

# Reversals

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## 2. Objective and Scope

The purpose of this document is to describe the steps to be followed in order to reverse reconciliations on customer's account and on sub-accounts. The reversals can have several reasons namely wrong automatic matching, human error or under Cash Collections and/or Credit Manager request.

This operating procedure (OP) applies to all postings in customers and on bank accounts

## 3. Definitions

- SBS: In the current document, "Solvay Business Services" will be replaced by its abbreviation "SBS".
- CCT AR: Customer Credit & Trade Accounts Receivable
- CCT CM: Customer Credit & Trade Credit Management
- OP: Operating procedure
- CM : Credit Management team
- DZ: customer payment
- TI: Transfer IN
- TO: Transfer OUT
- DT: Misdirected payment
- GBU: Global business unit

## 4. Reversals

### ⚠ Warning

Before doing a reversal, we should be sure that we really need to reverse, especially if the clearing was done in a previous period which is already closed. Reversing a clearing will imply that all documents will be re-opened, having an impact in the GBU (invoices will appear as overdue as there isn't anymore a payment linked)

### Reversals guidelines

There are two **cancellation transactions** that can be used to reverse the documents:

- **FBRA** – When the reversal already includes cleared items. Ex: A payment (DZ) was already cleared with invoices
- **FB08** – When the reversal does not include cleared items. Ex: An open payment (DZ) on customer's account

There are two **reversal reasons** depending on the period:

- **01 code** – If the document is reversed during the current opened period
- **02 code** – If the document is from a period that is already closed

See below an example:

### Scope



### ERP



### References

### Attachments

If the reason code is 01, leave the "Posting Date" field blank. If the reason code is 02, fill in the "Posting Date" field with today's date.

**Warning**

In case a payment was left on customer account and cleared afterwards with invoices using **F-32**, we should start to reverse this document before the others

### 4.1 Bank transfer reversal

Due to a wrong clearing between a payment and one or more invoices, sometimes it is needed to cancel a matching on customer's account. In order to reverse the erroneous reconciliation, it is necessary to know the following items:

- Document type «700... » which corresponds to the reconciliation item on customer's account;
- Document type «870.... » which corresponds to the reconciliation item of the bank sub-accounts (if the sub-account was reconciled already)

**Example:**

The first step is to reverse bank sub-account clearing (clearing between the T1 with DZ) as below:

Doc.Type : DZ (Customer payment) Normal document	Doc. Number : 7000021899	Company Code : 0231	Fiscal Year : 2017
Doc. Date : 27.04.2017	Posting Date : 27.04.2017	Period : 04	
Calculate Tax : <input type="checkbox"/>	Ref.Doc. : S05F1C1E817427	Doc. Currency : EUR	Doc. Nr Text : 0029767400004

Item	PK	Account	Account short text	Ta	Amount	Ctry	Amount in LC	LCurr	Text
40		50533EUR16	SocGenPar EUR Ctr CC		4.938.340,24	EUR	4.938.340,24	EUR	FAC.94926599 INOVYN GROUP T REAS NPVINOYVN GROUP T
10		114885	INOVYN FRANCE SAS		4.938.340,24	EUR	4.938.340,24	EUR	FAC.94926599 INOVYN GROUP T REAS NPVINOYVN GROUP T

Enter on the DZ document and click above the posting in the sub-account (in this case 50533EUR16):

The document to be reversed is the one underlined (doc. 8701919848). Use **FBRA** transaction as below:

Clearing 8701919848 reset

After this reversal, reverse DZ document (700...).

Doc.Type : DZ (Customer payment) Normal document	Doc. Number : 7000021899	Company Code : 0231	Fiscal Year : 2017
Doc. Date : 27.04.2017	Posting Date : 27.04.2017	Period : 04	
Calculate Tax : <input type="checkbox"/>	Ref.Doc. : S05F1C1E817427	Doc. Currency : EUR	Doc. Nr Text : 0029767400004

Item	PK	Account	Account short text	Ta	Amount	Ctry	Amount in LC	LCurr	Text
40		50533EUR16	SocGenPar EUR Ctr CC		4.938.340,24	EUR	4.938.340,24	EUR	FAC.94926599 INOVYN GROUP T REAS NPVINOYVN GROUP T
10		114885	INOVYN FRANCE SAS		4.938.340,24	EUR	4.938.340,24	EUR	FAC.94926599 INOVYN GROUP T REAS NPVINOYVN GROUP T

Open **FBRA** in case the DZ is already cleared with invoices and **FB08** if not.

