

Releasing Post invoicing docs NAM

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Objective of this procedure

The purpose of this document is to describe the Credit / Debit and Returns releases in WP1 and PF1 by the SBS OTC service center in Curitiba

Scope

The OTC Service Center is in charge of controlling and releasing in WP1:

- document types :
 - related to Rebates : B1, B3, B4
 - related to Credit : G2, ZG2, KR
 - related to Debits : L2, ZL2
 - related to Returns : RE, KR, KA
- Billing blocks 08, 09 and 14
- For Novocare NAM (Sales org US05 and CA02) / Technology Solution (Ex Novocare NAM US21 and CA11)/ Special Chem (Sales org US01 and CA10) Legal Entity 7424 and 7651.

The OTC Service Center is in charge of controlling and releasing in PF1:

- document types :
 - related to Credit : CRV, CRVA, CRVT, CR, ZCRB, RK, ZCDP
 - related to Debits : DRV, DRVA, DRV, ZDRB, DR
 - related to Returns : REA, ZREB, ZREN, ZROB
- Billing blocks 08, AA
- For Special Chem NAM (Sales org 3384) / Legal Entity 3384.

Definition

2 different processes to correct an invoice:

1. Some customers only want to be debited or credited for the "difference" on the original invoice.
 - In this case Customer Service calculates what the customer is owed or what balance needs to be billed. Creates only a debit or Credit for that amount.
2. Some customers require a "clean invoice" (most common case)
 - Completely Credit the original invoice and correctly Debit entire invoice.

The validation email should detail which case it is.

For WP1, ZI partner is the CSR managing the document. He/she can be retrieved in the Header partners (can be via transaction VA03 or V23):

Scope



NAM

ERP



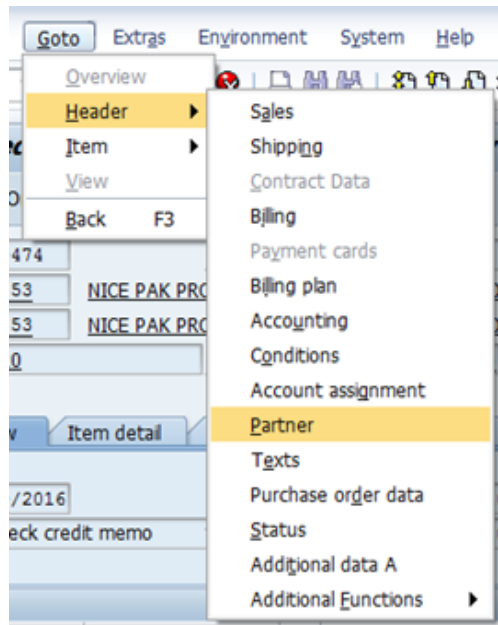
PF1



WP1

References

Attachments



Display Credit Memo Req. 60120474: Header Data

Credit Memo Req. 60120474 Purchase order no. 283220
 Sold-to party 2023453 NICE PAK PRODUCTS INC / 1 NICE PAK RD / JONESBORO A..

Sales Shipping Billing Document Billing plan Accounting Conditions Account assignment Partners Texts

Display Range PARALL All partners

Partn.Funct.	Partner	Name	Street	Postal C...	City	Partner C
10 Customer hiera.	2018753	NICE PAK PRODUCTS I..	2 NICE PAK PARK	10962-13	ORANGEBURG	
A0 Sold-to party	2023453	NICE PAK PRODUCTS I..	1 NICE PAK RD	72401	JONESBORO	
Q1 QtyCertRec/stp.	45188	JONATHAN ANDREWS	1 NICE PAK RD	72401	JONESBORO	
Q1 QtyCertRec/stp.	45615	JUSTIN COURCE	1 NICE PAK RD	72401	JONESBORO	
Q4 QtyCertRec/stp.	45616	JESSICA SMITH	1 NICE PAK RD	72401	JONESBORO	
Q4 QtyCertRec/stp.	45617	AARON BUCHMAN	1 NICE PAK RD	72401	JONESBORO	
RE Bill-to party	2035472	NICE PAK PRODUCTS I..		84127-01	SALT LAKE CITY	
RD Payer	2035472	NICE PAK PRODUCTS I..		84127-01	SALT LAKE CITY	
WE Ship-to party	2023453	NICE PAK PRODUCTS I..	1 NICE PAK RD	72401	JONESBORO	
2C Bill-to comple.	45278	NICE PAK PRODUCTS	2 NICE PAK PARK	10962-13	ORANGEBURG	
28 Shipping fax c.	70442	NICE PAK PRODUCTS J..	1 NICE PAK RD	72401	JONESBORO	
13 Ins. BROCKA Cont.	30003743	Woln Susan			Cranbury	

