

Internal controls

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1. Objective and Scope

The purpose of this document is to explain how to perform the internal controls for Accounts Receivable process.
The Internal Controls mentioned in this OP aims to ensure:

- Compliance with AR procedures
- Application of Service Owner's instructions and guidelines
- Assure the mitigation of financial risk in key tasks

This operating procedure (OP) applies to all EMEA companies and customer payments for invoices factored to Solvay SA. The only exception is related to control "Review of receivables not assigned to Factoring company" in which we analyze all Regions (EMEA, NAM and APAC).

2. Definitions

- GBS: In the current document, "Global Business Services" will be replaced by its abbreviation "GBS".
- AR: Accounts Receivable
- CM: Credit Management
- DT: Digital Technology

3. INTERNAL CONTROLS

3.1 Daily review of Unallocated payments

The control of the Unallocated cash is done in order to ensure that no payment received is open on the sub-account without having been correctly addressed and escalated asking more details.

Use FBL3N transaction in PI1 system to check the unallocated payments as below:

G/L account selection

G/L account

50***16

Company code

0231

Selection using search help

Search help ID

Search string

Search help

Line item selection

Status

Open items

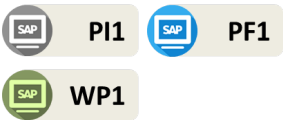
Open at key date

22.05.2017

Scope



ERP



References

Content by label

There is no content with the specified labels

Attachments

Select only the document type "TI" (transfers IN) and then search by "unallocated" in the text field. Example below:

G/L Account		50501EUR16 Fortis Bank Brussels (EUR) Credit trfs received CU									
Company Code		0231									

St	Assignment	DocumentNo	BusA	Type	Doc. Date	PK	Amount in doc. curr.	Curr.	Tx	Clrng doc.	Text
☐	☒	0029633200093EUR	9002815739		TI	07.04.2017	50	1.457,90-	EUR		Unallocated #589619
☐	☒	0029892700117EUR	9002857751		TI	16.05.2017	50	420,00-	EUR		Unallocated; Ticket #704269
*	☒							1.877,90-	EUR		

Afterwards, for all the open payments we should do the follow-up by verifying if the item can be cleared, sending reminder or escalating to AR Process Expert if it is blocked for resolution.

For **PE1** and **WP1**, the payments are posted on customer accounts by Finance team (automatic postings during the bank statements upload). Therefore Finance team should create a ticket to Credit Management in case of unallocated payment in which they are sure it is customer related.



- During the cash allocation, we should assure that for all TIs (transfer-in), which are really customer payments we are not able to identify the customer, we insert "unallocated" in the text field. For the remaining payments which we identify as Vendor reimbursements, Abbott payments and DT technical issues, we should have the justification in the text (ticket number) but it shouldn't mention unallocated.
- We should do the follow-up in a daily basis and the sending of the reminders should be adapted to the situation and time of the month (we should analyse case by case and assess which is the frequency which makes more sense).

On a daily basis the following file is updated:

https://docs.google.com/a/solvay.com/spreadsheets/d/1EpMHi4vG9yZUU2P9x7Val9GMiR_aN50ytj87XDGiUAE/edit?usp=sharing



Warning

- All cases should be justified with the reason and mention to whom it was escalated as below
- The list of unallocated payments should be copied from the file and added to the daily email

Example:

Date/Time Opened	Regions & domains	Case Owner Alias	Amount Currency	Amount	Case Number	Age (Days)	Comment	Escalated to
07.03.2017	GERMANY	PT63016133	EUR	125,75	Ticket 487387	69	Unknown customer	Bernd Brinkmann; Petra Karnbach
07.04.2017	EXPORT	PT63016133	EUR	1.457,90	Ticket 589619	39	Unknown customer	Credit Management Europe + Asia
21.04.2017	FRANCE	PT63000870	EUR	1.292,68	Ticket 639067	26	Unknown customer	Societe Generale; Inovyn
21.04.2017	GERMANY	PT63016133	EUR	1.242,36	Ticket 639604	26	Payment needs to be rejected	
05.05.2017	FRANCE	PT63017854	EUR	598,04	Ticket 673637	13	Unknown customer	parisetoile.recherchesmdp@socgen.com
08.05.2017	EXPORT	PT63035534	USD	5.076,13	Ticket 682215	10	Unknown customer	ccs@bnpparibas.com
16.05.2017	EXPORT	PT63000870	EUR	420,00	Ticket 704269	2	Unknown customer	europe.creditmanagement@solvay.com
Grand Totals (7 records)				EUR 5.136,73 USD 5.076,13				

3.1.1 Escalation procedure

For unallocated cases for more than three months and if no answer received or if is not enough to allocate the payment, the team member doing the controls should send an email to Accounts Receivables Service Owner, explaining the reason why it is being escalated (mention if no answer received, doubts, proposal). In case it is interco related or any technical constraint, a reminder should be sent to the company related or to DT.