In this case **FBRA** transaction:

### Reset Cleared Items

Accounts   Items   Accompanying Correspondence

Clearing Document

Company Code

Fiscal Year

Choose

**Resetting and revers**

and

Execute

Reversal of clearing document

As well as resetting cleared items, it is also possible to reverse the clearing document.

**Only resetting**

**Resetting and revers**

**Cancel**

After this, the DZ is cancelled and the TI will open back in bank sub-account. See example below:

### G/L Account Line Item Display

G/L Account 50533EUR16 Société Générale Paris (EUR) Credit trfs received  
Company Code 0231

St	Assignment	DocumentNo	BusA	Type	Doc. Date	FK	Amount in doc. curr.	Curr.
	0030100100015EUR	9002889365		TI	27.04.2017	50	4.938.340,24-	EUR

### Warning

In order to post again the payment in FEBA transaction, we should change the flag using transaction **Z\_FLAG\_CODA**. After this, the payment will be available again to be posted. See below the steps to be executed.

Open **Z\_FLAG\_CODA** transaction. The following screen appears:

### Modif/visu posted flag in coda

Short key

Memo record number

Subledger doc.number

Read from archive

Test

It should be filled with the assignment number of the payment that can be consulted on the DZ document, as below:

Item	Account	Account short text	Da	Amount	Cncy	Amount in LC	LCurr	Text
14	50533087016	Société Générale EUR Crd Cr		4.938.340,24	EUR	4.938.340,24	EUR	FAC.94926599 INOVYN GROUP T REAS NPYNOVYN GROUP T
2	114485	INOVYN FRANCE SAS		4.938.340,24-	EUR	4.938.340,24-	EUR	FAC.94926599 INOVYN GROUP T REAS NPYNOVYN GROUP T

Double-click on the Sub-account item and the following screen will appear:

### Additional Account Assignments

Business Area  Trdg Part.BA

Value Date  Line Date

Clearing date

Assignment

Text  **Long text**

- **Short Key:** The first digits of the assignment field (in this case 297674)
- **Memo record number:** The last digits that identifies the payment's line (in this case 04)

Leave the "Test" box ticked and view the payment to be sure that it is



the correct one (click on the icon).

When you are sure of the payment, remove the tick from the "Test" box and



click on the icon.

The payment is now available again on FEBA transaction to be posted.

### 4.1.1 Local Payment reversal

There might be the need to reverse payments which were received in local bank accounts. In this case, there are three situations of local cash application which can trigger a reversal:

- Finance team download the bank statements and leave the payment open on customer account or clear it with the invoice
- AR team does a manual posting in customer account following information in Bank site
- Finance team inform us that a payment was received and we clear the bank account with customer account (ex. Procter and Gamble)

In all of these cases, we have to analyze which document needs to be reversed and check if doing the reversal the payment will re-open in customer account (in case it was posted without clearing before) or if it will be cancelled and we have to do the manual posting again (in case we have posted a manual DZ between bank account and customer account). Below there is an example of a payment which was left by Finance team in a G/L account and AR team has cleared it with customer invoices (Procter and Gamble):

Modif/visu posted flag in coda

Bank	3000303175	Acc	00020230261	Co.	0231
Stmc no.	00427	Stmc date	27.04.2017	ID	00297674
Curr	EUR				

No.	Value date	Reference	Amount	Doc. no.	OnAcctDocNo
00004	27.04.2017		4.938.340,24	7000021899	
Partner					
Bank data <span style="float: right;">✗ To be posted</span>					
Ext. transactio	18		27865136175		
Note to payee	FAC.94926599	INOVIN GROUP I			
	REAS	NEYINOVIN GROUP I			
	REASURY	LCCFAC.9492659			
	9 PR.20170406	FAC.94926587 P			
	R.20170406	FAC.94926652 PR.2			
	01704	LC207FAC.9492659			
	3 PR.20170406	RCN15100			
	84851	FDONL Pays Bas			