In PF1, the CSR can be retrieved the same way, but under partner VW :

Display TD Standard Order 2146044: Header Data

TD Standard Order 2146044 Purchase order no. TER 753866
 Sold-to party 309572 UPM-KYMRNE OYJ / Postikiero 39 / 37601 VALKEAKOSKI

Sales Shipping Billing Document Accounting Conditions Account assignment Partners Texts Order Data Status

Display Range PARALL All partners

Partn.Funct.	Partner	Name	Street	Postal C...	City	Partner C
A0 Sold-to party	309572	UPM-KYMRNE OYJ		37600	VALKEAKOSKI	
RE Bill-to party	323128	UPM-KYMRNE OYJ		24100	SALO	
RD Payer	305011	UPM - KYMRNE OYJ	ETELÄESPLANADI 2	00130	HELSINKI	
TE Sales Account Manag.	44090216	UP OMERS	RUE DU PRINCE ALBERT, 44	1050	BRIELLES	
13 CSR Representation	44090219	JARVA KIRUNA	YRJOONJANTIE 2	49910	VOIKKA	
WE Ship-to party	309573	UPM-KYMRNE OYJ		37600	VALKEAKOSKI	

A credit / debit memo Request, and a Return, when released from billing block, will generate a Credit / debit Note or a Credit for Return that will actually trigger the payment to the customer.

This information can be found in the Document flow. Once the Credit / debit memo Request or the return has been released from Billing block, the Credit memo, Debit Memo or Credit for Returns document will show in the document flow.

Display Credit Memo Req. 60120600: Overview

Credit Memo Req. 60120600 Net value 499.85 USD
 Sold-To Party 2023471 NEXEO SOLUTIONS LLC / 5200 BLAZER PKWY / DUBLIN OH 4 -
 Ship-To Party 2023700 NEXEO SOLUTIONS LLC / 8500 S WILLOW SPRINGS RD / WIL--
 PO Number 4522679563 PO date 03/24/2016

Sales Item overview Item detail Ordering party Procurement Reason for rejection

Billing Date 03/24/2016 Serv.rendered 12/30/2015
 Billing block Pricing date 12/30/2015

Document Flow

Status overview Display document Service documents Additional links

Business partner 0002023471 NEXEO SOLUTIONS LLC

Document	On	Status
Standard Order 0001937935	07/01/2015	Completed
Outbound delivery 0083224615	12/23/2015	Completed
Invoice 0100515149	12/30/2015	Completed
Credit Memo Req. 0060120600	03/24/2016	Completed
Credit Memo w. ref 0100523585	03/24/2016	Completed
Accounting document 0100523585	03/24/2016	Cleared

Example of a return :

Document Flow

Business partner: 0002003075 VALSPAR CORP
Material: 00000000000046096 SPOMER IBOMA HP 450LB CHS

Document	Quantity	Unit	Ref. value	Currency	On	Status
Standard Order 0001721494 / 10	8,100 LB		39,690.00 USD		04/17/2014	Completed
Returns 0060113322 / 10	450 LB		2,256.75 USD		01/05/2015	Completed
Returns Delivery 0084043155 / 10	450 LB				03/06/2015	Completed
Shipment 1100200187 / 1					03/06/2015	In transp. planning
GD ret.del. returns 4923454046 / 1	450 LB		0.00 USD		03/06/2015	complete
Credit for Returns 0100488687 / 10	450 LB		2,256.75 USD		03/31/2015	Completed
Accounting document 0100488687	450 LB				03/31/2015	Cleared

Procedure

When Post invoicing documents are created by Customer Service, a Billing block is automatically populated. Customer service Rep doesn't have the authorizations to remove this billing block.

