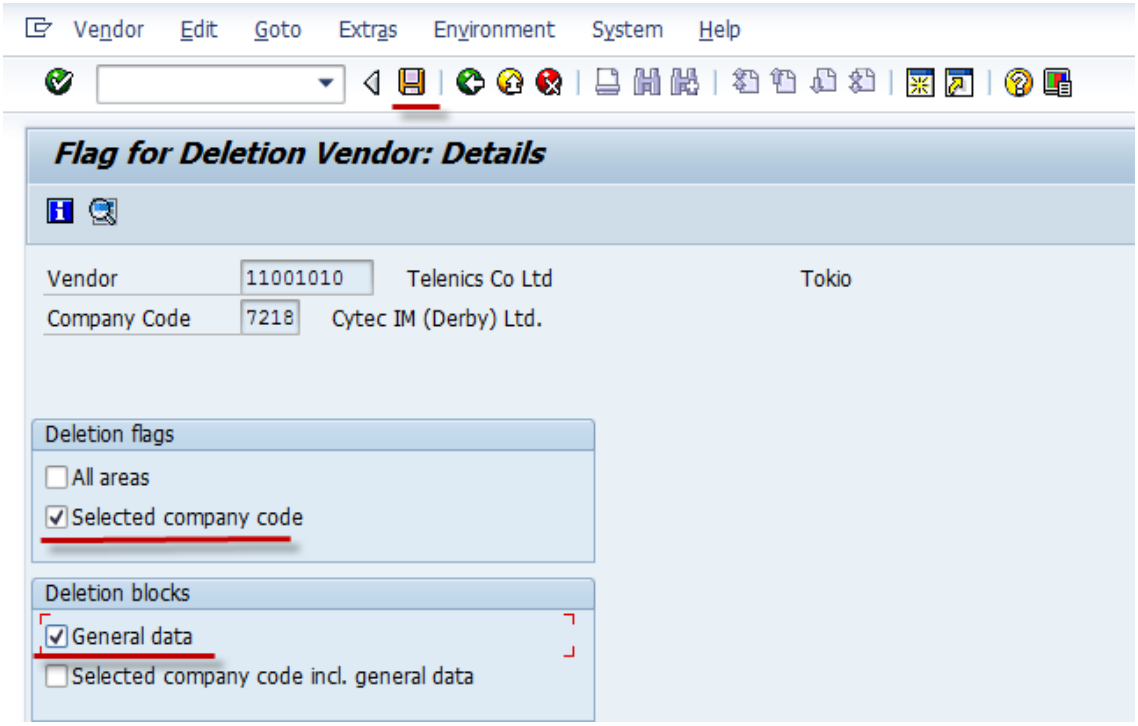
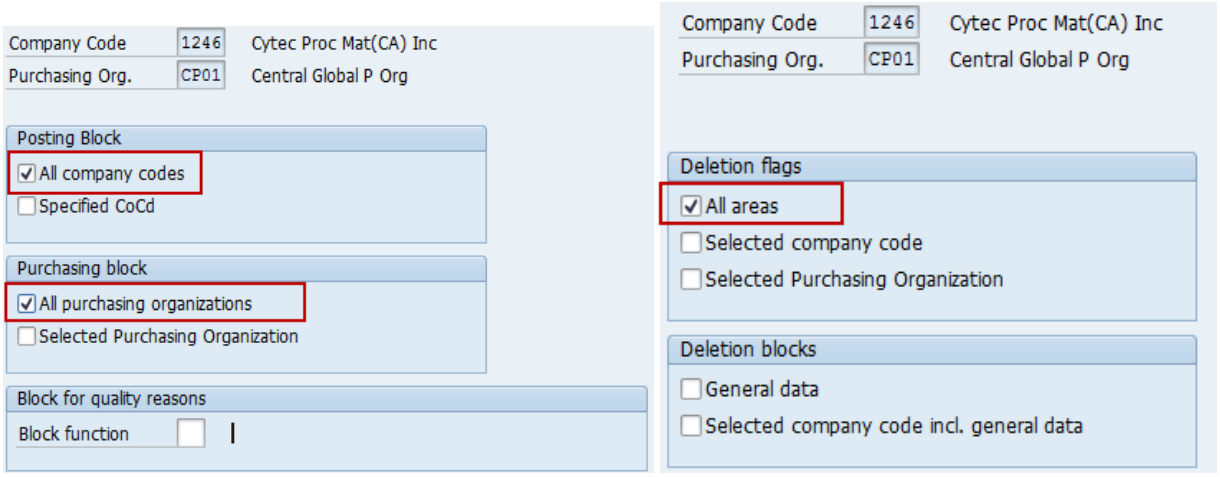
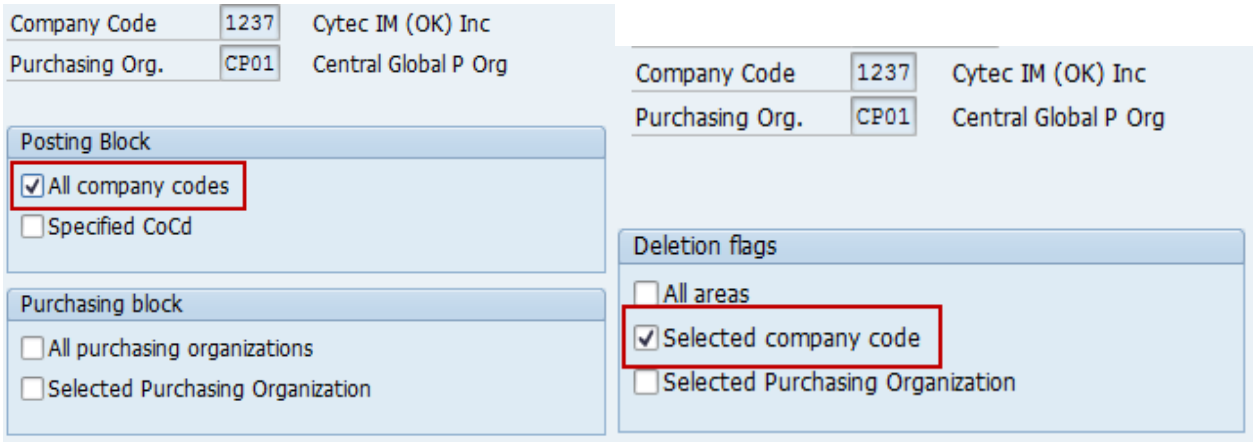


- When the whole vendor needs to be inactivated.
  - Go to **Block Data** (Transaction XK05 or Extras Block Data) and mark:
    - Posting block – for <u>All company codes</u>
    - Purchasing block – for <u>All purchasing organizations</u>
  - Go to **Deletion Flags** (Transaction XK06 or Extras Deletion Flags) and mark:
    - Deletion flags – All areas.



- When vendor needs to be inactivated only for company code:
  - Go to **Block Data** (Transaction XK05 or Extras Block Data) and mark:
    - Posting block – for <u>All company codes</u>
  - Go to **Deletion Flags** (Transaction XK06 or Extras Deletion Flags) and mark:
    - Deletion flags – for <u>Selected company code</u>.

Note! If vendor has been opened for several company codes this step needs to be done separately for each of the company.



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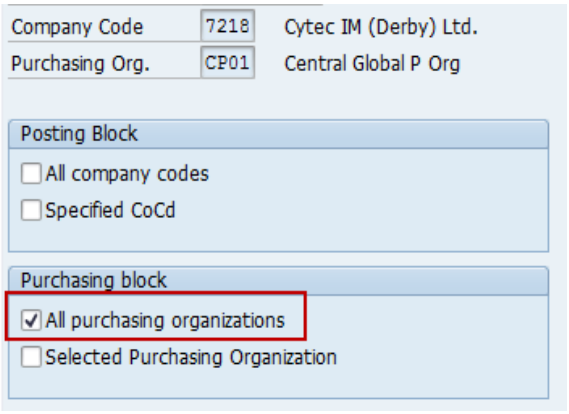
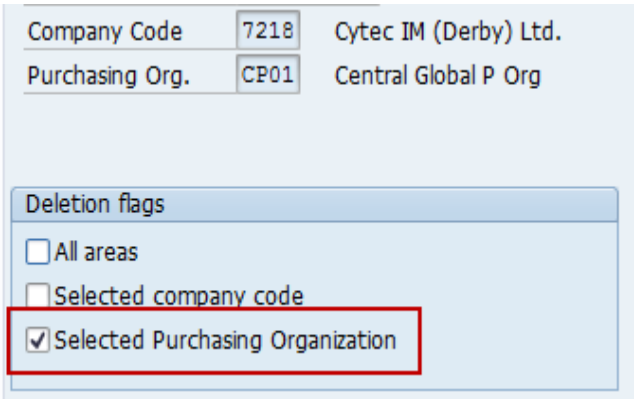
- When vendor needs to be inactivated only for Purchasing organization:
  - Go to **Block Data** (Transaction XK05 or Extras Block Data) and mark:
    - Purchasing block – for All purchasing organizations
  - Go to **Deletion Flags** (Transaction XK06 or Extras Deletion Flags) and mark:
    - Deletion flags – for Selected Purchasing Organization.





Appendixes

Appendix 1 – IBAN structure

Please find the Bank Key to be used in red.

Andorra (24) IBAN format: ADkk BBBB SSSS CCCC CCCC CCCC ::B = bank code, S = sort code, C = account No.

Austria (20) IBAN format: ATkk BBBB BCCC CCCC CCCC::B = bank code, C = account No.

Belgium (16) IBAN format: BEkk BBBC CCCC CCCC ::B = bank code, C = account No (the last 12 digits are used as an account).

Bosnia and Herzegovina (20) IBAN format: BAkk BBBS SSCC CCCC CCKK::B = bank code, S = sort code, C = account No., K = check digits

Bulgaria (22) IBAN format BGkk BBBB SSSS DDCC CCCC CC::B = alphanumeric bank code, S = Branch (BAE) number, D = numeric account type, C = alphanumeric account No. digits

Croatia (21) IBAN format: HRkk BBBB BBBC CCCC CCCC C ::B = bank code, C = account No.

Cyprus (28) IBAN format: CYkk BBBS SSSS CCCC CCCC CCCC CCCC::B = bank code, S = sort code, C = account No.

Czech Republic (24) IBAN format: CZkk BBBB CCCC CCCC CCCC CCCC::B = bank code, C = account No.

Denmark (18) IBAN format: DKkk BBBB CCCC CCCC CC::B = bank code, C = account No.

Estonia (20) IBAN format: EEkk BBBB CCCC CCCC CCCK
::B = bank code, C = account No., K = check digit

Faroe Islands (18) IBAN format: FOkk BBBB CCCC CCCC CC::B = bank code., C = account No.

Finland (18) IBAN format: FIkk BBBB BBCC CCCC CK::B = bank code, branch number and account type, C = account No., K = check digit.

France (27) IBAN format: FRkk BBBB BGGG GGCC CCCC CCCC CKK::B = bank code, G = code guichet (branch), C = account No.

Germany (22) IBAN format: DEkk BBBB BBBB CCCC CCCC CC::B = sort code (BLZ), C = account No.