Customer	603646
Company Code	0005
Name	PROCTER & GAMBLE
City	PEITII-LANCY

St	Assignment	DocumentNo	BuA	Type	Doc. Date	FK	Amount in local cur.	LCurr	Tx	Clrng doc.
		2510139708	7250	DZ	03.12.2015	17	139.014,31-	EUR		2510139708
		2510139708	7360	DZ	03.12.2015	17	29.460,35-	EUR		2510139708
		0093176749	6111314312	7250	DB	30.09.2015	01	137.019,87	EUR	2D 2510139708
		0093178844	8810230597	7250	81	30.09.2015	01	1.994,44	EUR	87 2510139708
		0093178501	6111314356	7360	DB	30.09.2015	01	29.460,35	EUR	Y2 2510139708
*							0,00	EUR		
**	Account 603646						0,00	EUR		

G/L Account	5080900000	CICG positions to clear
Company Code	0005	

St	Assignment	DocumentNo	BuA	Type	Doc. Date	FK	Amount in local cur.	LCurr	Tx	Clrng doc.
		20151203	2510139708	8500	DZ	03.12.2015	40	168.474,66	EUR	2510139708
		FG800	4210004083	8500	G1	01.12.2015	50	168.474,66-	EUR	2510139708
*							0,00	EUR		
**	Account 5080900000						0,00	EUR		

In the case above, the payment was allocated by Finance team in G/L account 5080900000 and we have cleared the G1 (payment) with the invoices in customer account.

In case we need to reverse, we should reverse document 2510139708 in **FB08** transaction which will re-open the invoices and the DZ and then it is possible again to clear other invoices.

If the wrong clearing is due to a clearing in a wrong customer, then we should use **FBRA** transaction in order to cancel the DZ. In this case, the payment should be allocated again in the correct customer account using **FB05** transaction.

### 4.2 Reconciliation invoice/credit note reversal

There is an automatic job which runs in all customer accounts to clear invoices vs credit notes which have the same assignment. The principle is that all these clearings are correct as based on the assignment number which corresponds to the order number.

**Therefore these reversals should be limited to the cases in which the customer pays an invoice which was already cleared by a credit note or if there are more than one invoice or credit note with the same assignment which might have been assigned after and that the system cleared the wrong documents.**

In case customer pays an invoice already cleared by a credit note and in order to have the same open accounting items as the customer for audit purposes, we should reverse this clearing and leave the credit note open to be deducted by the customer in other payment.

This section explains the steps that should be followed to reverse the reconciliation.

Use transaction **FBL5N** to display the customer's account's items, with variable **"All items"** so that we can identify the clearing document of the posting.

Customer Line Item Display

Doc	Doc No	Reference	Assignment	Doc. Date	Doc. Type	Doc. Date	Doc. Type	Doc. Date	Doc. Type	Doc. Date	Doc. Type	Doc. Date	Doc. Type	Doc. Date	Doc. Type	Doc. Date	Doc. Type
		42011902771	42011902771	20151203	DZ	03.12.2015	40	168.474,66	EUR	01.12.2015	50	168.474,66-	EUR	01.12.2015	50	168.474,66-	EUR
		42011902771	42011902771	20151203	DZ	03.12.2015	40	168.474,66	EUR	01.12.2015	50	168.474,66-	EUR	01.12.2015	50	168.474,66-	EUR
		42011902771	42011902771	20151203	DZ	03.12.2015	40	168.474,66	EUR	01.12.2015	50	168.474,66-	EUR	01.12.2015	50	168.474,66-	EUR

Example:



Customer 420345  
 Company Code 0231  
 Name NORTH PLASTIK S.R.L.  
 City ANGIARI

St	CoCd	BusA	Reference	Assignment	Ref. Key 1	Block	Promised For	DocumentNo	Typ	EM	Doc. Date	Net due dt	S	DD	Amt in loc.cur.	LCurr	Amount in DC	Curr.	Clrng doc.	Clearing
<input type="checkbox"/>	0231		42740114339058	42740002220065	2000195533			5000669749	F4	A	01.03.2017	20.05.2017			22.330,00	EUR	22.330,00	EUR	7000029073	24.05.2017
<input type="checkbox"/>	0231							7000029073	DT		24.05.2017	24.05.2017			22.330,00-	EUR	22.330,00-	EUR	7000029073	24.05.2017
*															0,00	EUR	0,00	EUR		24.05.2017