Create Credit Memo Req.: Overview

Credit Memo Req. 2019862 Net value 147,000.00
Sold-to party 2019862 SARTOMER USA LLC / 830 S BOLMAR ST / WEST CHESTER
Ship-to party 2019862 SARTOMER USA LLC / 830 S BOLMAR ST / WEST CHESTER
PO Number PO date

Billing date 10/05/2011 Serv.rendered 07/12/2011
Billing block 08 Check credit memo Pricing date 07/12/2011

Item	Material	Target quantity	Uo	Net value	Reason
1046083			LB	0.00	
1146083		13.500 LB		58,050.00	
1246083		20.700 LB		89,010.00	

Customer service Rep is responsible to:

- Obtain the required validation(s) in the GBU according to their dedicated Matrix of Validation related to post-invoicing
- Ensure that the customer, the material, the quantity, and the value are correct
- Ensure that the Taxes are correctly applied (Header text: The CSR will enter a text in the "Internal note" text taxes have been impacted)
- Check that there is no duplicate in the document flow

SBS Service Center in Curitiba is responsible to check:

- That the doc was created in reference to an invoice (if only 1 invoice was at stake. If against multiple invoices (ie created without reference), need to list all invoices # in internal header texts)
- No duplicate in the document flow
- That the validation has been attached in the Credit /debit memo (mandatory)
- That the validator is the right person according to the BU Matrix of validation (valid one year)
- That the customer, the material, the quantity, and the value are correct according to the validation email attached / text entered by the CSR.

Example

For example, if the validation email says that we are issuing a Credit for Sartomer (1), for material 46083 (2) for 34 200lb (3) for 147060 USD (4), this check is OK.

- that the Taxes are correctly applied (Header text: Internal note should mention if taxes have been impacted)
- for returns : That the plant has received the product back using 651 and 4xx transaction so we don't have FI-CO differences, and that it is the same quantity as the credit memo (see details below).

Create Credit Memo Req.: Overview

Credit Memo Req. 2019862 Net value 147,000.00
Sold-to party 2019862 SARTOMER USA LLC / 830 S BOLMAR ST / WEST CHESTER
Ship-to party 2019862 SARTOMER USA LLC / 830 S BOLMAR ST / WEST CHESTER
PO Number PO date

Billing date 10/05/2011 Serv.rendered 07/12/2011
Billing block 08 Check credit memo Pricing date 07/12/2011

Item	Material	Target quantity	Uo	Net value	Reason
1046083			LB	0.00	
1146083		13.500 LB		58,050.00	
1246083		20.700 LB		89,010.00	

1. Monitor Blocked Documents

1.1. Frequency

Once a day or more often (3 times at least: morning, lunch time and 5pm Eastern time) during closing period (last days / first days). SBS OTC Service center will receive an email from Jean O'Brien that also could be a trigger to identify blocked documents and release then.

1.2. Through transactions V23 / ZV23 in WP1

Run V23 or ZV23 in WP1

With selection criteria:

- Sales org US05 / CA02 / US21 / CA11 / US01 / CA10
- Header Billing block: 08, 09, 14
- Entered on: from: Jan 1st 2016(or current year) until today's date
- ALL SD Document
- SD document category: H, K, L

Or use variants in V23:

Variant catalog for program SDFAKSPE

Variant name	Short Description	Environment	Protected	Changed by	Last changed on
7424 LK BLOCK	credit debit to review	A		JPMILL	07/24/2008
7651 LIM BLOCK	credit debit to review ca02 DC	A			

SD Documents Blocked for Billing

Customer: [] to []

Header blk: Billing block header [] to []

Organizat. Data:

Sales organization: [] to []

Distribution channel: [] to []

Division: [] to []

Sales office: [] to []

Sales group: [] to []

Creation data:

Entered by: [] to []

Entered on: 01/01/2016 to 12/31/9999

Document Info:

SD document: [] to []

SD document category: [] to []

Selection criteria:

☐ Open SD documents

☒ All SD documents

A list of documents to be released is displayed.

