

# 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 or 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, DRVT, 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.

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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

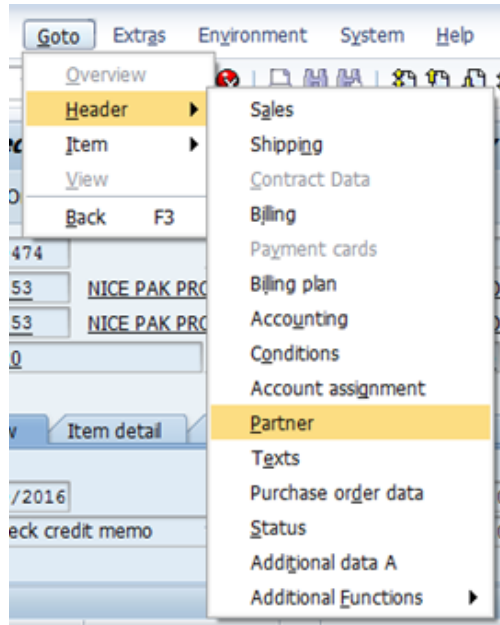


## ERP



## 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
1D Customer hiera.	2018753	NICE PAK PRODUCTS I.	2 NICE PAK PARK	10962-13	.ORANGEBURG	
AD Sold-to party	2023453	NICE PAK PRODUCTS I.	1 NICE PAK RD	72401	JONESBORO	
Q1 QtyCertsRec/stp.	45188	JONATHAN ANDREWS	1 NICE PAK RD	72401	JONESBORO	
Q4 QtyCertsRec/stp.	49615	JUSTIN COURICE	1 NICE PAK RD	72401	JONESBORO	
Q5 QtyCertsRec/stp.	49616	JESSICA SMITH	1 NICE PAK RD	72401	JONESBORO	
Q6 QtyCertsRec/stp.	49617	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	
ZC Bill-to comple.	45278	NICE PAK PRODUCTS - 2	NICE PAK PARK	10962-13	.ORANGEBURG	
Z8 Shipping fax c.	70442	NICE PAK PRODUCTS I.	1 NICE PAK RD	72401	JONESBORO	
Ins. BR201A 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 329572 UPM-KYMMENE OYJ / Postilokero 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
AD Sold-to party	309572	UPM-KYMMENE OYJ		37600	VALKEAKOSKI	
RE Bill-to party	323128	UPM-KYMMENE OYJ		24100	SALO	
RD Payer	305011	UPM - KYMMENE OYJ	ETELÄSPLAANI 2	00130	HELSINKI	
VE Sales Account Manag.	4409216	UF OHMS	RUE DU PRINCE ALBERT, 44	11500	BRUXELLES	
CSR Representat.	4409219	JARVA MINNA	YRJOVAHANTE 2	49510	VORSSAA	
WE Ship-to party	309573	UPM-KYMMENE 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	Quantity	Unit	Ref. value	Currency	On	Status
Standard Order 0001721484 / 10	8,100	LB	39,690.00	USD	04/17/2014	Completed
Returns 006011332 / 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.

Item	Material	Target quantity	Uo	Net value	Reason
1046083			LB	0.00	
1146083		13.500	LB	58.050.00	
1246083		20.700	LB	99.010.00	

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).

Item	Material	Target quantity	Uo	Net value	Reason
1046083			LB	0.00	
1146083		13.500	LB	58.050.00	
1246083		20.700	LB	99.010.00	

## 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 1<sup>st</sup> 2016(or current year) until today's date
- ALL SD Document
- SD document category: H, K, L

Or use variants in V23:

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: 0306

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	Z	U	G	Delivery status	Created	Sales doc.type
601206	18.03.2016	2003612	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	2014658	STERS CORP	Return control	X					KREID	Returns
601205	23.03.2016	2014658	STERS CORP	Return control	X					KREID	Returns
601205	23.03.2016	2003467	BASF CORP	Return control	X					MCORRESA	Returns
601196	09.02.2016	2005552	BRENNTAG HD 5	Return control	X				Not delivered	DOSBROW	Returns
601192	12.02.2016	2005582	UNILEVER ASSC	Return control	X					SHOLAN	Returns
601201	03.03.2016	2019245	KIK CUSTOM PRO	Return control	X					KREID	Returns
601202	07.03.2016	2023471	HEXEO SOLLITD	Return control	X					CHAZZA	Returns
601204	16.03.2016	2017666	HALLBURTON GL	Return control	X					DOSBROW	Returns
601206	16.03.2016	2017666	HALLBURTON GL	Return control	X					DOSBROW	Returns
601206	17.03.2016	2023471	HEXEO SOLLITD	Return control	X					CHAZZA	Returns
601205	24.03.2016	2000055	BEHR PROCESS C	Return control	X					LFOK	Returns
601206	25.03.2016	2006314	DEBRO OHRKA	Return control	X					QPAYNE	Returns
601206	28.03.2016	2018338	TARR LLC	Return control	X					MOSTROSK	Returns
601206	28.03.2016	2018338	TARR LLC	Return control	X					MOSTROSK	Returns
601206	29.03.2016	2023760	HEXEO SOLLITD	Return control	X					CHAZZA	Returns
601206	28.03.2016	2038993	AMETECH LLC	Check credit memo	X				Not relew for delv	QPAYNE	Credit memo request
601206	28.03.2016	2003626	MONSANTO CO	Check credit memo	X					AHUGHES	Credit memo request
601202	30.03.2016	2005685	BRENNTAG HD 5	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 1<sup>st</sup> 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