Gibraltar (23) IBAN format: GIkk BBBB CCCC CCCC CCCC CCC::B = first part of BIC, C = account No.

Greece (27) IBAN format: GRkk BBB BBBB CCCC CCCC CCCC CCCC :: B = bank code and branch number, C = account No.

Greenland (18) IBAN format: GLkk BBBB CCCC CCCC CC::B = bank code, C = account No.

Hungary (28) IBAN format: HUkk BBBB BBBC CCCC CCCC CCCC CCCC::B = bank code, C = account No.

Iceland (26) IBAN format: ISkk BBBB CCCC CCCC XXXX XXXX XX::B = bank code, C = account No., X = the account holder's unique ID number, issued by the Bureau of Statistics.

Republic of Ireland (22) IBAN format: IEkk AAAA BBBB BBCC CCCC CC::A = start of the SWIFT, B = bank code, C = account No.

Italy (27) IBAN format: ITkk ABBB BBCC CCCX XXXX XXXX XXX :: KK = is the CIN EU, A = CIN IT, B = is the ABI, C = is the CAB, X = account No.

Latvia (21) IBAN format: LVkk BBBB CCCC CCCC CCCC C::B = bank code, C = account No (which can include both letters and numbers).

Liechtenstein (21) IBAN format: LIkk BBBB BCCC CCCC CCCC C::B = bank code, C = account No.

Lithuania (20) IBAN format: LTkk BBBB BCCC CCCC CCCC::B = bank code, C = account No.

Luxembourg (20) IBAN format: LUkk BBBC CCCC CCCC CCCC::B = bank code, C = account No.

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Republic of Macedonia (19) IBAN format: MKkk BBBC CCCC CCCC CKK::B = bank code, C = account No., K = check digits

Malta (31) IBAN format: MTkk BBBB SSSS SCCC CCCC CCCC CCCC CCC ::B = fist part of BIC, S = sort code, C = account No.

Monaco (27) IBAN format: MCkk BBBB BGGG GGCC CCCC CCCC CKK::B = bank code, G = code guichet (branch), C = account No., K = check digits

Morocco (24) IBAN format: MAkk BBBA AACC CCCC CCCC CCKK ::B= bank code, A= Area code, C = Account number, K = check digits

Netherlands (18) IBAN format: NLkk BBBB CCCC CCCC CC::B = bank code, C = account No.

Norway (15) IBAN format: NOkk BBBB CC CCCCC::B = bank code, C = account No.

Poland (28) IBAN format: PLkk BBBB BBBk CCCC CCCC CCCC CCCC :: B = bank code (1-3 institution ID, 4-7 branch), C = account No., k = check digits.

Portugal (25) IBAN format: PTkk BBBB BBBB CCCC CCCC CCCK K::B = bank code (1-4 bank, 5-8 branch; some banks use '0000' for digits 5-8), C = account No., K = check digits.

Romania (24) IBAN format: ROkk BBBB CCCC CCCC CCCC CCCC::B = bank code, C = account No.

San Marino (27) IBAN format: SMkk ABBB BBCC CCCX XXXX XXXX XXX::kk = is the CIN EU, A = CIN IT, B = is the ABI, C = is the CAB, X = account No.

Serbia (22) IBAN format: RSkk BBBC CCCC CCCC CCCC CC::B = bank code, C = account No.

Slovakia (24) IBAN format: SKkk BBBB CCCC CCCC CCCC CCCC::B = bank code, C = account No.

Slovenia (19) IBAN format: SIkk BB BBB CCCCCCCC KK::B = bank code (2 digits) and branch (3 digits), C = account No, K = check digits

Spain (24) IBAN format: ESkk BBBB GGGG KKCC CCCC CCCC::B = bank code, G=Branch/office number, K=Check digits, C = account No.

Sweden (24) IBAN format: SEkk BBBB CCCC CCCC CCCC CCCC::B = bank code, C = account No.

Switzerland (21) IBAN format: CHkk BBBB BCCC CCCC CCCC C::B = bank code, C = account No.

Turkey (26) IBAN format: TRkk BBBB BRCC CCCC CCCC CCCC CC::B = bank code, R = 0, C = bank branch and account No.

Tunisia (24) IBAN format: TNkk BBBB BCCC CCCC CCCC CCCC::B = bank code, C = account No.

United Kingdom (22) IBAN format: GBkk BBBB SSSS SSCC CCCC CC::B = alphabetical bank code, S = sort code (often a specific branch), C = account No.

Appendix 2 - European VAT identification number structure

Member State	Structure	Format*
AT-Austria	ATU999999991	1 block of 9 characters
BE-Belgium	BE09999999992	1 block of 10 digits 3
BG-Bulgaria	BG999999999 or BG9999999999	1 block of 9 digits or1 block of 10 digits
CY-Cyprus	CY99999999L	1 block of 9 characters
CZ-Czech Republic	CZ99999999 or CZ999999999 or CZ9999999999	1 block of either 8, 9 or 10 digits
DE-Germany	DE999999999	1 block of 9 digits
DK-Denmark	DK99999999	1 block of 8 digits
EE-Estonia	EE999999999	1 block of 9 digits
EL-Greece	EL999999999	1 block of 9 digits
ES-Spain	ESX9999999X	1 block of 9 characters
FI-Finland	FI99999999	1 block of 8 digits
FR-France	FRXX999999999	1 block of 2 characters, 1 block of 9 digits
GB-United Kingdom	GB999999999 or GB9999999999995 or GBGD9996 or GBHA9997	1 block of 9 digits; or the above followed by a block of 3 digits; or 1 block of 5 characters
HU-Hungary	HU99999999	1 block of 8 digits
IE-Ireland	IE9S99999L	1 block of 8 characters
IT-Italy	IT99999999999	1 block of 11 digits
LT-Lithuania	LT999999999 or LT999999999999	1 block of 9 digits, or 1 block of 12 digits

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LU-Luxembourg	LU99999999	1 block of 8 digits
LV-Latvia	LV99999999999	1 block of 11 digits
MT-Malta	MT99999999	1 block of 8 digits
NL-The Netherlands	NL999999999B99	1 block of 12 characters
PL-Poland	PL9999999999	1 block of 10 digits
PT-Portugal	PT999999999	1 block of 9 digits
RO-Romania	RO999999999	1 block of minimum 2 digits and maximum 10 digits
SE-Sweden	SE999999999999	1 block of 12 digits
SI-Slovenia	SI99999999	1 block of 8 digits
SK-Slovakia	SK9999999999	1. block of 10 digits

Appendix 3 – Overview Standard Payment Terms

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Standard Vendor Payment Terms by Country						
Region	Country	60 Days Net from Receipt of Invoice*	60 Days EOM + 2 from Receipt of Invoice*	90 Days EOM + 2 from Receipt of Invoice*	120 Days Net from Receipt of Invoice	60 Days EOM + 5
Asia Pacific	Australia	Direct + Indirect				
	China		Indirect	Direct Material		
	India		Direct + Indirect			
	Korea		Indirect	Direct Material		
	Japan		Indirect		Direct Material	
	Malaysia		Indirect	Direct Material		
	Singapore		Direct + Indirect			
	Taiwan		Indirect	Direct Material		
	Thailand		Indirect	Direct Material		
Europe	Austria					x
	Belgium					x
	Finland					x
	France					x
	Germany					x
	Italy					x
	Latvia					x
	Norway					x
	Portugal					x
	Spain					x
	Sweden					x
	Switzerland					x
	the Netherlands					x
	United Kingdom					x
Latin America	Argentina					x
	Brazil					x
	Chile					x
	Colombia					x
	Mexico					x
North America	Canada					x
	United States					x

Appendix 4 - Overview Harmonized and approved Payment Terms

SAP Payment Terms code	Description
Y001	NO CHARGE
Y002	PAY ON RECEIPT OF INVOICE
Y003	1% 14 NET 30
Y004	2% 14 NET 30

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Y005	3% 14 NET 30
Y006	2% 30 NET 60
Y007	3% 30 NET 60
Y008	NET 14 Days
Y009	NET 30 Days
Y010	NET 45 Days
Y011	NET 60 Days
Y012	NET 75 Days
Y013	NET 90 Days
Y014	NET 120 Days
Y015	NET 150 Days
Y016	NET 180 Days
Y017	30 DAYS END OF MONTH
Y019	60 DAYS END OF MONTH
Y020	90 DAYS END OF MONTH
Y021	120 DAYS END OF MONTH
Y022	NET 10 Days
Y023	NET 25 Days
Y034	60 DAYS END OF MONTH + 5
Y036	90 DAYS END OF MONTH + 5

New payment term creation needs to be approved by **Mario Bruins** and

- **Ken Sharp, Michael Adler, Tracy Ng and Davide Mina** for Indirect Spend suppliers and Packaging.
- **Jean-Pierre Demeunynck** and **Tracy Ng** for Direct Spend suppliers.

Appendix 5 – SEPA countries

Below is the list of countries and territories or dependencies which are part of the Single Euro Payment Area (SEPA). The countries, territories and dependencies are recognized by their ISO codes to be used in BICs and IBANs as required by the SEPA schemes.

FI	Åland Islands	FR	France	LT	Lithuania	RO	Romania
AT	Austria	GF	French Guiana	LU	Luxembourg	BL	Saint Barthélemy
PT	Azores	DE	Germany	PT	Madeira	MF	Saint Martin (French part)
BE	Belgium	GI	Gibraltar	MT	Malta	PM	Saint Pierre and Miquelon
BG	Bulgaria	GR	Greece	MQ	Martinique	SK	Slovakia
ES	Canary Islands	GP	Guadeloupe	YT	Mayotte	SI	Slovenia
HR	Croatia2	HU	Hungary	MC	Monaco	ES	Spain
CY	Cyprus	IS	Iceland	NL	Netherlands	SE	Sweden
CZ	Czech Republic	IE	Ireland	NO	Norway	CH	Switzerland
DK	Denmark	IT	Italy	PL	Poland	GB	United Kingdom
EE	Estonia	LV	Latvia	PT	Portugal		
FI	Finland	LI	Liechtenstein	RE	Réunion		

Appendix 6 - Vendor Master Data Setup Request (Checklist)