SD Documents Blocked for Billing

Customer: Basic list

SD Doc	On	Sold to pt	Name	Bill&Des	H	R	U	G	Delivery status	Created	Sales doc.type
601206	18.03.2016	2008152	METHOD PROD	Return control	X				Fully delivered	LHLL	Returns
601205	23.03.2016	2011229	RB MANUFACTUR	Return control	X					LHLL	Returns
601205	23.03.2016	2014608	STERIS CORP	Return control	X					KRED	Returns
601205	23.03.2016	2014608	STERIS CORP	Return control	X					KRED	Returns
601205	23.03.2016	2003467	BASF CORP	Return control	X					MCORSSA	Returns
601196	09.02.2016	2005552	BRENTAG HD S	Return control	X				Not delivered	DOSBROW	Returns
601192	13.02.2016	2005582	UNILEVER ASSC	Return control	X					SHOLAN	Returns
601321	03.03.2016	2019245	KIK CUSTOM PRO	Return control	X					KRED	Returns
601202	07.03.2016	2023471	HEXEO SOLLITO	Return control	X					CHAZZA	Returns
601205	16.03.2016	2017666	HALLBURTON GL	Return control	X					DOSBROW	Returns
601205	16.03.2016	2017666	HALLBURTON GL	Return control	X					DOSBROW	Returns
601205	17.03.2016	2023471	HEXEO SOLLITO	Return control	X					CHAZZA	Returns
601205	24.03.2016	2000055	BEHR PROCESS C	Return control	X					LFCK	Returns
601206	25.03.2016	2006314	DEBRO OHNEKA	Return control	X					QPAVINE	Returns
601205	28.03.2016	2018338	TARR LLC	Return control	X					MOSTROSK	Returns
601206	28.03.2016	2018338	TARR LLC	Return control	X					MOSTROSK	Returns
601205	29.03.2016	2027790	HEXEO SOLLITO	Return control	X					CHAZZA	Returns
601206	28.03.2016	2008993	AMECH LLC	Check credit memo	X				Not relev for delv	QPAVINE	Credit memo request
601206	28.03.2016	2003626	MONSANTO CO	Check credit memo	X					AVHUGES	Credit memo request
601202	30.03.2016	2005685	BRENTAG HD S	Check credit memo	X					DOSBROW	Credit memo request

Enter the Credit / debit / return request document by clicking on the document number in SD Doc column

To do sort by "Delivery status" and -> to define priorities:

First: fully delivered, not relev for deliver, and

***not delivered in case of returns (in "stand by" until confirmation is delivered)

1.3. Through transactions V23 / ZV23 in PF1

Run V23 or ZV23 in PF1

With selection criteria:

- Sales org 3384
- Entered on: from: Jan 1st 2016(or current year) until today's date
- ALL SD Document
- SD document category: H, K, L

SD Documents Blocked for Billing

Customer: [] to []

Header blk: Billing block header [] to []

Organizat. Data:

Sales organization: [3384] to []

Distribution channel: [] to []

Division: [] to []

Sales office: [] to []

Sales group: [] to []

Creation data:

Entered by: [] to []

Entered on: 01.01.2016 to 31.12.9999

Document Info:

SD document: [] to []

SD document category: [] to []

Selection criteria:

☐ Open SD documents

☒ All SD documents

A list of documents to be released is displayed.

SD Documents Blocked for Billing

Customer: Basic list

SD Doc	D	Bill&Des	On	Sold to pt	Created	Name	BB	Delivery status	Sales doc.t
6020802	H	Customer blocked	09.06.2016	2102353	USQ/AVT	FREIDENBERG/SHELBYVILLE	ZZ	Not delivered	Returns

Enter the Credit / debit / return request document by clicking on the document number in SD Doc column

To do sort by "Delivery status" and -> to define priorities:

First: fully delivered, not relev for deliver, and

***not delivered in case of returns (in "stand by" until confirmation is delivered)

2. Control the documents

Proceed to the controls to check the accuracy of Document and Validations

STEP 1

Start with Credit and Debit Memos (sales document type)

STEP 2

Note the net value of the document

Display Credit Memo Req. 60120474: Overview

Credit Memo Req.	60120474	Net value	480.00 USD
Sold-To Party	2023453	NICE PAK PRODUCTS INC / 1 NICE PAK RD / JONESBORO AR	
Ship-To Party	2023453	NICE PAK PRODUCTS INC / 1 NICE PAK RD / JONESBORO AR	
PO Number	283220	PO date	11/09/2015

STEP 3

Check the header texts

Display Credit Memo Req. 60120474: Overview

Header menu options: Sales, Shipping, Contract Data, Billing, Payment cards, Billing plan, Accounting, Conditions, Account assignment, Partner, Texts.

STEP 4

And check the attachment list

Display Credit Memo Req. 60120474: Overview

Attachment list menu options: Create at header..., Attachment list, Private note, Send, Relationships, Workflow.

Icon	Title	Creator Name	Created On	File Name
	Z - other doc linked to SO (pdf)	Susan WOLAN	03/21/2016	CREDIT REQUEST - Re_ Nice Pak - I...
	Z - other doc linked to SO (pdf)	Susan WOLAN		REQUEST & APPROVAL FROM SALE...