3.2 Weekly review of Unmatched payments

The objective of this control is to assure that all non-matched payments equal or above 50.000,00 EUR have been analyzed and escalated. Therefore a list with all those items has to be justified.

This weekly control must be done on Thursdays.

In PI1:

Open FBL5N transaction and chose the following variant:

UNMATCHED Unmatched control

Execute 

Customer		0231															
Company Code																	
SE																	
City																	
Country																	
Doc	DOC	Amount	Bank	Reference	Assignment	Ref. Key 1	Document	Typ	Doc. Date	Doc. due date	S	Doc	Amount in Doc	Curr	Curr. Doc		
0231	20225	7510	SEPREUCLIBL1918	SEPREUCLIBL1918			700028046	02	18.05.2017	18.05.2017	1		1.492.677,23	EUR	490443		
0231	133440	6050	SEPREUCLIBL1918	SEPREUCLIBL1918			700028247	02	20.05.2017	20.05.2017	1		79.133,00	EUR	492593		
0231	142368	524789	SEPREUCLIBL1918	SEPREUCLIBL1918			700028428	02	12.05.2017	12.05.2017	1		66.333,00	EUR	497231		
0231	142550	7540	SEPREUCLIBL1918	SEPREUCLIBL1918			700028459	02	18.05.2017	18.05.2017	1		91.104,00	EUR	498440		
0231	134791	7380	SEPREUCLIBL1918	SEPREUCLIBL1918			700013477	02	27.03.2017	27.03.2017	1		81.884,19	EUR	491094		
0231	142450	6050	SEPREUCLIBL1918	SEPREUCLIBL1918			700028462	02	18.05.2017	18.05.2017	1		2.422.800,10	EUR	498944		
0231	162389	8500	SEPREUCLIBL1918	SEPREUCLIBL1918			700013424	02	22.03.2017	22.03.2017	1		800.000,00	EUR	493849		
0231	160080	3450	SEPREUCLIBL1918	SEPREUCLIBL1918			700028758	02	17.05.2017	17.05.2017	1		1.003.860,20	EUR	499587		
0231	1514344	3450	SEPREUCLIBL1918	SEPREUCLIBL1918			700028973	02	18.05.2017	18.05.2017	1		82.054,83	EUR	497548		
0231	142450	6050	SEPREUCLIBL1918	SEPREUCLIBL1918			700028994	02	18.05.2017	18.05.2017	1		86.309,04	EUR	498677		
0231	120784	NA00	SEPREUCLIBL1918	SEPREUCLIBL1918			700028426	02	22.05.2017	22.05.2017	1		359.640.161,47	EUR	495525		
Clearing date 05.05.2000													91.104,00	EUR			
													3.355.279,70	EUR			
													359.640.161,47	EUR			

Example:

Global Account	Name	Document	Typ	Doc. Date	Amount in Doc	Curr	Case ID	Reason	Status	Owner
0231 702390	SEALCO AMMUT	700017718	02	17.05.2017	1.131.801,30	EUR	494717	Details missing (high amount)	Call to collector	Cash collectors
0231 702390	CORONA PHARMAS BRUNNEN S SA	700017642	02	22.05.2017	300.000,00	EUR	493509	Details missing	Call to collector	Quarterly payment plan files
0231 103044	PARAFARM SUTIN-ALAN-ADRI	700020718	02	05.05.2017	46.300,00	EUR	494877	Details missing	Call to collector	Cash collectors
0231 103044	SEALCO AMMUT	700020718	02	18.05.2017	62.000,00	EUR	497448	Details missing	Call to collector	Cash collectors
0231 103044	ABDULLAH HADITHI MOUSTAFA, SADES B	700017642	02	22.05.2017	41.700,00	EUR	493509	Payment is 0,00 for invoice in 2017	Call to collector	Cash collectors
0231 103044	NAFARA SA	700020718	02	22.05.2017	79.118,00	EUR	492570	Details missing	Call to collector	Cash collectors
0231 923550	QIE CHEME SALVADORE	700020718	02	17.05.2017	66.300,00	EUR	497231	Details missing	Call to collector	Cash collectors
					Total	1.770.400,00	EUR			

UNMATCHED Unmatched control

For each of the unmatched amounts, AR team should update the file below and describe the reason of non-allocation and mention to whom it was escalated:

<https://drive.google.com/file/d/1mWvpBwCAvBILJdIDEIKTMNiBTv8wecWg3qZQOKCWHHS/view>



- The list of unmatched payments should be copied from the file and added to the daily email

3.3 Monthly review of receivables not assigned to Factoring company

The principle is to have all customers/receivables from a company with convention with Solvay SA/Essential FA assigned to the Factoring company (Cc 0231/6440). Therefore, the objective of this control is to show evidence that customers not assigned have a valid reason in the "Long text" field for not assigning its receivables.

This control should be done **once per month on the D+2** in the two local systems assigning to Solvay SA/Essential FA: PF1 and WP1.