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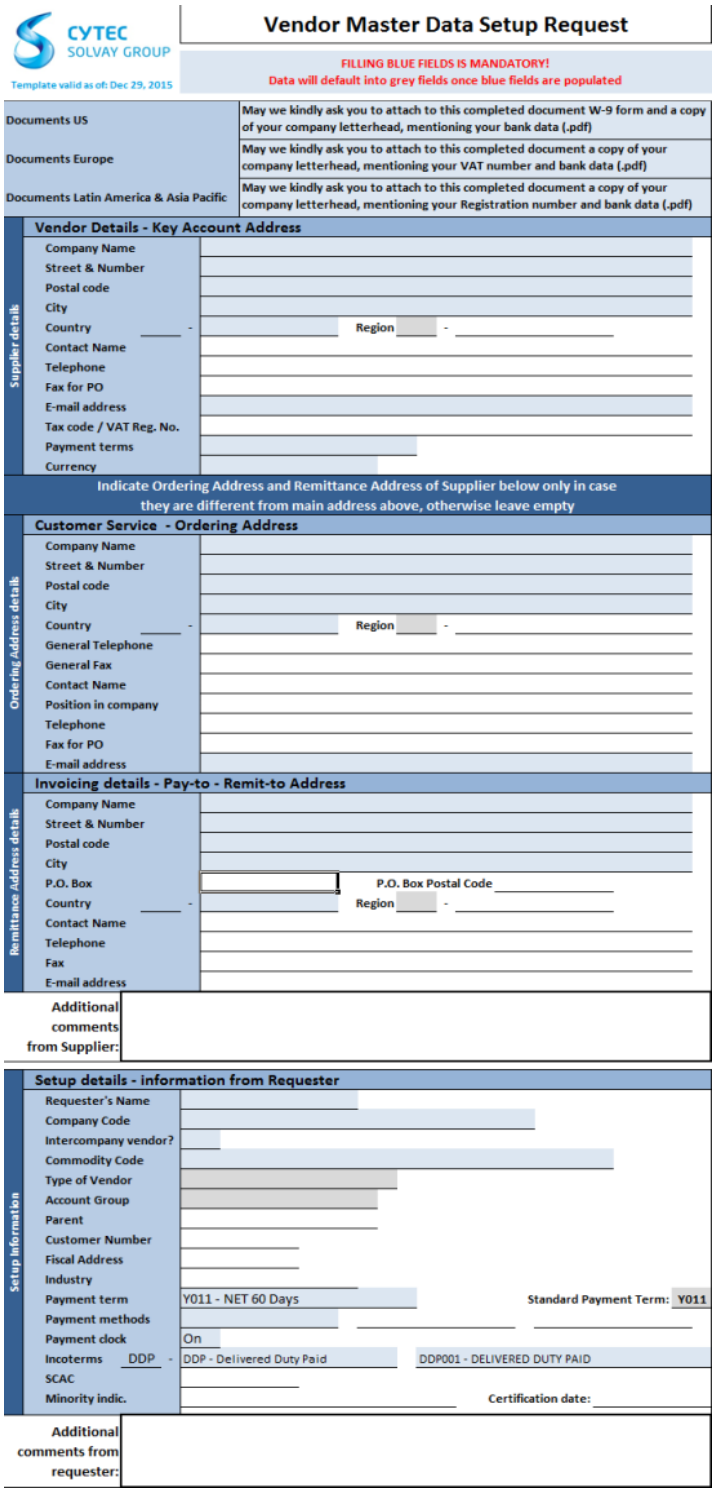

CYTEC SOLVAY GROUP

Template valid as of: Dec 29, 2015

Vendor Master Data Setup Request

FILLING BLUE FIELDS IS MANDATORY!
Data will default into grey fields once blue fields are populated

Documents US	May we kindly ask you to attach to this completed document W-9 form and a copy of your company letterhead, mentioning your bank data (.pdf)
Documents Europe	May we kindly ask you to attach to this completed document a copy of your company letterhead, mentioning your VAT number and bank data (.pdf)
Documents Latin America & Asia Pacific	May we kindly ask you to attach to this completed document a copy of your company letterhead, mentioning your Registration number and bank data (.pdf)

Supplier details

Vendor Details - Key Account Address

Company Name
Street & Number
Postal code
City
Country - Region -
Contact Name
Telephone
Fax for PO
E-mail address
Tax code / VAT Reg. No.
Payment terms
Currency

Indicate Ordering Address and Remittance Address of Supplier below only in case they are different from main address above, otherwise leave empty

Ordering Address details

Customer Service - Ordering Address

Company Name
Street & Number
Postal code
City
Country - Region -
General Telephone
General Fax
Contact Name
Position in company
Telephone
Fax for PO
E-mail address

Remittance Address details

Invoicing details - Pay-to - Remit-to Address

Company Name
Street & Number
Postal code
City
P.O. Box P.O. Box Postal Code
Country - Region -
Contact Name
Telephone
Fax
E-mail address

Additional comments from Supplier:

Setup information

Setup details - information from Requester

Requester's Name
Company Code
Intercompany vendor?
Commodity Code
Type of Vendor
Account Group
Parent
Customer Number
Fiscal Address
Industry
Payment term: Y011 - NET 60 Days — Standard Payment Term: Y011
Payment methods
Payment clock: On
Incoterms: DDP - DDP - Delivered Duty Paid — DDP001 - DELIVERED DUTY PAID
SCAC
Minority indic. — Certification date:

Additional comments from requester:

Check list and instructions how to use it can be found on G Drive:
https://drive.google.com/drive/folders/0Bz1L-UDgm5MEQjFOU2ZhWEpiS2c

Appendix 7 – Vendor Master Data Setup Request (Checklist – customer carrier)

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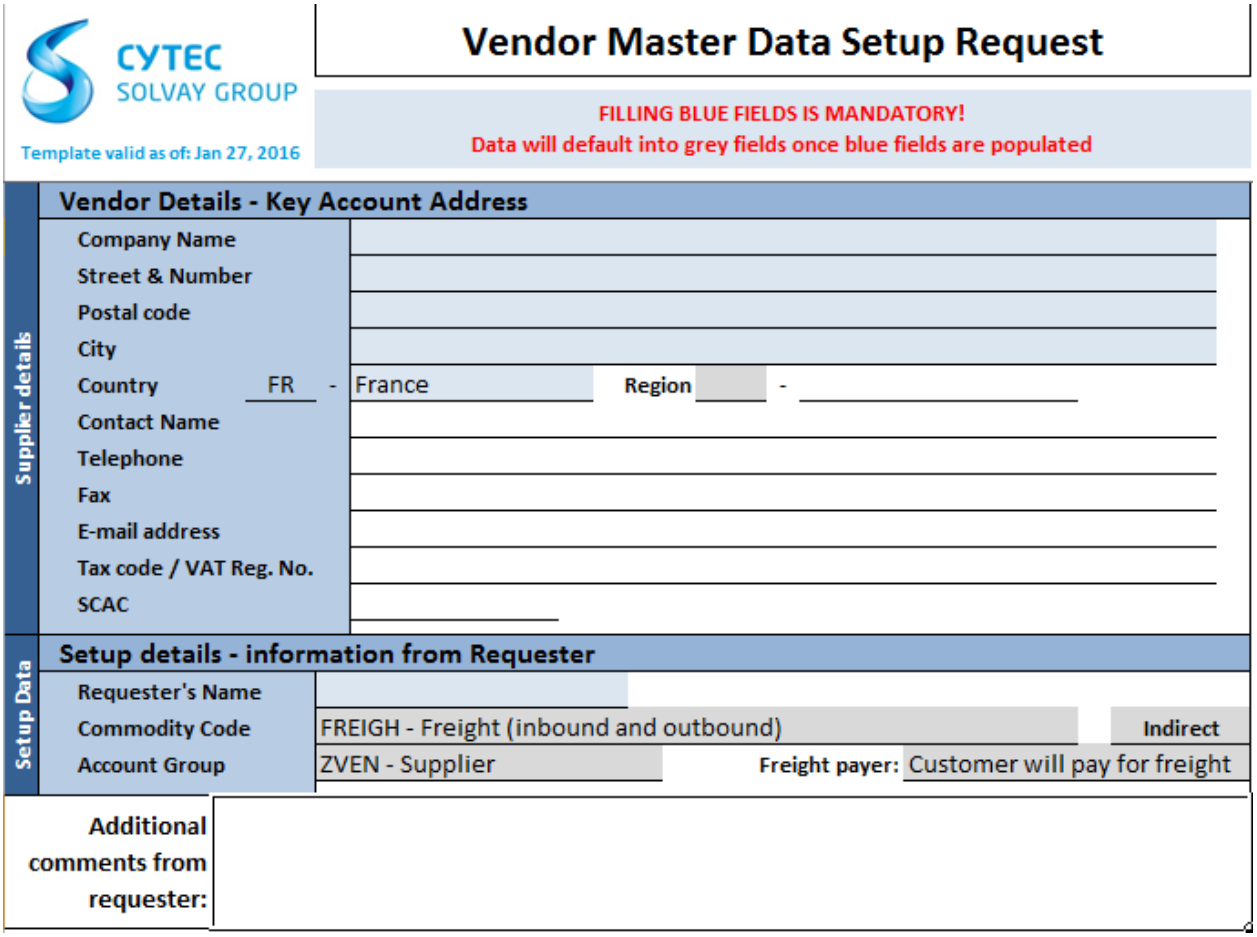

CYTEC SOLVAY GROUP

Template valid as of: Jan 27, 2016

Vendor Master Data Setup Request

FILLING BLUE FIELDS IS MANDATORY!
Data will default into grey fields once blue fields are populated

Supplier details

Vendor Details - Key Account Address

Company Name	
Street & Number	
Postal code	
City	
Country	FR - France
Region	-
Contact Name	
Telephone	
Fax	
E-mail address	
Tax code / VAT Reg. No.	
SCAC	

Setup Data

Setup details - information from Requester

Requester's Name			
Commodity Code	FREIGH - Freight (inbound and outbound)		Indirect
Account Group	ZVEN - Supplier	Freight payer:	Customer will pay for freight

Additional comments from requester:

Appendix 8 – Commodity codes

Vendor master group	CLASSIFICATION L1	Vendor master group	CLASSIFICATION L1
BUSTRA	BUSINESS TRAVEL	**MCAGEN**	MARKETING & ADVERTISING
GOVTAX	GOVERNMENT	**MCCONF**	MARKETING & ADVERTISING
GOVOTH	GOVERNMENT	**MCLISM**	MARKETING & ADVERTISING
CONFID	CONFIDENTIAL SPEND	**MCMARK**	MARKETING & ADVERTISING
HRTRAI	HR SERVICES	**MCPRIN**	MARKETING & ADVERTISING
HRHEAL	HR SERVICES	**MCPROM**	MARKETING & ADVERTISING
HRRERE	HR SERVICES	**MCSAMP**	MARKETING & ADVERTISING
HREXPA	HR SERVICES	**MCTRAN**	MARKETING & ADVERTISING
HRRECR	HR SERVICES	**LBCHEM**	LABORATORY
HRTEMP	HR SERVICES	**LBCOAN**	LABORATORY
HRCONS	HR SERVICES	**LBEQUI**	LABORATORY
HRLEAS	HR SERVICES	**LBEQMA**	LABORATORY
HRPEBE	HR SERVICES	**LBRMSA**	LABORATORY
HRGENE	HR SERVICES	**LBSUPP**	LABORATORY
FININS	FINANCIAL SERVICES	**BUILDG**	BUILDING & CONSTRUCTION
FINAUD	FINANCIAL SERVICES	**CONMAN**	ENGINEERING
FINCON	FINANCIAL SERVICES	**CONMAN**	CONSTRUCTION
FINMAN	FINANCIAL SERVICES	**PEQUIP**	PROCESS EQUIPMENT
FINBNK	FINANCIAL SERVICES	**ELECIN**	ELECTRICAL & INSTRUMENTATION
FINFIN	FINANCIAL SERVICES	**MHEQUI**	MATERIAL HANDLING EQUIPMENT
LEGALS	LEGAL SERVICES	**PIVAFI**	PIPES VALVES & FITTINGS