STEP 5

Check that the validation has been attached or copied in the header texts (form header or mention on invoice header texts) in the Credit /debit memo

Display Credit Memo Req. 60120474: Header Data

Credit Memo Req.	60120474	Purchase order no.	283220
Sold-to party	2023453	NICE PAK PRODUCTS INC / 1 NICE PAK RD / JONESBORO AR	

Form Header: EN

Texts: EN

Reason of Bill.doc or

Mentions on all Com

Mentions on Ord.Ac

CREDIT ISSUED AGAINST 100513007 DUE TO PRICING ISSUE. SALE REP CHANGED PRICE FROM 1.00/LB TO .90/LB PER DUSANKA VOS. CREDIT FOR DIFFERENCE PER Robert A. Cuomo, Senior Accounts Payable Coordinator (NICEPAK) CREDIT APPROVAL PER DUSANKA VOS.

Display Credit Memo Req. 60120474: Header Data

Credit Memo Req. Purchase order no.

Sold-to party NICE PAK PRODUCTS INC / 1 NICE PAK RD / JONESBORO A.

Sales Shipping Billing Document Billing plan Accounting Conditions Account

Document Flow				
Business partner0002023453 NICE PAK PRODUCTS INC				
Document	On	Status		
Standard Order 0002003170	11/09/2015	Completed		
Outbound delivery 0083209547	12/02/2015	Completed		
Invoice 0100513007	12/03/2015	Completed		
Credit Memo Req. 0060120474	03/20/2016	Open		

Document Flow				
Business partner0002038993 AMETECH LLC				
Material 000000000000135697 AGRHO N50 PROTECT 2400LB TOTE				
Document	Quantity	Unit	Ref. value	Currency
Standard Order 0001866259 / 10	9,797.696	KG	81,464.40	USD
Outbound delivery 0082979627 / 900001	9,797.696	KG		
Invoice 0100485650 / 11	9,797.696	KG	81,464.40	USD
Credit Memo Req. 0060120619 / 11	9,797.696	KG	58,514.25	USD

Then select Document flow again from the Sales order

For Example, BO could question if one Sales order was already subject to a Return, and then, an additional Credit memo was issued.

For example, in this document flow, we see both a return and a Credit memo

Document Flow				
Business partner0002038993 AMETECH LLC				
Material 000000000000135697 AGRHO N50 PROTECT 2400LB TOTE				
Document	Quantity	Unit	Ref. value	Currency
Standard Order 0001866259 / 10	9,797.696	KG	81,464.40	USD
Outbound delivery 0082979627 / 10	0	KG		
Shipment 1100198280 / 1				
Confirmation of service 0619627000 / 1	0	KG	0.00	USD
Invoice 0100485650 / 10	0	KG	0.00	USD
Accounting document 0100485650	0	KG		
Outbound delivery 0082979627 / 900001	9,797.696	KG		
Shipment 1100198280 / 1				
WMS transfer order 0001005365 / 1	9,797.696	KG		
GD goods issue:delv 4923426007 / 1	9,797.696	KG	19,176.15	USD
Invoice 0100485650 / 11	9,797.696	KG	81,464.40	USD
Accounting document 0100485650	9,797.696	KG		
Credit Memo Req. 0060120619 / 11	9,797.696	KG	58,514.25	USD
Returns 0060119980 / 10	5,174.635	KG	43,025.27	USD
Returns delivery 0084046048 / 10	5,174.635	KG		
GD ret.del. returns 4925490344 / 1	5,174.635	KG	0.00	USD
Credit for Returns 0100522573 / 10	5,174.635	KG	43,025.27	USD
Accounting document 0100522573	5,174.635	KG		

If the doc was created against multiple invoices (ie created without reference), need to list all invoices # in internal header text or Mention on invoice header texts



Customer service is responsible

- for the accuracy of the customer, material, quantity and value but BO can question if the value doesn't make sense (few dollars, negative value...)
- to check that the Taxes are correctly applied (extremely rare) but BO can question if it doesn't match the information in the Header Text Internal Note (Header text: Internal note should mention if taxes have been impacted)

STEP 9

Check the returns

Returns should not stay in the report for longer than a month. If creation date is more than a month ago, contact CSR (ZI / VW partner) with a screen shot of the report sorted by date with the one older than a month , copy the supervisors, asking if the return has been returned already or when it will be check attachment or text for validation.

If status in report is Not Delivered, ignore. The document is not ready to be released.

If return Net value = 0, document can be released without any further check.