First of all using transaction **FBRA** we should reset the 7000029074 document that is clearing these items:

Doc.Type : DT ( Misdirect ) Normal document					
Doc. Number	7000029074	Company Code	0231	Fiscal Year	2017
Doc. Date	24.05.2017	Posting Date	24.05.2017	Period	05
Calculate Tax	<input type="checkbox"/>				
Doc. Currency	EUR				

Itm	PK	Account	Account short text	Tx	Amount	Crcy	Amount in LC	LCurr	Text
1	40	591EUR4274	CCp RHODIA OPER-EUR		22.106,70	EUR	22.106,70	EUR	ZFR3/2400025410/2017/002
2	50	5080930000	WARP MISDIRECT PAYME		22.106,70-	EUR	22.106,70-	EUR	

The document that needs to be reset can be found as follows:

Double click on the **DT** document, press  button and double click on the first line:

Itm	PK	Account	Account short text	Tx	Amount	Crcy	Amount in LC	LCurr	Text
1	40	5080930000	WARP MISDIRECT PAYME		22.106,70	EUR	22.106,70	EUR	ZFR3/2400025410/2017/002
2	40	6531000000	Custom disc (fin)		223,30	EUR	223,30	EUR	
3	17	420345	NORTH PLASTIK S.R.L.		22.330,00-	EUR	22.330,00-	EUR	

In this window you can see the document that needs to be reset:

**Display Document: Line Item 001**

Additional Data

G/L Account  ARP MISDIRECT PAYMENT  
 Company Code  SOLVAY SA - TREASURY DPT  
 Doc. no.

Line Item 1 / Debit entry / 40  
 Amount  EUR

Additional Account Assignments

Business Area  Trdg Part.BA  More

Clearing date    
 Assignment   
 Text  Long text

After the document is reset, the next step is to fully reverse the clearing on customer's account. It can be done using transaction **FB08**. The document to be reversed is 7000029073:

**Document Overview - Display**

Doc.Type : DT ( Misdirect ) Normal document  
 Doc. Number 7000029073 Company Code 0231 Fiscal Year 2017  
 Doc. Date 24.05.2017 Posting Date 24.05.2017 Period 05  
 Calculate Tax   
 Doc. Currency EUR

Itm	PK	Account	Account short text	Tx	Amount	Crcy	Amount in LC	LCurr	Text
1	40	5080930000	WARP MISDIRECI PAYME		22.106,70	EUR	22.106,70	EUR	ZFR3/2400025410/2017/002
2	40	6531000000	Custom disc (fin)		223,30	EUR	223,30	EUR	
3	17	420345	NORTH PLASTIK S.R.L.		22.330,00-	EUR	22.330,00-	EUR	

The next step is to go to transaction **FB05** and make the posting between the correct customer's account and G/L account of misdirect payments:

**Post with Clearing Display Overview**

Document Date 20.06.2017 Type 01 Company Code 0231  
 Posting Date 20.06.2017 Period 6 Currency EUR  
 Document Number INTERNAL Fiscal Year 2017 Transfer Date 20.06.2017  
 Reference  Cross-CC no.   
 Doc.Header Text  Trading Part.BA

Items in document currency

PK	Bank	Acct	EUR	Amount	Tax amt
001	17	0000603646	Pag INT:1 OPERAZION	22.106,70-	
002	40	5080930000	WARP MISDIRECI PAYME	22.106,70	

D 22.106,70 C 22.106,70 0,00 2 Line Items

Other line item  
 Party  Account  SGL Ind  TType  New co.code

Once this is done, we should clear the item that was reset in the first place with the new item generated on the G/L account 5080930000.

## 4.6 Direct debit reversal

For direct debits there is an automatic job through F110 transaction which clears the invoices which are due and create a file which is then handled by IHB team ([bo.ihb@solvay.com](mailto:bo.ihb@solvay.com)). In case of unpaid, we would need to make the necessary corrections in customer account.