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QCTAUD	QUALITY & AUDIT	**SAFESU**	SAFETY & HEALTH
ITHARD	IT & TELECOM	**GENMRO**	GENERAL MRO
ITSERV	IT & TELECOM	**SFCLJA**	SITE FACILITIES
ITSUPP	IT & TELECOM	**SFWAST**	SITE FACILITIES
ITSOFT	IT & TELECOM	**SFENSV**	SITE FACILITIES
ITTELE	IT & TELECOM	**SFSESV**	SITE FACILITIES
UTILIT	UTILITIES	**SFCAFO**	SITE FACILITIES
INDGAS	INDUSTRIAL GAS & PRODUCT COOLING	**SFPROP**	SITE FACILITIES
FREIGH	INBOUND FREIGHT	**SFOFSP**	SITE FACILITIES
FREIGH	OUTBOUND FREIGHT	**SFWTPR**	SITE FACILITIES
FRLEAS	FREIGHT SERVICES	**PALIQU**	PACKAGING (non BOM)
FSTPLO	FREIGHT SERVICES	**PAPAIL**	PACKAGING (non BOM)
FSFMSV	FREIGHT SERVICES	**PACYLI**	PACKAGING (non BOM)
WAHEXT	WAREHOUSING	**PABAGS**	PACKAGING (non BOM)
WAHINT	WAREHOUSING	**PACORR**	PACKAGING (non BOM)
MCADVR	MARKETING & ADVERTISING	**PAFILM**	PACKAGING (non BOM)
RAWMAT	AMIDE	**RAWMAT**	SIZING
RAWMAT	ALUMINA	**RAWMAT**	SOLVENT
RAWMAT	AMINE	**RAWMAT**	SPRAY ADHESIVES
RAWMAT	ANHYDRIDE ACID	**RAWMAT**	SULFUR Derivatives
RAWMAT	BASE	**RAWMAT**	TAPES
RAWMAT	BIOCIDE	**RAWMAT**	THERMOCOUPLE - WIRES
RAWMAT	BREATHER FABRIC	**RAWMAT**	TEXTILES
RAWMAT	CATALYST / HARDENER	**RAWMAT**	UREA
RAWMAT	CROSSLINKER	**RAWMAT**	UV STABILIZER
RAWMAT	CHLORIDE	**RAWMAT**	VACUUM FORM
RAWMAT	COMBINATION PRODUCTS - PM	**RAWMAT**	VACUUM HOSES and ANCILLARIES
RAWMAT	CONSUMABLES FOR KITTING	**RAWMAT**	XANTHATE Derivates
RAWMAT	COPPER MESH	**PALIQU**	IBC / TOTES
RAWMAT	COLLECTOR	**PALIQU**	DRUMS
RAWMAT	CRESOL	**PAPAIL**	PAILS
RAWMAT	CUTTING ANCILLARIES	**PACYLI**	CYLINDERS
RAWMAT	DEFOAMER / FROTHER	**PABAGS**	BAGS / SACKS
RAWMAT	EMULSION	**PACORR**	CORRUGATED
RAWMAT	EMULSION STABILIZER	**PAFILM**	FILMS / FOIL
RAWMAT	FIBER	**PAPACR**	PALLETS & CRATES
RAWMAT	FILLER	**PAMISC**	MISC SMALL PACKAGING
RAWMAT	FLOCCULANT	**PAMISC**	PACKAGING CONSUMABLES
RAWMAT	FORMALDEHYDE Derivatives	**RAWMAT**	PRIMERS
RAWMAT	MODIFIER	**RAWMAT**	RELEASE AGENT
RAWMAT	MONOMERS	**RAWMAT**	RESIN
RAWMAT	MISCELLANEOUS - OTHERS	**RAWMAT**	RESIN FLOW MESH
RAWMAT	PEEL PLY	**RAWMAT**	RELEASE PAPER
RAWMAT	PHOSPHOROUS Derivatives	**RAWMAT**	RELEASE FABRIC - OTHERS
RAWMAT	PIGMENT	**RAWMAT**	RELEASE FABRIC SELF ADHESIVE PTFE
RAWMAT	PLASTIC FILM	**RAWMAT**	RELEASE - FILM
RAWMAT	PM - Misc hardware resale Items	**RAWMAT**	RENEWABLE
RAWMAT	POLYMER	**RAWMAT**	SALT
RAWMAT	PEROXIDE	**RAWMAT**	SURFACTANT
RAWMAT	PREPREGS	**RAWMAT**	SILICA
RAWMAT	PROCESS OIL	**RAWMAT**	SILICONE

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Appendix 9 – Incoterms 2

Incoterms 2	Description
CFR001	CFR NAMED PLACE
CFR002	Abu Dhabi
CFR003	Alexandria
CFR004	Alexandria (El Iskandariya)
CFR005	Algiers
CFR006	Aliaga
CFR007	Altamira
CFR008	Ambarli
CFR009	Amsterdam
CFR010	Antofagasta
CFR011	Antwerpen
CFR012	Apapa
CFR013	Aqaba
CFR014	Arica
CFR015	Ashdod
CFR016	Asuncion
CFR017	Athens
CFR018	Auckland
CFR019	Bahrain
CFR020	Baltimore MD
CFR021	Bangkok
CFR022	Beijing
CFR023	Belfast
CFR024	Bermuda
CFR025	Boston
CFR026	Bremerhaven
CFR027	Brisbane
CFR028	Brooklyn NY
CFR029	Buenaventura
CFR030	Buenos Aires
CFR031	Busan
CFR032	Cairo
CFR033	Calais
CFR034	Callao
CFR035	Cape Town
CFR036	Cartagena
CFR037	Casablanca
CFR038	Charleston SC
CFR039	Chennai
CFR040	Chester PA
CFR041	Chicago
CFR042	Chinagola
CFR043	Chiwan
CFR044	Colombo
CFR045	Colon
CFR047	Dalian
CFR048	Dammam
CFR049	Dar Es Salaam
CFR050	Dover
CFR051	DRC
CFR052	Dubai
CFR053	Durban
CFR054	Elizabeth NJ
CFR055	Felixstowe
CFR056	Fortaleza
CFR057	Fos Sur Mer
CFR058	Foshan
CFR059	Fremantle
CFR060	Fuzhou
CFR061	Genoa
CFR062	GENOVA
CFR063	Guangzhou
CFR064	Haifa
CFR065	Haiphong
CFR066	Hamburg
CFR067	Havana
CFR068	Haydarpasa
CFR069	Helsinki (Helsingfors)
CFR070	Heraklion
CFR071	Ho Chi Minh City
CFR072	Hong Kong
CFR073	Houston TX
CFR074	Huangpu
CFR075	Huizhou
CFR076	Hyderabad
CFR077	Immingham
CFR078	Iquique
CFR079	Istanbul
CFR080	Itaguai
CFR081	Izmir
CFR082	Jacksonville FL
CFR083	Jakarta
CFR084	Jebel Ali
CFR085	Jeddah
CFR086	Johannesburg
CFR087	Kaohsiung
CFR088	Karachi
CFR089	Keelung (Chilung)
CFR090	Kobe
CFR091	Kotka
CFR092	Kuwait
CFR093	LA SPEZIA
CFR094	Laem Chabang
CFR095	LAS/LGB
CFR096	LAS/LGB/SP
CFR097	LaSpezia
CFR098	Lat Krabang
CFR099	Lazaro Cardenas
CFR100	Le Havre
CFR101	Lianhuashan
CFR102	Lima
CFR103	Limassol
CFR104	Lisbon
CFR105	Liverpool
CFR106	London Gate Way
CFR107	Long Beach CA
CFR108	Los Angeles CA
CFR109	Maentyluoto
CFR110	Manila
CFR111	Manzanillo
CFR112	Marsaxlokk
CFR113	Melbourne
CFR114	Mersin
CFR115	Miami FL
CFR116	Mina Qaboos
CFR117	Mobile AL
CFR118	Montevideo
CFR119	Montreal QC
CFR120	Mumbai (Bombay)
CFR121	Muscat
CFR122	New Orleans LA
CFR123	New York NY
CFR124	Newark NJ
CFR125	Nhava Sheva (Jawaharlal Nehru)
CFR126	Ningbo
CFR127	Norfolk VA
CFR128	Oakland CA
CFR129	Oslo
CFR130	Ouderkerk
CFR131	PECEM (BRASILE)
CFR132	Penang (Georgetown)
CFR133	Peru Callao
CFR134	Philadelphia PA
CFR135	Piraeus
CFR136	Port Elizabeth
CFR137	Port Kelang West Port
CFR138	Port Louis
CFR139	Puerto Angamos
CFR140	Pusan
CFR141	Qingdao
CFR142	Rauma
CFR143	Reykjavik
CFR144	Rio De Janeiro
CFR145	Rio Grande
CFR146	Rotterdam
CFR147	Saint Petersburg
CFR148	Salvador
CFR149	San Antonio
CFR150	Sanshan
CFR151	SANTOS (BRASILE)
CFR152	Savannah GA
CFR153	Seattle WA
CFR154	Senegal Dakar
CFR155	Shanghai
CFR156	Sharjah
CFR157	Shekou