Status for Returns :

Display Returns 60111309: Overview				
Returns	60111309	Net value	0.00	USD
Sold-To Party	2036005	ENGNUM CHEMICALS CORP / 29738 GOYNES RD / KATY TX		
Ship-To Party	2036005	ENGNUM CHEMICALS CORP / 29738 GOYNES RD / KATY TX		
PO Number	18909	PO date	12/31/2014	

60120092	03/01/2016	203511	NEUTROBINA C	Return control	X		Fully delivered	UNBL	Returns	14
60120449	03/17/2016	203471	NEKO SOLUTIO	Return control	X			CHZXA	Returns	14
60120462	03/18/2016	2038162	METHOD PROD	Return control	X			UNBL	Returns	14



Attention, the fully delivered status for returns is not accurate. Not all fully delivered documents should be released. Further checks should be performed for Returns in the fully delivered status:

- Check Jean O'Brien's email she will send daily showing which documents can be released.
- Or Another way to check is to use MB51:

Check MB51 with material / plan / customer: check that the plant has received the product back using 651 (and not cancelled by 652) and 4** transaction (4** must show 2 lines in the result

- one with value and one without) so we don't have FI-CO differences, and that it is the same quantity as the credit memo (note: Unit of measure can be different).

In this example, Stock movement 651 is for 3 DR. There is no cancellation of 651 by a 652 movement. Then we do have 2 lines for 459 documents. One with value, one without => OK, conform with what is expected.

Material	Material Description	Plant	Doc Type	Quantity	Unit of Measure	Entry Date	Entry Time	Source	Doc Date
651	RETURN SC-200 440-42 18-09	0204	7424	1322.76	LB	11/12/2014	14:00:00	RETURN	11/12/2014
459	459017767	2	01/12/2014	1322.76	LB	11/12/2014	14:00:00	RETURN	11/12/2014
459	459017767	2	01/12/2014	1322.76	LB	11/12/2014	14:00:00	RETURN	11/12/2014

Now check the quantity. The 651 and 459 must match. In this example, there is a unit difference.

The 651 movement is in DR (Drums). We see in the material description (circled in Red) that 1 DR = 440.92 LB. We calculate that 3 DR = 1322.76 LB. 1322.76 is the quantity in the 459 movement => we can validate that the quantity in 651 = to the quantity in 459 => Return validated.

If there is a quantity difference, send an email to the CSR (ZI/VW partner) to check.

STEP 10

Check the value that shows on the validation email and compare to the net value in the document to validate it is matching.

Same controls as other documents apply (validation email from the right person depending on the validation matrix, ...)

Display Reb. Credit Memo Req. 6011502: Overview	
Reb. Credit Memo R..	6011502
Net value	6,210.00 USD
Sold-To Party	70864 CRYSTAL QUINONE PVT LTD / G.I.D.C. VATVA / 380045 AH-
Ship-To Party	70864 CRYSTAL QUINONE PVT LTD / G.I.D.C. VATVA / 380045 AH-
PO Number	Rebate 5218
PO date	01/19/2015

3. Request Correction / additional information about the Post invoicing document

For each doc failing controls, send an email to the CSR (ZI / VW partner in the header Partner tab) stating the failed controls and requesting the missing information / correction of the inaccuracies. Once the Service Center has received a satisfying answer, ask the CSR to add this justifying email trail in the attachments.

4. Release billing block

When all controls are successfully completed:

Go in Item Overview tab

Remove billing block 08, 09 or 14 (replace Block with Blank)

Change Credit M. Req. wo re 60119134: Overview	
Credit M. Req. wo ..	60119134
Net value	81
Sold-To Party	2023471 NEXEO SOLUTIONS LLC / 5200 BLAZER PKWY / DUBL
Ship-To Party	2023700 NEXEO SOLUTIONS LLC / 8500 S WILLOW SPRINGS E
PO Number	4522715515
PO date	11.01.2016
Sales Item overview Item detail Ordering party Procurement Re	
Billing Date	11.01.2016
Billing block	08 Check credit memo
Serv. rendered	
Pricing date	11.01.2016
All items	
Item	Material
10	53220
U...	Net value
3.680 LB	861,12
02 Regen Validation 03 Prices incomplete 04 Check terms of paymt 05 Cust. inv. control 08 Check credit memo 09 Check debit memo 10 Invoice balance 14 Return control 18 IV invoice Control	

Save



Note: Twice a day, the actual debit / credit memos and Credit for returns (invoices) will generate by job

5. Validation matrix update

Yearly, OTC Service Center sends an email to the Regional Finance Manager NA (ie as of 03/2016: Carl Machado) to retrieve the updated matrix for Novecare and for Special Chem: Vincent Toussaint and Lesa Nerey.

If the validation matrix is updated outside of the standard timing (beg of the year), Finance is in charge of informing the OTC Service Center Manager (ie as of 03/2016: Walquiria Costa)