An unpaid in direct debit can be detected through three ways:

- Negative amount in Feba transaction
- Credit Manager/ Business or Cash Collections team request
- During sub-accounts reconciliation detecting a debit movement

### Warning

Even if we are informed by someone that customer will refuse a direct debit, we should always check if we have received the debit in our bank account (TO)

Example of an unpaid:

PK	Assignment	DocumentNo	Bank	Type	Doc. Date	PK	Amount in doc. curr.	Chrz.	Tx	Clng doc.	Text
<input type="checkbox"/>		0010388010104E0M	800281687	TD	06.06.2017	40	697.974,70	EUR		870197821	SEPA200 MISDID-142228 CRDID-88142210425487088 BELUM

Checking the flag we can see the invoice details:

Bank	210	Acc	210-0049499-81	Co.	0231
Stmnt no.	00111	Stmnt date	06.06.2017	ID	00300380
Curr	EUR				

No.	Value date	Reference	Amount	Doc. no.	OnAcctDocNo
00106	06.06.2017		557.974,70-		
Partner					
1 RUE EUGENE ET ARMAND PEUG					
Bank data					
✓ Posted					
Ext. transactio	0503000		0503000		
Prima nota	00009959				
Note to payee					
SEFADD					
MNDID-162229					
CRDID-BE04ZZ0425487035					
BELNR-7000030278					
RTYPE-1					
RREAS-AM04					
1015078022					
/INV/38650094926802 10.5					
0231-7000030278-2017CHASFRP					
P					
CHEVRON ORONITE SAS					
1 RUE EUGENE ET ARMAND PEUG					
EOT, CS F-92508 RUEIL MALMA					
ISON FRANCE					
1 RUE EUGENE ET ARMAND PEUG					

In order to reverse the clearing, go to customer account in **FBL5N transaction** and identify the document that needs to be reversed.

In this case we need only to reset the original DZ document using **FBRA transaction**:

After that payment method of invoice should be changed to "A".

Doc	Doc No	Ref	Value	Doc Date	Doc Type	Doc Status	Doc Currency	Doc Amount	Doc Date	Doc Type	Doc Status	Doc Currency	Doc Amount
01	001		557.974,70	16.06.2017	DZ	Open	EUR	557.974,70	16.06.2017	DZ	Open	EUR	557.974,70
02	50		557.974,70	16.06.2017	DZ	Open	EUR	557.974,70	16.06.2017	DZ	Open	EUR	557.974,70

With transaction **FB05**, we should make the following posting:

**Document type:** DZ

**01** - Customer's account - Amount of unpaid

**50** - Subaccount - Amount of unpaid

PK	BusA	Acct	EUR	Amount	Tax amt
001	01	0000162229	CHEVRON ORONITE SAS	557.974,70	**
002	50	S0501EUR17	FortisBk1 EUR No< C	557.974,70-	

Clear **DZ** (original) with **DZ** (created) using **F-32** transaction.

Then go to **F-03** to clear the G/L account: **TO** with **DZ**.

### Warning

- After the clearings are done, a dispute to Cash Collections with reason "Unpaid" and status "Call by collector" should be created in order to ask customer the reason of the unpaid and to agree about the new payment
- The changes in mandate and consequently in the direct debit will be made automatically by the system.

## 4.7 Draft reversal

We have manual and automatic drafts for France (Traites) and Spain (Pagarés and Recibos). For this payment method, we might receive an unpaid from a customer due to several reasons: customer didn't agree with the debit for some reason; a credit note was created after the amount was sent to the Bank; liquidity issues, etc.

