

# SUPPORT OFFICE

## Billing Factory Specialist

[VF04 - Maintain Billing Due List](#)

[Shipped Not Billed - ZWOC78A](#)

[Shipped Not Billed Internal Control Procedure](#)

[SAP WP1 Types of transport](#)

[Master Data- RM Buyer Association](#)

[ZWOC214 Sales order pricing control and update report](#)

[ZWOCR07 Control Invoice Output errors](#)

[VAT Exemption Italy](#)

[US Tax Exemption process + Expiration report](#)

[Sales Recognition Matrix](#)

[Return process](#)

[POST-INVOICING - Fixed Value Date](#)

### Rebates

[Closing rebate agreement without payment](#)

[Closing rebate Agreement with payment](#)

[Rebate creation 9001 9002](#)

[Rebate creation 9003 9004](#)

[Rebates management Best Practices](#)

## Documentation Management

[Documentation Management \(SG03\) + Backup for receipt of original docs](#)

[Summary Documentation - Tracking file](#)

## Continuous Improvement

[Lean 6 Sigma Governance](#)

[Novacare Monthly KPIs - Step-by-step instructions](#)

## Warehouse Management

[CERTIFICATE OF ANALYSIS MAINTENANCE](#)

[PU\\_AP Work Cycle User Guide \(UK\)](#)

[Issuing Syensqo CoA](#)

## Master Data and E-Business Specialist

### Customer Data

#### Procedures

[Customer creation - Sold-to & Payer](#)

[Customer creation - Ship-to](#)

[Customer Creation - Bill-to](#)

[Customer unblocking - Sold-to & Payer](#)

[Customer unblocking - Ship-to](#)

[Customer extension - Sold-to & Payer](#)

[Customer extension - Ship-to](#)

[Customer extension - One Time Customer](#)

[Customer Blocking](#)

[Sales Views Updates \(contacts, incoterms, shipping cond, Sales Rep and CSR assignments\)](#)

[eCommerce - User Creation](#)

[Product Data management and alignment in MDG and CRM](#)

#### Support Documentation

[Novacare NA Invoicing Guidesheet](#)

[North America Customer Name Changes - Acquisitions](#)

[Customer Acquisition Cross Reference](#)

[Account Conversion process Novacare](#)

[Customer cleansing - Payers / Sold To / Ship To](#)

[One time Customer - Usage and restrictions](#)

[Customer Segmentation Implementation Playbook v2](#)

## Distribution Coordination and Sampling Management

### Sample Management

#### Procedures

[APAC Sample Procedure](#)

[EMEA Sample Procedure](#)

[NAM Sample Procedure](#)

[How to Open Sample Requests on Salesforce](#)

[CSR Samples Good Practices](#)

#### CMC Management

[NAM SAP Order Creation for CMC interface](#)

[CMC Portal - Sample Order Management](#)

[CMC orders report](#)

[CMC Monthly retest](#)

[CMC Inventory report](#)

[CMC Set Up New Material](#)

[Pail sale process](#)

[CMC restocking process](#)

[CMC disposal process](#)

## Customer Requests

[Customer requests](#)

[CUSTOMER REQUESTS - Topics/ Documents/ Contacts](#)

## Miscellaneous

[Guideline for Non Conformity - QM01](#)

[MySampleSite\\_Template \(for access request. Please copy before use\)](#)

[MySamplecenter\\_QuickRefGuide\\_Full](#)

[Distress sale process](#)

[Using Open order report for Sample follow-up](#)

[Using SFDC connector to mass-update Sample Cases](#)

[FCA - proof of receipt](#)

[Useful Links](#)

## Long Term Declarations (LTD)

[EMEA LTDs: EU and UK GTS Training \(PPT + Recording\)](#)

[NAM LTDs: USMCA GTS Training \(PPT + Recording\)](#)

Articles connexes

- SUPPORT OFFICE
- PROCEDURES & GUIDELINES