Open **Z3F_FA_MD_REPORT** transaction in local systems and choose the following variants in all systems:

Variant name	Short Description
APAC	Partner country - Asia Pacific
EMEA	Partner country - EMEA
NAFTA	Partner country - North America

Execute 

Factoring Master Data Reporting

Partners Data

Partners Type
☒ Customers/Agents ☐ Vendors/Agents

Affiliate company code to
 Affiliate country to
 Partners to
 Partners Country to
 Trading partner
 Account group to

Factoring Parameters

Factoring Allowed
 Factoring Chained
 Factoring Manual Exception ☒ Reason Text ☒

Activity

☒ Any Posting?
 Search back days
☐ All partners
☒ Only active partners
☐ Only inactive partners

The following result is showed:

We can see a line per customer and in the "Long text" field it should be inserted the reason of not assignment to companies 0231/6440. The valid and justified main reasons are:

- Legal reasons (Ex. Italian law)
- Contract decision to local bank account
- Private persons
- Old doubtful accounts (not new cases)
- Local specificities (it should be detailed the reason)

Other reasons from these ones should be analysed and escalated to Aurelie Mazerot and Hugues Frisque.

This result should be extracted to excel as below:

Factoring Master Data - Customers (253)

Art. Cnt.	Art. Co.	Customer	PSG Payee	Name	Country	Act.	Act. Gr.	Payee?	Dbl.	Dbl.	Trdg. Pt.	Print mnt.	P.	Partner Ty	Fact.A.	Chained	Manual	Long Text
0861	FR	109424	FR	LYCEE POLYTECHNIQUE LE WIND SUD	FR	Yes	2391	Y					C	Customer	No	No	Yes	W550: data takeover 201
0819	FR	114422	FR	SOLVAY COMBUSTIBLES FINANCE S.A.S	FR	Yes	2391	Y			3475		C	Customer	No	No	Yes	W550: data takeover 201
0861	FR	114568	FR	LYCEE PROFESSIONNEL GUBRAY	FR	Yes	2391	Y					C	Customer	No	No	Yes	W550: data takeover 201
0796	FR	126506	FR	OPICA SUD	FR	Yes	2391	Y						Customer	No	No	Yes	Data Takeover: 00-00-36
0861	FR	121845	FR	BESTSTONE	FR	Yes	2391	Y						Customer	No	No	Yes	W550: data takeover 201
6827	TH	300011	TH	SAIPAN SOLVAY K.K.	JP	Yes	2701	Y			360	134		Customer	No	No	Yes	Data Takeover: 00-00-36
6827	TH	300012	TH	180YTHAI PUBLIC CO., LTD.	TH	Yes	2971	Y			676	134		Customer	No	No	Yes	Data Takeover: 00-00-36
6827	TH	300401	TH	SOLVAY INDUSTRIAL LIMITED	TH	Yes	2971	Y			368	134		Customer	No	No	Yes	Data Takeover: 00-00-36
6827	TH	303010	TH	SOLVAY SINGAPORE Pte Ltd	SG	Yes	2701	Y			364	134		Customer	No	No	Yes	Data Takeover: 00-00-36
6827	TH	310701	TH	SOLVAY	JP	Yes	2701	Y			6846	134		Customer	No	No	Yes	Data Takeover: 00-00-36
6827	TH	310771	TH	SOLVAY	JP	Yes	2701	Y			6846	134		Customer	No	No	Yes	Data Takeover: 00-00-36
6827	TH	310772	TH	SOLVAY	JP	Yes	2701	Y			6846	134		Customer	No	No	Yes	Data Takeover: 00-00-36
6827	TH	310773	TH	SOLVAY	JP	Yes	2701	Y			6846	134		Customer	No	No	Yes	Data Takeover: 00-00-36
6827	TH	310774	TH	SOLVAY	JP	Yes	2701	Y			6846	134		Customer	No	No	Yes	Data Takeover: 00-00-36

Click on



Save list in file...

In which format should the list be saved ?

☐ unconverted
☒ Spreadsheet
☐ Rich text format
☐ HTML Format
☐ In the clipboard

Execute



Save the file in your desktop

File name:	MD Report control	Save
Save as type:	EXCEL Files (*.xls)	Cancel

Finally, add this excel file to the email with the remaining controls.

Example of the file:

[MD Report control.xls](#)

3.4 Records of doubtful receivables and losses based only on a supporting document communicated by CM

For bad debt customers, we should provide the request in which AR team received the request to post a customer into doubtful status only if requested by Audit company. In this case, we should search in BMC the request case and send it to the requester.

4. Reporting controls

The email should be send to the following addresses:

Service Owner Accounts Receivable	josecarlos.nunes@syensqo.com
Regional Team Leaders	nuno.mendes@syensqo.com ; caio.alves@syensqo.com and laddawan.wiboolworakul@syensqo.com
Accounts Receivable Mailbox	receivables@syensqo.com