In case we receive an unpaid, we should detect it through a debit in our sub-account (TO). In this case, we should check the flag related with the TO. See below an example:

SP	Assignment	DocumentNo	Bank	Type	Doc. Date	SP	Amount in doc. curr.	Curr.	TA	Clng doc.	Text
	002961510027	000212847		TO	05.04.2017	40	7.632,00	EUR	070189449	763000683 31031 7 12 LIBNOTRE REFERENC E . 095002	
							7.632,00	EUR			
** Account 5033302817							7.632,00	EUR			

Checking the flag, we can see all the details:

Bank	3000303175	Acc	00020230261	Co.	0231
Stmnt no.	00405	Stmnt date	05.04.2017	II	00296151
Curr	EUR				

No.	Value date	Reference	Amount	Doc. no.	OnAcctDocNo
00027	05.04.2017		7.632,00-	-	

Partner  
Bank data  
Ext. transactio 33 IMPAYE EFF  
Note to payee 7630000683 31031  
7 12 LIBNOTRE REFERENC  
E . 09500290 LIBNOM  
DU TIRE . SERVAL S.A.S

It is possible to retrieve in the bank statement the original document (in this case 7630000683) for which we should check in **FB03** transaction:

Doc. Type	DY ( Draft without accept )	Normal document
Doc. Number	763000683	Company Code 0231 Fiscal Year 2017
Doc. Date	16.03.2017	Posting Date 16.03.2017 Period 03
Calculate Tax		
Doc. Currency	EUR	
Payment Man ID	16.03.2017 - 5500R	

Item	SP	Accounts	Account about text	TA	Amount	Crry	Amount in LC	Curr	Text
15		113265	SERVAL S.A.S		7.632,00	EUR	7.632,00	EUR	
09		113265	SERVAL S.A.S		7.632,00	EUR	7.632,00	EUR	

Click on the second line to retrieve all the details:

**Display Document: Line Item 002**

Customer 113265 SERVAL S.A.S G/L Acc 2210000000  
Company Code 0231 D737 - LA CREUSE  
SOLVAY SA - TREASURY DPT LA MOTHE ST HERAY Doc. no. 7630000683

Line Item 2 / Bill of exchange / 09 W  
Amount 7.632,00 EUR

**Bill of exchange details**

Due on 31.03.2017 Demand bl Bill/ex.status Plan.usg  
Issue date 16.03.2017 Accepted Bill protest ID Pmt Method  
Used on 31.03.2017 7640000672 Clearing date 31.03.2017 / 7660000516  
Drawer SOLVAY SA - TREASURY DPT BRUXELLES BRU  
Drawee SERVAL S.A.S LA MOTHE ST HERAY  
Bank Key 4097800067 Bank Ctry FR  
Bank Account 1221490X001 Control key 36  
Bank name BANQUE PALATINE

**Additional Data**

Assignment Bus. Area Trdg Part.BA  
Text

Following the confirmation that the amount of the TO is the same of the draft amount, we can proceed with the reversal. For drafts (except Pagarés) we should use transaction **Z3F\_FA\_RFB1 TB01\_BOE** in order to re-open the invoice:

**BOE Cancel**

Selection criteria

Company Code 0231 to  
Customer to  
Fiscal Year to  
Posting Date to  
Payment Method to

Fixed criteria

G/L Account 2210000000  
Document Type DF

When the window opens, please insert the **Customer number** and the **Document Type**:

**BOE Cancel**


Selection criteria

Company Code 0231 to  
Customer 4321 to  
Fiscal Year to  
Posting Date to  
Payment Method to

Fixed criteria

G/L Account 2210000000  
Document Type DF

and press .

Select the line related to unpaid and press .

Program Name	CoCode	DocumentNo	Fiscal Yr	Doc.ID	Customer	Amount	Currency	Value	Date	DocumentNo	Reference	Amount	Currency
Z3F_FA_RFBTR01_BOE	0231	7630001519	2017	1	4321	72,13	EUR	28.06.2017		5000150436	02451000021717	72,13	EUR
Z3F_FA_RFBTR01_BOE	0231	7630000366	2017	1	4321	71,00	EUR	20.02.2017		5000002259	02451000020096	71,00	EUR
Z3F_FA_RFBTR01_BOE	0231	7630000374	2017	1	4321	72,13	EUR	02.03.2017		5000031782	02451000021347	72,13	EUR
Z3F_FA_RFBTR01_BOE	0231	7630000687	2017	1	4321	72,13	EUR	30.03.2017		5000060285	02451000021419	72,13	EUR
Z3F_FA_RFBTR01_BOE	0231	7630000995	2017	1	4321	72,13	EUR	29.04.2017		5000092368	02451000021522	72,13	EUR
Z3F_FA_RFBTR01_BOE	0231	7630001265	2017	1	4321	72,13	EUR	27.05.2017		5000123997	02451000021624	72,13	EUR