Incoterms 2	Description
CIF126	Ningbo
CIF127	Norfolk VA
CIF128	Oakland CA
CIF129	Oslo
CIF130	Ouderkerk
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CIF132	Penang (Georgetown)
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CIF134	Philadelphia PA
CIF135	Piraeus
CIF136	Port Elizabeth
CIF137	Port Kelang West Port
CIF138	Port Louis
CIF139	Puerto Angamos
CIF140	Pusan
CIF141	Qingdao
CIF142	Rauma
CIF143	Reykjavik
CIF144	Rio De Janeiro
CIF145	Rio Grande
CIF146	Rotterdam
CIF147	Saint Petersburg
CIF148	Salvador
CIF149	San Antonio
CIF150	Sanshan
CIF151	SANTOS (BRASILE)
CIF152	Savannah GA
CIF153	Seattle WA
CIF154	Senegal Dakar
CIF155	Shanghai
CIF156	Sharjah
CIF157	Shekou
CIF158	Shenzhen
CIF159	Singapore
CIF160	Slovenia Koper
CIF161	Southampton
CIF162	Sultan Qaboos
CIF163	Sydney
CIF164	Tacoma WA
CIF165	Taipei
CIF166	Tangiers
CIF167	Tanjung Pelepas
CIF168	Tanjung Priok
CIF169	Thamesport
CIF170	Tianjin
CIF171	Tilbury
CIF172	Tokyo
CIF173	Tunis
CIF174	Turku (Abo)
CIF175	Valletta
CIF176	Valparaiso
CIF177	Vancouver BC
CIF178	Venice
CIF179	Vera Cruz
CIF180	Vila Do Conde
CIF181	Vung Tau
CIF182	Walvis Bay
CIF183	Wenzhou
CIF184	Wilmington NC
CIF185	Xin Gang
CIF186	Yantian
CIF187	Yokohama
CIF188	Zambia
CIF189	Zhangjiagang
FCA001	FREE CARRIER
FOB001	FREE ON BOARD NAMED PLACE
FOB002	Abu Dhabi
FOB003	Alexandria
FOB004	Alexandria (El Iskandariya)
FOB005	Algiers
FOB006	Aliaga
FOB007	Altamira
FOB008	Ambarli
FOB009	Amsterdam
FOB010	Antofagasta
FOB011	Antwerpen
FOB012	Apapa
FOB013	Aqaba
FOB014	Arica
FOB015	Ashdod
FOB016	Asuncion
FOB017	Athens
FOB018	Auckland
FOB019	Bahrain
FOB020	Baltimore MD
FOB021	Bangkok
FOB022	Beijing
FOB023	Belfast
FOB024	Bermuda
FOB025	Boston
FOB026	Bremerhaven
FOB027	Brisbane
FOB028	Brooklyn NY
FOB029	Buenaventura
FOB030	Buenos Aires
FOB031	Busan
FOB032	Cairo
FOB033	Calais
FOB034	Callao
FOB035	Cape Town
FOB036	Cartagena
FOB037	Casablanca
FOB038	Charleston SC
FOB039	Chennai
FOB040	Chester PA
FOB041	Chicago
FOB042	Chinagola
FOB043	Chiwan
FOB044	Colombo
FOB045	Colon
FOB047	Dalian
FOB048	Dammam
FOB049	Dar Es Salaam
FOB050	Dover
FOB051	DRC
FOB052	Dubai
FOB053	Durban
FOB054	Elizabeth NJ
FOB055	Felixstowe
FOB056	Fortaleza
FOB057	Fos Sur Mer
FOB058	Foshan
FOB059	Fremantle
FOB060	Fuzhou
FOB061	Genoa
FOB062	GENOVA
FOB063	Guangzhou
FOB064	Haifa
FOB065	Haiphong
FOB066	Hamburg
FOB067	Havana
FOB068	Haydarpasa
FOB069	Helsinki (Helsingfors)
FOB070	Heraklion
FOB071	Ho Chi Minh City
FOB072	Hong Kong
FOB073	Houston TX
FOB074	Huangpu
FOB075	Huizhou
FOB076	Hyderabad
FOB077	Immingham
FOB078	Iquique
FOB079	Istanbul
FOB080	Itaguai
FOB081	Izmir
FOB082	Jacksonville FL
FOB083	Jakarta
FOB084	Jebel Ali
FOB085	Jeddah
FOB086	Johannesburg
FOB087	Kaohsiung
FOB088	Karachi
FOB089	Keelung (Chilung)
FOB090	Kobe
FOB091	Kotka
FOB092	Kuwait

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Incoterms 2	Description
CIF126	Ningbo
CIF127	Norfolk VA
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CIF134	Philadelphia PA
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CIF136	Port Elizabeth
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CIF138	Port Louis
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CIF155	Shanghai
CIF156	Sharjah
CIF157	Shekou
CIF158	Shenzhen
CIF159	Singapore
CIF160	Slovenia Koper
CIF161	Southampton
CIF162	Sultan Qaboos
CIF163	Sydney
CIF164	Tacoma WA

Incoterms 2	Description
CIF165	Taipei
CIF166	Tangiers
CIF167	Tanjung Pelepas
CIF168	Tanjung Priok
CIF169	Thamesport
CIF170	Tianjin
CIF171	Tilbury
CIF172	Tokyo
CIF173	Tunis
CIF174	Turku (Abo)
CIF175	Valletta
CIF176	Valparaiso
CIF177	Vancouver BC
CIF178	Venice
CIF179	Vera Cruz
CIF180	Vila Do Conde
CIF181	Vung Tau
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CIF183	Wenzhou
CIF184	Wilmington NC
CIF185	Xin Gang
CIF186	Yantian
CIF187	Yokohama
CIF188	Zambia
CIF189	Zhangjiagang
FCA001	FREE CARRIER
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FOB002	Abu Dhabi
FOB003	Alexandria
FOB004	Alexandria (El Iskandariya)
FOB005	Algiers
FOB006	Aliaga
FOB007	Altamira
FOB008	Ambarli
FOB009	Amsterdam
FOB010	Antofagasta
FOB011	Antwerpen
FOB012	Apapa
FOB013	Aqaba

Incoterms 2	Description
FOB014	Arica
FOB015	Ashdod
FOB016	Asuncion
FOB017	Athens
FOB018	Auckland
FOB019	Bahrain
FOB020	Baltimore MD
FOB021	Bangkok
FOB022	Beijing
FOB023	Belfast
FOB024	Bermuda
FOB025	Boston
FOB026	Bremerhaven
FOB027	Brisbane
FOB028	Brooklyn NY
FOB029	Buenaventura
FOB030	Buenos Aires
FOB031	Busan
FOB032	Cairo
FOB033	Calais
FOB034	Callao
FOB035	Cape Town
FOB036	Cartagena
FOB037	Casablanca
FOB038	Charleston SC
FOB039	Chennai
FOB040	Chester PA
FOB041	Chicago
FOB042	Chinagola
FOB043	Chiwan
FOB044	Colombo
FOB045	Colon
FOB047	Dalian
FOB048	Dammam
FOB049	Dar Es Salaam
FOB050	Dover
FOB051	DRC
FOB052	Dubai
FOB053	Durban

Incoterms 2	Description
FOB054	Elizabeth NJ
FOB055	Felixstowe
FOB056	Fortaleza
FOB057	Fos Sur Mer
FOB058	Foshan
FOB059	Fremantle
FOB060	Fuzhou
FOB061	Genoa
FOB062	GENOVA
FOB063	Guangzhou
FOB064	Haifa
FOB065	Haiphong
FOB066	Hamburg
FOB067	Havana
FOB068	Haydarpasa
FOB069	Helsinki (Helsingfors)
FOB070	Heraklion
FOB071	Ho Chi Minh City
FOB072	Hong Kong
FOB073	Houston TX
FOB074	Huangpu
FOB075	Huizhou
FOB076	Hyderabad
FOB077	Immingham
FOB078	Iquique
FOB079	Istanbul
FOB080	Itaguai
FOB081	Izmir
FOB082	Jacksonville FL
FOB083	Jakarta
FOB084	Jebel Ali
FOB085	Jeddah
FOB086	Johannesburg
FOB087	Kaohsiung
FOB088	Karachi
FOB089	Keelung (Chilung)
FOB090	Kobe
FOB091	Kotka
FOB092	Kuwait

Appendix 10 – Country codes

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Country Code	Country
AD	Andorra
AF	Afghanistan
AG	Antigua/Barbuda
AI	Anguilla
AL	Albania
AM	Armenia
AN	Dutch Antilles
AO	Angola
AQ	Antarctica
AR	Argentina
AS	Samoa, America
AT	Austria
AU	Australia
AW	Aruba
AZ	Azerbaijan
BA	Bosnia - Herz.
BB	Barbados
BD	Bangladesh
BE	Belgium
BF	Burkina Faso
BG	Bulgaria
BH	Bahrain
BI	Burundi
BJ	Benin
BL	Blue
BM	Bermuda
BN	Brunei Daruss.
BO	Bolivia
BR	Brazil
BS	Bahamas
BT	Bhutan
BV	Bouvet Islands
BW	Botswana
BY	Belarus
BZ	Belize
CA	Canada
CC	Coconut Islands
CD	Dem. Rep. Congo
CF	CAR
CG	Rep.of Congo
CH	Switzerland

Country Code	Country
CI	Cote d'Ivoire
CK	Cook Islands
CL	Chile
CM	Cameroon
CN	China
CO	Colombia
CR	Costa Rica
CS	Serbia/Monten.
CU	Cuba
CV	Cape Verde
CX	Christmas Islnd
CY	Cyprus
CZ	Czech Republic
DE	Germany
DJ	Djibouti
DK	Denmark
DM	Dominica
DO	Dominican Rep.
DZ	Algeria
EC	Ecuador
EE	Estonia
EG	Egypt
EH	West Sahara
ER	Eritrea
ES	Spain
ET	Ethiopia
EU	European Union
FI	Finland
FJ	Fiji
FK	Falkland Islnds
FM	Micronesia
FO	Faroe Islands
FR	France
GA	Gabon
GB	United Kingdom
GD	Grenada
GE	Georgia
GF	French Guayana
GH	Ghana
GI	Gibraltar
GL	Greenland

Country Code	Country
GM	Gambia
GN	Guinea
GP	Guadeloupe
GQ	Equatorial Guin
GR	Greece
GS	S. Sandwich Ins
GT	Guatemala
GU	Guam
GW	Guinea -Bissau
GY	Guyana
HK	Hong Kong
HM	Heard/McDon.Isl
HN	Honduras
HR	Croatia
HT	Haiti
HU	Hungary
ID	Indonesia
IE	Ireland
IL	Israel
IN	India
IO	Brit.Ind.Oc.Ter
IQ	Iraq
IR	Iran
IS	Iceland
IT	Italy
JM	Jamaica
JO	Jordan
JP	Japan
KE	Kenya
KG	Kyrgyzstan
KH	Cambodia
KI	Kiribati
KM	Comoros
KN	St Kitts&Nevis
KP	North Korea
KR	South Korea
KW	Kuwait
KY	Cayman Islands
KZ	Kazakhstan
LA	Laos

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Country Code	Country
LB	Lebanon
LC	St. Lucia
LI	Liechtenstein
LK	Sri Lanka
LR	Liberia
LS	Lesotho
LT	Lithuania
LU	Luxembourg
LV	Latvia
LY	Libya
MA	Morocco
MC	Monaco
MD	Moldova
MG	Madagascar
MH	Marshall Islnds
MK	Macedonia
ML	Mali
MM	Burma
MN	Mongolia
MO	Macau
MP	N.Mariana Islnd
MQ	Martinique
MR	Mauretania
MS	Montserrat
MT	Malta
MU	Mauritius
MV	Maldives
MW	Malawi
MX	Mexico
MY	Malaysia
MZ	Mozambique
NA	Namibia
NC	New Caledonia
NE	Niger
NF	Norfolk Islands
NG	Nigeria
NI	Nicaragua
NL	Netherlands
NO	Norway
NP	Nepal
NR	Nauru

Country Code	Country
NT	NATO
NU	Niue
NZ	New Zealand
OM	Oman
OR	Orange
PA	Panama
PE	Peru
PF	Frenc.Polynesia
PG	Pap. New Guinea
PH	Philippines
PK	Pakistan
PL	Poland
PM	St.Pier,Miquel.
PN	Pitcairn Islnds
PR	Puerto Rico
PS	Palestine
PT	Portugal
PW	Palau
PY	Paraguay
QA	Qatar
RE	Reunion
RO	Romania
RU	Russian Fed.
RW	Rwanda
SA	Saudi Arabia
SB	Solomon Islands
SC	Seychelles
SD	Sudan
SE	Sweden
SG	Singapore
SH	Saint Helena
SI	Slovenia
SJ	Svalbard
SK	Slovakia
SL	Sierra Leone
SM	San Marino
SN	Senegal
SO	Somalia
SR	Suriname
ST	S.Tome,Principe
SV	El Salvador

Country Code	Country
SY	Syria
SZ	Swaziland
TC	Turksh Caicosin
TD	Chad
TF	French S.Territ
TG	Togo
TH	Thailand
TJ	Tajikistan
TK	Tokelau Islands
TL	East Timor
TM	Turkmenistan
TN	Tunisia
TO	Tonga
TP	East Timor
TR	Turkey
TT	Trinidad,Tobago
TV	Tuvalu
TW	Taiwan
TZ	Tanzania
UA	Ukraine
UG	Uganda
UM	Minor Outl.Isl.
UN	United Nations
US	USA
UY	Uruguay
UZ	Uzbekistan
VA	Vatican City
VC	St. Vincent
VE	Venezuela
VG	Brit.Virgin Is.
VI	Amer.Virgin Is.
VN	Vietnam
VU	Vanuatu
WF	Wallis,Futuna
WS	Samoa
YE	Yemen
YT	Mayotte
ZA	South Africa
ZM	Zambia
ZW	Zimbabwe

Appendix 11 – Additional data check for vendor "Customer with a negative balance".