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
6020892	H	Customer blocked	09.06.2016	2102353	USJQAVT	FREUDENBERG/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

Menu path: Header > Texts

### STEP 4

And check the attachment list

Menu path: Attachment list

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 A	

Txt ty.	Lang.	
<input checked="" type="checkbox"/> Form Header	EN	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.
<input checked="" type="checkbox"/> Mentions on Invoice	EN	
<input checked="" type="checkbox"/> Reason of Bill.doc on		
<input checked="" type="checkbox"/> Mentions on all Com		
<input checked="" type="checkbox"/> Mentions on Ord.Ac		

**STEP 6**

Check in the approval matrix if the approver is an authorized person

Validation Matrix is valid 1 year maximum.

**Novocare**

See below an example of the validation matrix for Novocare NAM as of Q1 2016.

For Documents with Net value > 11M\$, the GBU President, E. Bustræen must validate the document.

For documents with Net value below 110K\$ but above 33K\$, the Regional Market Director of that Market must validate. For Distribution Channel 16 (HPC – Personal care), the validation email must come from S. Renac.

The Market can be determined in the WP1 document by checking the Distribution Channel in the Sales Tab.

Not impact in the P&L of any customer returns, debit note / credit note and/or rebate/commission agreement	Sales Rep	BDM / KAM	Regional Market Director	Region GM VP	Global Market Director	GBU President
Any Customer Returns and C/MEM up to < 5.5 K\$	Validated	Informed	Informed			
< 33 K\$	Validated	Informed				
< 110 K\$			Validated	Informed		
< 11 M\$	Propose	Propose	Propose	Validated	Informed	
> 11 M\$	Propose	Propose	Propose	Propose	Propose	Validated

AGRO (00)			F. LOPEZ	P. Chen	B. ARIBAT	E. BUSTRAEN
CONTRACTS (00)			P. HENSON	P. Chen	P. PRIGARD	E. BUSTRAEN
HPC (00) / 16 (H)			S. RENAC	P. Chen	S. SOUAFI	E. BUSTRAEN
MANUFACTURE (00)			P. CHEN	P. Chen	O. TOURET	E. BUSTRAEN
PROSPECTUS (00)			P. CHEN	P. Chen	O. TOURET	E. BUSTRAEN
AMRES (00)			P. CHEN	P. Chen	P. CHEN	E. BUSTRAEN
OK AND GAS (00) / DISTRIBUTION (00)			J. PITTMAN	P. Chen	P. CHEN	E. BUSTRAEN
			T. BURIS	P. Chen		E. BUSTRAEN

Sales Item overview Item detail Ordering party Procurement Reason for rejection

Billing block Pricing date 12/03/2015

Payment card Exp.date

Card Verf.Code

Order reason 987 NSP not submitted -Sales NA

Sales area US05 / 16 / 39 Solvay US Novocare, Personal care, Novocare Référence

Billing Date 03/20/2016

Serv.rendered date 12/03/2015

Or if the validator is a Sales Rep, you can check it in the Sales Tab of the Header : Sales Group : if the Sales Rep found in the Sales group is the one validating the post invoicing document, the check is successful.

Sales Shipping Billing Document Payment cards Billing plan Accounting Conditions

Order Type ZL2 Debt M. Req. w ref Document date 04.04.2016

Sales area data US05 / 16 / 39 Solvay US Novocare, Nov Dist mult market, Novocare Référence

Sales office 0039 Princeton Created by DHELLER

Sales group 315 US / JOHLER Elaine Created on 04.04.2016

Version Guarantee

Order reason Customer returns (Order RE)

**Special Chem**

See below an example of the validation matrix for Special Chem NAM as of Q3 2016.

For Documents with Net value >1M EUR = 1.1 M USD, the GBU President/GBU Finance Director and GBU Commercial Director must validate the document.