- After the transaction runs, there is an automatic SAP job which will "read" this file and the documents unpaid and will do the resetting of the document in customer account and re-open the invoice and the original DY. Then, it will clear automatically the original DY with another DY which will also credit the sub-account to be cleared with the unpaid (TO).
- The payment method of the invoice will be automatically changed from "A" (Bank transfer) and a dispute will be created to Cash Collections team informing about the unpaid. Cash Collections team will then contact the customer to understand the reason of the unpaid and agree in a new payment.
- The changes in mandate and consequently in the direct debit will be made automatically by the system
- Every time draft gets unpaid an email is sent automatically to AR mailbox. In it we should check if all the items have , meaning that all steps went correctly
- If all the documents have it means that the reversal was done successfully and nothing needs to be done further by AR team.

## 4.8 Pagarés reversal

The reversal related to unpaid of pagarés depends on the fact if we receive a TO on G/L account or not:

- If we receive a TO document, we should only reset the DE document using **FBRA** transaction.
- If we do not receive a TO or TI document, we should reverse all generated documents 76600..., 76400... and 76100... using **FBRA** and **FB08** transactions.

## 4.9 RIBA reversal

RIBA is a payment method used only for Italian customer for which there is an automatic job running through F110 transaction which will clear in customers' accounts all the invoices due within 1 month. The invoices will be cleared with a DY and a positive DY will stay open until due date of the invoice is reached.

For this payment method, we might receive an unpaid from a customer due to several reasons: customer didn't agree with the debit for some reason; a credit note was created after the amount being sent to the Bank; liquidity issues, etc.

The process of the unpaid in RIBA is fully automatic. There is one file received in SAP with the information of the RIBAs unpaid.

World.Accounts Receiv&Pay		Reprise des supports de données		Heur 05:58:36		Date 02.12.20	
BRUXELLES		Effets non acceptés		RFFBWG10/BECICC		Page	
N°enreg. : >positions 1-120 des enreg. du							
000001:	IB0100570801011215	43002442		70801	0035	01600	E
000002:	140000001031215011215301115420100000006180000	-0306931081		010050160000000000060007080140000408990			E
000003:	200000001SOLVAY SA - ITALIA	VIALE LOMBARDIA, 20	20021 BOLLATE			IT00089900492	
000004:	300000001TRI.O.M. SPA	.				02068490016	
000005:	400000001VIA DEI PRATI 20	10020CAMBIANO				-TO INTESA SANPAOLO SPA	
000006:	500000001RE.INVOICE	58356666005035	.				
000007:	5100000017630013736SOLVAY S.A.					00500011215001000546280021215	



Afterwards, there is an automatic SAP job which will "read" this file and the documents unpaid and will do the resetting of RIBA document in customer account and re-open the invoice and the original DY. Then, it will clear automatically the original DY with another DY which will also credit the sub-account (50513EUR17) to be cleared with the unpaid (TO). The payment method of the invoice is also automatically changed from "B" (RIBA) to "A" (Bank transfer) and a dispute is created to Cash Collections team informing about the unpaid. Cash Collections team will then contact the customer to understand the reason of the unpaid and agree in a new payment.

Finally, there is an email, which is sent automatically to AR mailbox, every time there are RIBA unpaids for which we should check if all the items have , meaning that all steps went correctly.

See example below Freshdesk ticket number 698973:

**RIBA/BOE UNPAID**

**Job Name:** S3ZF\_020\_E\_PEL/BC\_ARIBA  
**Job ID:** 05574300  
**System:** PI1-020  
**Start date:** 16.05.2017 06:02:49

Company Code	Doc Number	Fiscal Year	Doc type	Doc Number PI	Reference Doc	Reset	P.Method	Dispute	Cancel	Messages
0231	7630000974	2017	1	5000081329	58356111002663	✓	✓	✓	✓	

**PLEASE DO NOT REPLY** to this email. This email message was sent from a notification-only email address that cannot accept incoming email.

If all the documents have it means that the reversal was done successfully and nothing needs to be done further by AR team.