When vendor is created, go to Customer master data, use transaction code XD02. Enter customer number, company code:

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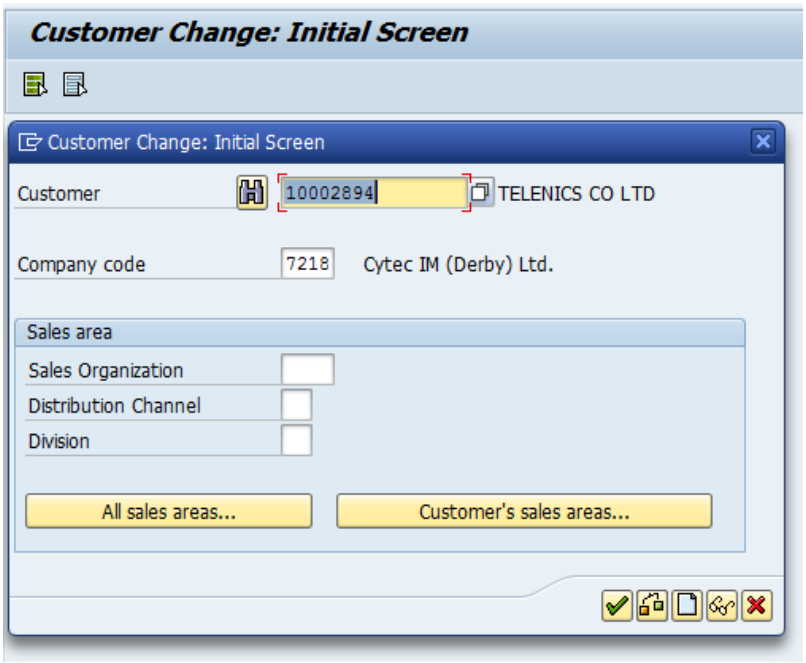
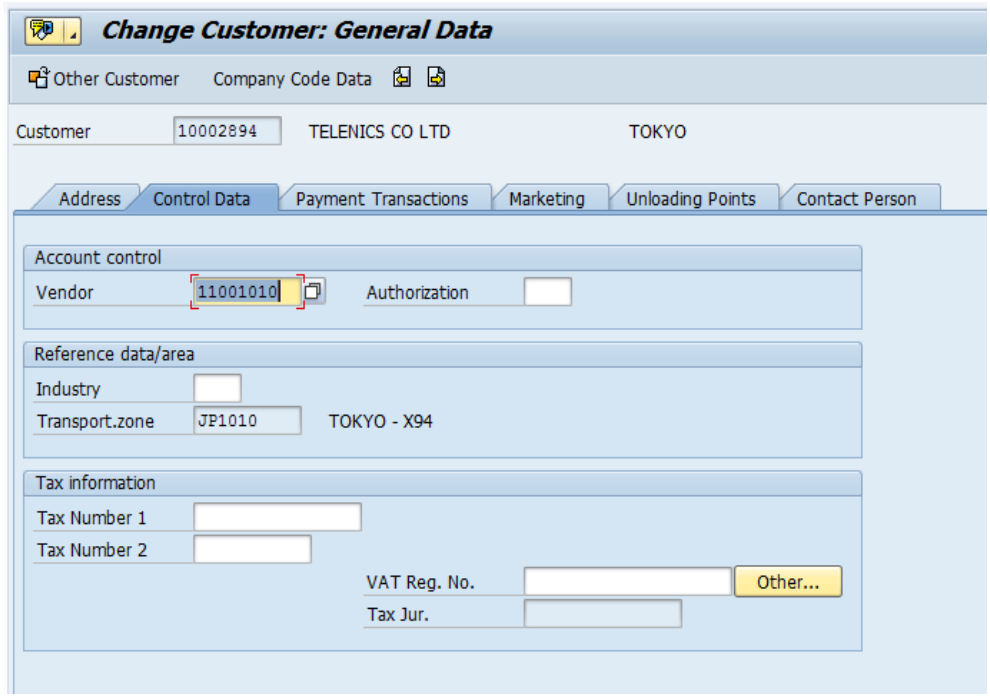
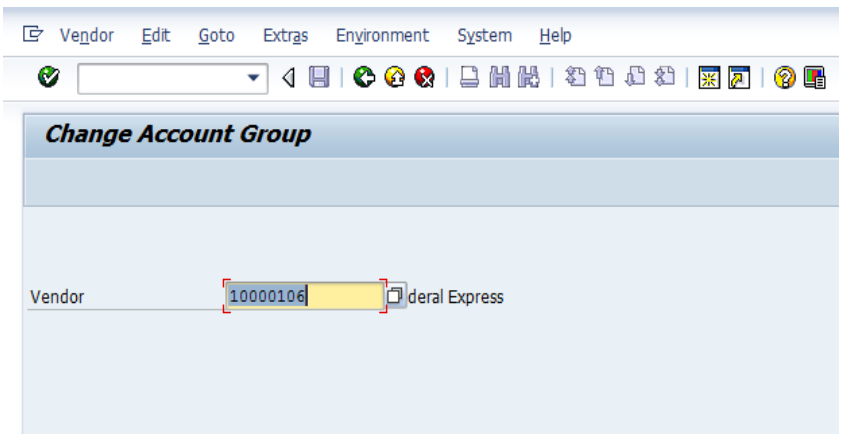


Go to **Control data.** If customer number has been added in Control data (2nd screen of setup) upon vendor creation, customer number will appear on this screen, if not add vendor code:



Appendix 12 – Change Vendor account group

Go to transaction code XK07, add a vendor number:



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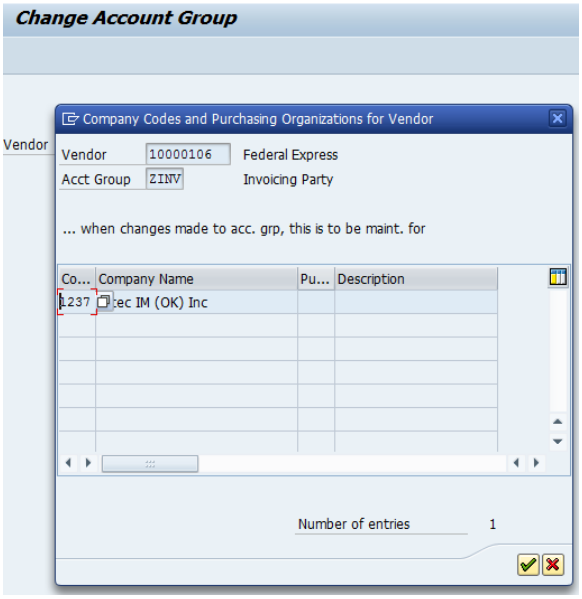
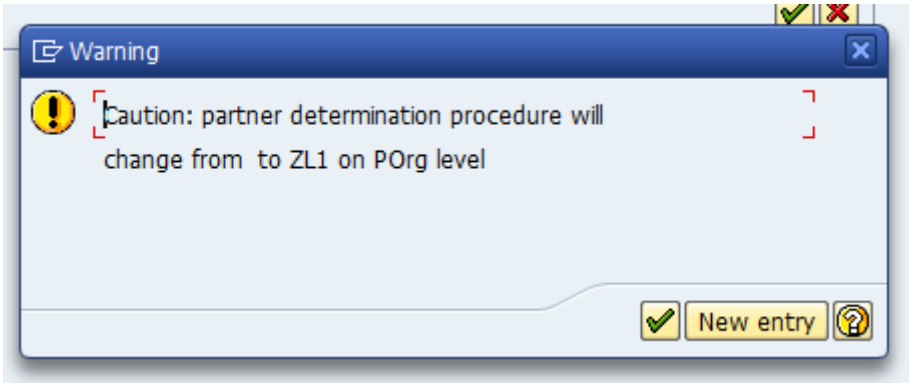
Hit Enter:



Hit Enter and add new account group:

You should receive Warning message about account group change:



Hit enter and add purchasing data, according to Work Instruction.
If previously this vendor was a non-PO vendor; don't forget to change commodity code.

Appendix 13 – Locations and plants

Plant	Plant2	Location	Sales org.
2015	Tulsa	Tulsa	1237
2065	Broken Arrow	Broken Arrow	1237
2070	United Frozen Storage	Tulsa	1237
2025	Sumner	Sumner	1246
2040	Santa Fe Springs	Santa Fe Springs	1246

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2010	Heanor Site 4	Heanor	7218
2095	Heanor Site 1	Heanor	7218
2020	Manchester	Manchester	7223
2075	Kuehne & Nagel Ltd	Reading	7223
2030	Worth Bridge	Keighley	7250
2050	Keighley	Keighley	7250
2035	St Jean	St. Jean	7252
2100	Eurocentre	Castelnau d'Estretefonds	7252
2045	Mondovi	Mondovi	7257
2085	Logind	Savigliano	7257
2090	Lotrans	Paderno Dugnano Milano	7257

Appendix 14 – Process Specifics for Vendor Master

TYPE of SETUP/CHANGE	**APPROVAL REQUIRED?**	**REQUIRED DOCUMENTATION**
PO vendor creation/ reactivation (Direct/ Indirect Spend) (ZVEN)	Data Steward (Procurement)	Checklist; letterhead; W9 for US suppliers
Non-PO vendor creation/ reactivation (ZINV)	Data Steward (Finance)	Checklist; letterhead; W9 for US suppliers
Employee creation (ZEMP)	Data Steward (T&L)	Checklist
Intercompany creation (ZINT)	Data Steward (Finance)	Checklist, can also accept e-mail
PO vendor extension (Direct/Indirect) (ZVEN)	Only notify Data Steward (Procurement)	
Non-PO vendor extension (ZINV)	Only notify Data Steward (Finance)	
Commodity code change for a non-PO vendor (ZINV)	Data Steward (Finance)	
Commodity code / INCO terms change for a PO vendor (ZVEN)	Data Steward (Procurement)	
Banking info	no approval is required	Letterhead, followed by outbound procedure
Contact details / currency	no approval is required	
Language changes	no approval is required	
PO vendor inactivation (Direct/Indirect)	Data Steward (Procurement)	
Non-PO vendor inactivation (ZINV)	Data Steward (Finance)	
Payment method change	no approval is required	
Reconciliation Account change	no approval is required	
Name and/or Address changes (if it does not require creating a new vendor)	no approval is required	Letterhead; W9 for US suppliers (in case of a name change)
Tax code/ VAT change for a PO vendor	Data Steward (Procurement)	Checklist; letterhead; W9 for US suppliers *(a new vendor needs to be set up, old vendor needs to be inactivated)*
Tax code/ VAT change for a non-PO vendor	Data Steward (Finance)	Checklist; letterhead; W9 for US suppliers *(a new vendor needs to be set up, old vendor needs to be inactivated)*
New Invoicing party creation (ZINV) and linking it to the ZVEN account	no approval is required	Checklist; letterhead
New Ordering address creation (ZOAD) and linking it to the ZVEN account	no approval is required	Checklist or an e-mail with the new ordering address
Payment terms change for a PO vendor (ZVEN) (if new terms are less favorable to Solvay)	Procurement Director	
Payment terms change for a non- PO vendor (ZVEN) (if new terms are less favorable to Solvay)	Data Steward (Finance)	
Creation of a "duplicate" PO vendor due to different currency	no approval is required	

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Creation of a "duplicate" PO vendor due to additional ordering address	no approval is required	Checklist or an email with the new ordering address.