For documents with Net Value between 100-500 k EUR = 110 - 550 k USD the BU Commercial Manager must validate and above <100 k EUR = 110 k USD Commercial Manager must validate

Not impact in the P&L of any customer returns, debit note / credit note and/or rebate/commission agreement	Commercial manager	BU Commercial Manager	GBU Commercial Director	GBU Finance Director	GBU General Manager (Specialist)	MM Commercial manager average	MM Supply Chain manager	MM Cost controller
< 100 k EUR - 110 k USD	Validated	Informed	Informed			Informed		
100-500 k EUR - 110 - 550 k USD	Validated	Informed				Informed	Informed	Informed
> 500 k EUR - 550 k USD			Validated	Informed		Informed	Informed	Informed
> 1M EUR - 1.1M USD	Propose	Propose	Propose	Validated	Validated	Informed	Informed	Informed

**STEP 7**

Check that the SAP Net value and currency matches the request received

Net value in the WP1 header document must be the same as the value in the validation email

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 8**

Check that the doc was created in reference to an invoice

This is mandatory if only 1 invoice was at stake. It can be verified in the document flow.

Select the sales order and Display Document

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

Txt tv. Lang.

**Document Flow**

Status overview Display document Service documents

Business partner 0002023453 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**

Status overview Display document Service documents

Business partner 0002038993 AMETECH LLC  
Material 00000000000135697 AGRHO N50 PROTECT 2400LB TOTE

Document	Quantity	Unit	Ref. value	Currency	On	Status
Standard Order 0001866259 / 10	9,797.696	KG	81,464.40	USD	02/11/2015	Completed
Outbound delivery 0082979627 / 900001	9,797.696	KG			03/02/2015	Completed
Invoice 0100485650 / 11	9,797.696	KG	81,464.40	USD	03/02/2015	Completed
Credit Memo Req. 0060120619 / 11	9,797.696	KG	58,514.25	USD	03/28/2016	Open

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.

**Document Flow**

Status overview Display document Service documents

Business partner 0002038993 AMETECH LLC  
Material 00000000000135697 AGRHO N50 PROTECT 2400LB TOTE

Document	Quantity	Unit	Ref. value	Currency	On	Status
Standard Order 0001866259 / 10	9,797.696	KG	81,464.40	USD	02/11/2015	Completed
Outbound delivery 0082979627 / 10	0	KG			03/02/2015	Completed
Shipment 1100198280 / 1					03/02/2015	Completed, status set
Confirmation of service 0619627000 / 1	0	KG	0.00	USD	03/02/2015	Completed
Invoice 0100485650 / 10	0	KG	0.00	USD	03/02/2015	Completed
Accounting document 0100485650					03/02/2015	Cleared
Outbound delivery 0082979627 / 900001	9,797.696	KG			03/02/2015	Completed
Shipment 1100198280 / 1					03/02/2015	Completed, status set
WMS transfer order 0001005365 / 1	9,797.696	KG			03/02/2015	Completed
GD goods issue: deliv 4923426007 / 1	9,797.696	KG	19,176.15	USD	03/02/2015	Complete
Invoice 0100485650 / 11	9,797.696	KG	81,464.40	USD	03/02/2015	Completed
Accounting document 0100485650	9,797.696	KG			03/02/2015	Cleared
Credit Memo Req. 0060120619 / 11	9,797.696	KG	58,514.25	USD	03/28/2016	Open
Returns 0060119980 / 10	5,174.635	KG	43,025.27	USD	02/24/2016	Completed
Returns delivery 0084046048 / 10	5,174.635	KG			03/02/2016	Completed
GD ret.del. returns 4925490344 / 1	5,174.635	KG	0.00	USD	03/10/2016	Complete
Credit for Returns 0100522573 / 10	5,174.635	KG	43,025.27	USD	03/15/2016	Completed
Accounting document 0100522573	5,174.635	KG			03/15/2016	Cleared

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

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

Txt ty. Lang.

- Form Header EN
- Mentions on Invoice EN ORIGINAL INVOICE: 100513007  
INVOICE DATE: 12/3/15  
CUSTOMER PO: 283220  
REASON: PRICE CORRECTION
- Reason of Bill.doc
- Mentions on all Com



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 ENGENIUM CHEMICALS CORP / 29738 GOYNES RD / KATY TX

Ship-To Party 2036005 ENGENIUM CHEMICALS CORP / 29738 GOYNES RD / KATY TX

PO Number 18909 PO date 12/31/2014

60120092	03/02/2016	2035511	HEUTROGEM C	Return control	X		Fully delivered	LHLL	Returns	14
60120469	03/17/2016	2035471	HEKOS SOLLTD	Return control	X			CHAZZA	Returns	14
60120465	03/18/2016	2038162	METHOD PROD	Return control	X			LHLL	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.

Doc No	Material	Plant	Doc Date	Quantity	UoM	Entry Date	Time	Doc Type	Doc Class
459	400177627	1	01/12/2014	1322.76	LB	01/12/2014	14:18:35	REMG00	1424-9020
459	400177627	2	01/12/2014	1322.76	LB	01/12/2014	14:18:35	REMG00	1424-9020

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.

Reb. Credit Memo R.	60111502	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	

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

### 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)

Credit M. Req. wo	60119134	Net value		
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	

Item	Material	U...	Net value
	10 53220		861,12

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 Novocare 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