** given the possibility that the request might come from a different party - other than the Data Steward

Appendix 15 – Locating correct Transportation Zone

When new vendors or customers are set up, a transportation zone (t-zone) needs to be assigned to its address master data. The only real need for the t-zone is to determine the proper route and transit time for outbound shipments to customers (they serve no similar purpose for inbound deliveries from vendors).

Since routes are not more specific than a day, as long as we can derive the correct number of transit days, the requirement is met. Consequently, we are now taking the approach of using existing t-zones wherever possible from other business partners who are located fairly close (within a few hours away).

Also important in determining the need for a new t-zone is to insure that the proper route determination is in place if the business partner is a customer.

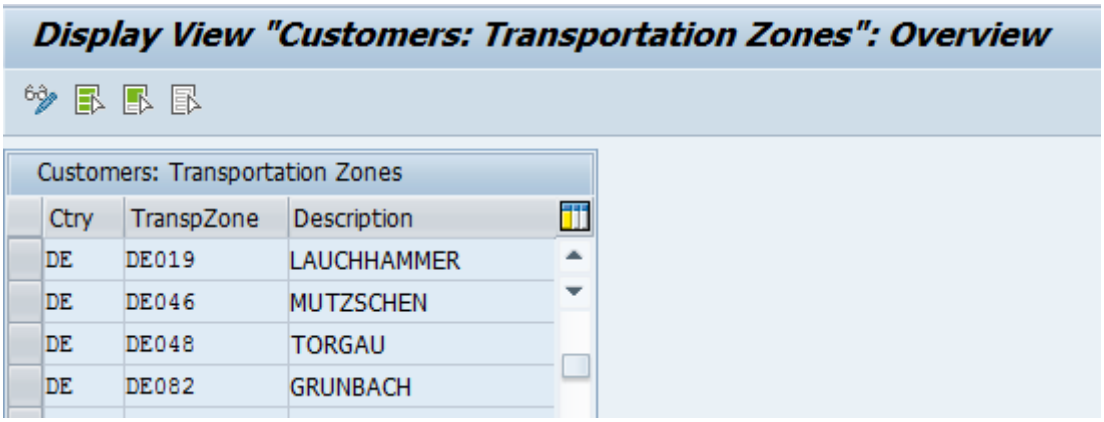
Finding the correct t-zone

Criteria:

- Same country
- Within a few hours transportation time by road

Steps:

1. First identify what the vendor's t-zone would be under the original Project GO configuration rules.
2. Try to locate this t-zone among the existing ones using **ZTZONE** transaction or you can search (F4) on the t-zone field of the vendor master.
3. Find the existing t-zone code that is most similar to the desired code. *For example*, t-zone DE047 (DOEBELN GERMANY)is the desired code (FD ticket 964458), but it does not exist.



4. Once you have identified a potential code, determine the actual distance between the cities of the t-zones. Google is helpful for that.

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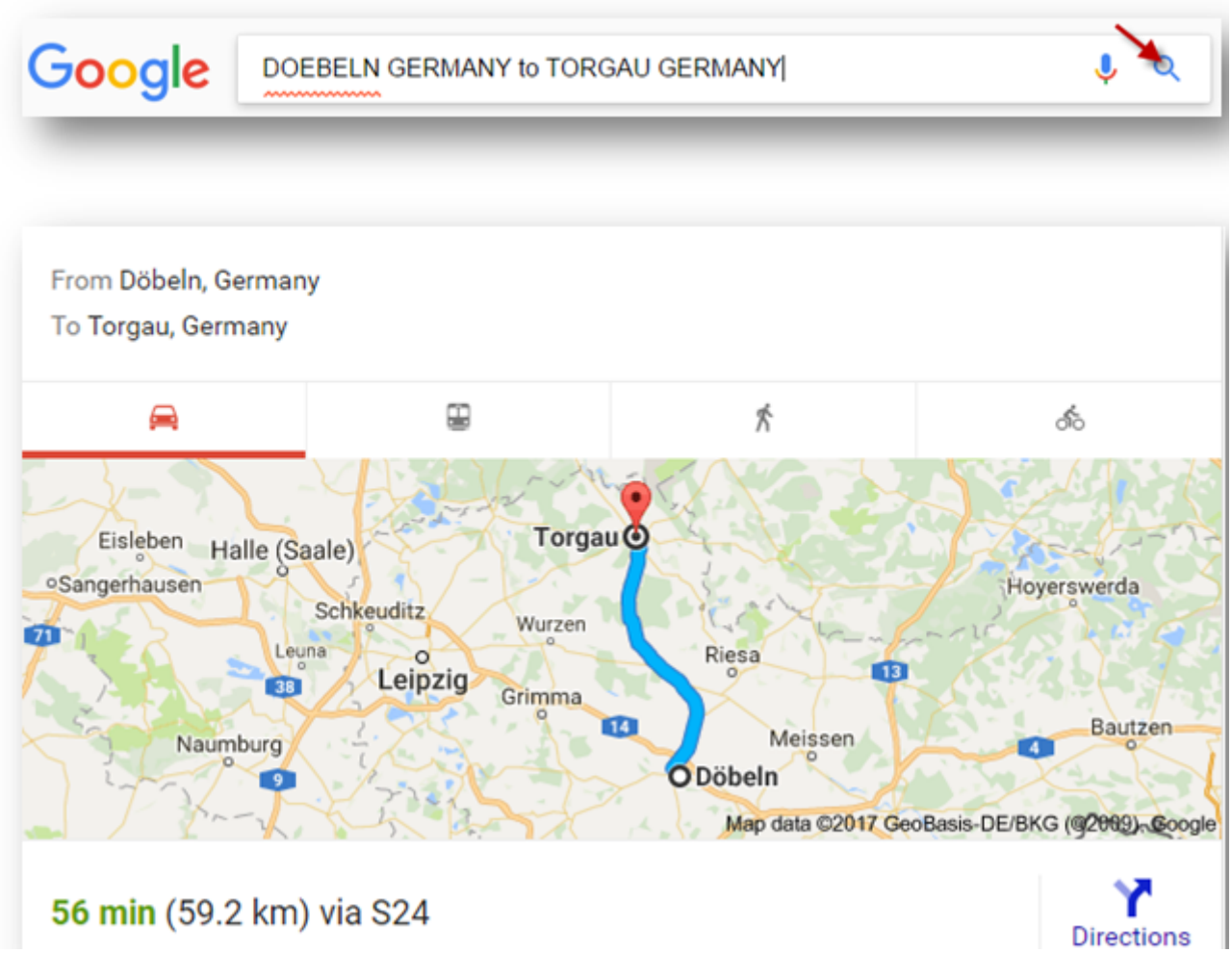

5. Since Google indicates these two towns are less than an hour apart, DE048 is acceptable to use instead of setting up a new code for DE047. For vendors since there are no route implications, any existing t-zone within 12 hours should be acceptable as long as the country code is the same.

6. In case no applicable t-zone cannot be located open a ticket to COE_SD group indicating:

   a. t-zone code;
   b. whether the code is required for vendor or customer;
   c. original requester;
   d. address;
   e. roles for which the vendor will be used.

Appendix 16 – Carrier calendar table

When new carrier vendors are set up, if they will deliver outbound goods, they need to be added to the carrier calendar table which defines the days of the week that the carrier can pick up goods at all applicable plants to be used to determine availability dates in sales orders.
Request:

- Carrier's available pick up days;
- Plant, from which the goods will be picked up.

Be sure you can translate pick-up days into the correct factory calendar code before entering a new record in the table.

- The t-code for maintaining the table is ZZ_DEL_DAT
- The table updated is ZTC2C_DEL_DATE

Using the t-code specified above, enter a new record in the table by Selecting New Entries. Enter the proper plant(s) applicable to this carrier. These could be a single plant or any/all plants for the company for which the vendor was established.

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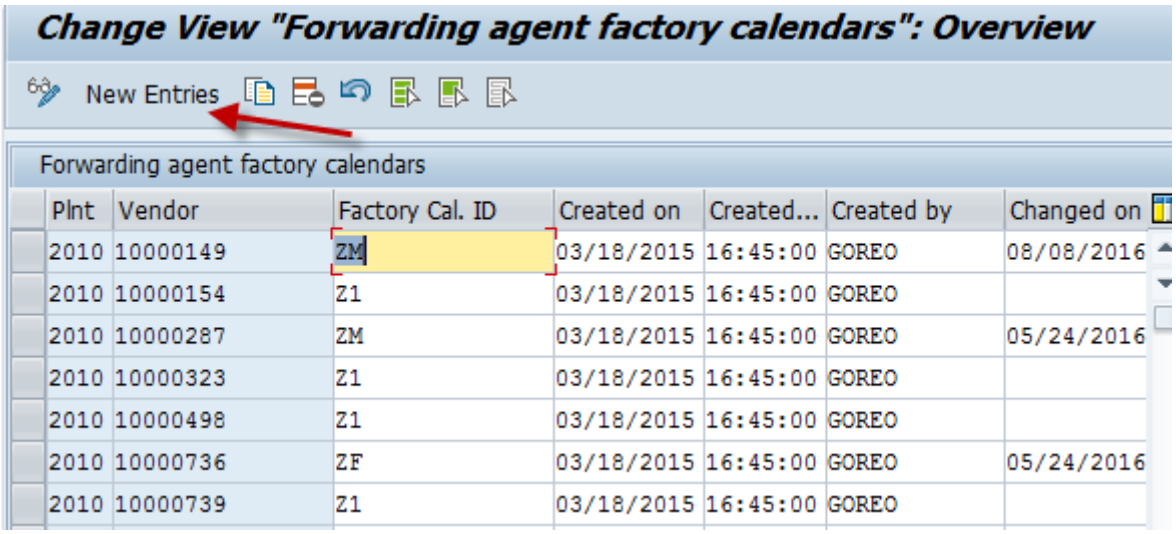

Refer to the chart below for plants by company:

Plant	Name 1	Sales organization	City	Country Key
2015	Tulsa	1237	Tulsa	US
2065	Broken Arrow	1237	Broken Arrow	US
2070	United Frozen Storage	1237	Tulsa	US
2025	Sumner	1246	Sumner	US
2040	Santa Fe Springs	1246	Santa Fe Springs	US
2010	Heanor Site 4	7218	Heanor	GB
2095	Heanor Site 1	7218	Heanor	GB
2020	Manchester	7223	Manchester	GB
2075	Kuehne & Nagel Ltd	7223	Reading	GB
2030	Worth Bridge	7250	Keighley	GB
2050	Keighley	7250	Keighley	GB
2035	St Jean	7252	St. Jean	FR
2100	Eurocentre	7252	Castelnau d'Estretefonds	FR
2045	Mondovi	7257	Mondovi	IT
2085	Logind	7257	Savigliano	IT
2090	Lotrans	7257	Paderno Dugnano Milano	IT

The proper factory calendar code is determined by the country of the shipping plant and the carrier's available day(s) of the week as provided by the business. Select from the list below.

Factory Calendar ID	Text
A1	Carriers 2020 - Mon thru Fri
A2	Carriers 2020 - Mon thru Thur
A3	Carriers 2020 - Thurs
A4	Carriers 2020 - Tues and Fri
A5	Carriers 2020 - Mon
A6	Carriers 2020 - Mon & Tues
A7	Carriers 2020 - Fri
A8	Carriers 2020 - Tues
A9	Carriers 2020 - Tues, Thur and Fri
B1	Carriers 2020 - Wed
B2	Carriers 2075 - Mon thru Fri
B3	Carriers 2075 - Mon thru Thur
B4	Carriers 2075 - Thurs
B5	Carriers 2075 - Tues and Fri

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B6	Carriers 2075 - Mon
B7	Carriers 2075 - Mon & Tues
B8	Carriers 2075 - Fri
B9	Carriers 2075 - Tues
C1	Carriers 2075 - Tues, Thur and Fri
C2	Carriers 2075 - Wed
C3	Carriers 2050 - Mon thru Fri
C4	Carriers 2050 - Mon thru Thur
C5	Carriers 2050 - Thurs
C6	Carriers 2050 - Tues and Fri
C7	Carriers 2050 - Mon
C8	Carriers 2050 - Mon & Tues
C9	Carriers 2050 - Fri
D0	Carriers 2050 - Tues & Wed
D1	Carriers 2050 - Tues
D2	Carriers 2050 - Tues, Thur and Fri
D3	Carriers 2050 - Wed
D4	Carriers 2085 - Mon thru Fri
D5	Carriers 2045 - Mon thru Fri
D6	Carriers 2035 - Mon thru Fri
D7	Carriers 2100 - Mon thru Fri
E3	Carriers 2010/2095 - Tues & Thur
E4	Carriers 2020 - Tues & Thur
E5	Carriers 2075 - Tues & Thur
E6	Carriers 2050 - Tues & Thur
E7	Carriers 2076 - Mon thru Fri
E8	Carriers 2076 - Mon thru Thur
E9	Carriers 2076 - Thurs
F1	Carriers 2076 - Tues and Fri
F2	Carriers 2076 - Mon
F3	Carriers 2076 - Mon and Tues
F4	Carriers 2076 - Fri
F5	Carriers 2076 - Tues
F6	Carriers 2076 - Tues, Thur and Fri
F7	Carriers 2076 - Tues and Thur
F8	Carriers 2076 - Wed
F9	Carriers 2076 - Tues & Wed
G1	Plant 2076 Factory Calendar
PT	Portugal
US	USA
Y1	Cytec US Factory Calendar (5 Days working)
Y2	Cytec US Factory Calendar (7 Days working)
Y3	Cytec UK Factory Calendar (4 Days working)
Y4	Cytec UK Factory Calendar (5 Days working)
Y5	Cytec UK Factory Calendar (7 Days working)
Y6	Cytec France Factory Calendar (5 Days working)

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Y7	Cytec France Factory Calendar (7 days working)
Y8	Cytec Italy Factory Calendar (5 days working)
Y9	Cytec Italy Factory Calendar (7 Days working)
YQ	Cytec Heanor Quality Lab Factory calendar (5 days Working)
YT	Cytec Factory Calendar US - Tulsa (5 Days Working)
Z1	Carriers 2010/2095 - Mon thru Fri
Z2	Default Calendar
Z3	Factory Calendar Great Britain
Z4	Factory Calendar Italy
Z5	Factory Calendar France
Z6	Factory Calendar USA
Z7	Carriers 2010/2095 - Mon thru Thur
Z8	Factory Calendar US - Tulsa
Z9	Carriers US -Tues & Thurs
ZB	Carriers US- Mon thru Wed
ZC	Carriers US- Mon thru Tues
ZD	Carriers US-Mon thru Thurs
ZE	Carriers US- Thurs
ZF	Carriers US- Wed
ZG	Carriers US- Mon
ZH	Carriers 2010/2095 - Thurs
ZJ	Carriers US- Wed or Thurs
ZK	Carriers US- Thurs or Friday
ZL	Carriers 2010/2095 - Tues and Fri
ZM	Carriers 2010/2095 - Mon
ZN	Carriers 2010/2095 - Mon & Tues
ZO	Carriers 2010/2095 - Fri
ZP	Carriers 2010/2095 - Tues
ZQ	Carriers 2010/2095 - Tues, Thur and Fri
ZS	Carriers 2010/2095 - Wed
ZT	Carriers US-Mon thru Sat
ZU	Carriers GB 2010/2095- Mon thru Fri
ZW	Carriers 2010 - Tues & Wed
ZZ	Default Customer Calendar-Mon-Fri

Changes/additions to factory calendars (including the setting of holidays by country for each year) are configuration changes which are transports from Dev to QE to PE. If these types of changes are required, please open a ticket for COE_SD.

Appendix 17 – Workcycle Management

Once a SharePoint Workcycle is received it will automatically create Freshdesk ticket:

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Dear Cytec, Datamanagement,

Please take action on a vendor invoice recently received by the Cytec Global Business Services. This invoice cannot be processed without your feedback/approval.

Action Requested: Vendor Data Management

Links:
To see Attachments, please click this link: Clickhere ← View invoice
To take action, please click this link: here ← Open Workcycle
To view your open tasks click this link: click here
To see an image of the invoice, please click this link: click here
To see Invoice Properties: click here
Comments: Hello, Can you please update 10002258 vendor's bank account? Thanks, Tiago ← See request without opening the Workcyle

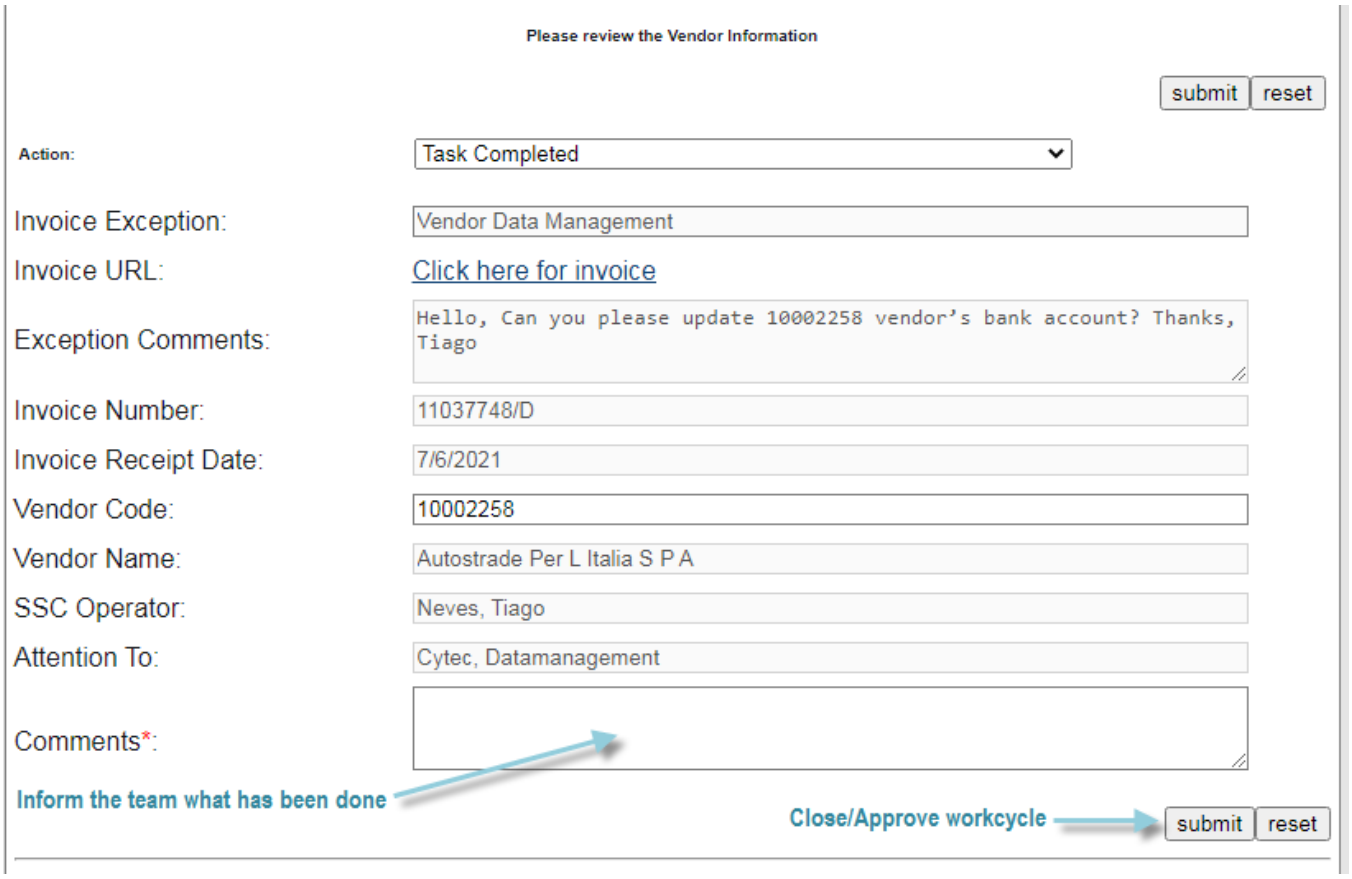
To add an attachment to the history of this invoice, please attach your file to this message and forward the Email to the person who assigned the task.
This task was assigned by: Neves, Tiago**(User Name: EUA\neve2324)**

Invoice Number: 11037748/D
Vendor Name: Autostrade Per L Italia S P A
Vendor Code: 10002258

Vendor information

Note: This is an auto-generated Email. Do not respond to this Email. Email replies cannot be delivered.
If this invoice was incorrectly assigned to you, please click on the Take action link above, open the task associated to the invoice and reject the task including explanatory comments. If you know the person whom the invoice belong to, please add his/her name within your comments.
For issues/questions about invoices, please call the Cytec Global Business Services:
Phone: +371 67118977

Make the necessary actions and close the Workcycle.



Once Workcycle is closed/approved the same freshdesk ticket needs to be closed with the same note.

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