

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



APAC



EMEA



LAM



NAM

ERP



PI1



PF1



WP1

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

Reset Cleared Items

Accounts Items Accompanying Correspondence

Clearing Document: 7000016855

Company Code: 0231

Fiscal Year: 2017

Reasons for Reversal (2) 5 Entries found

Reversal Data

Reversal Reason: 01

Posting Date:

Posting Period:

Reasons Text

01 Reversal in current period

02 Reversal in closed period

03 Actual reversal in current period

04 Actual reversal in closed period

05 Accrual/reversal posting

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 TI with DZ) as below:

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

Doc-Type : 04 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					
Ref.Doc.	SOPFICL817427				
Doc. Currency	EUR				
Doc. Ref Text	0029767400004				

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

G/L Account: 50533EUR16 Société Générale Paris (EUR) Credit trfs received

Company Code: 0231 SOLVAY SA - TREASURY DPT

Doc. no. 7000021899

Line Item 1 / Debit entry / 40

Amount: 4.938.340,24 EUR

Additional Account Assignments

Business Area:

Trdg Part.BA:

Value Date: 27.04.2017

Clearing date: 27.04.2017 8701919848

Assignment: 0029767400004EUR

Text: FAC.94926599 INOVYN GROUP T REAS NPYINOVYN GROUP T

Long text

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

☒ Clearing 8701919848 reset

Reset Cleared Items

Accounts Items Accompanying Correspondence

Clearing Document: 8701919848

Company Code: 0231

Fiscal Year: 2017

Doc.Type: DZ (Customer payment) Normal document

Doc. Number: 8701919848

Doc. Date: 27.04.2017

Posting Date: 27.04.2017

Period: 04

Calculate Tax:

Ref.Doc.: SOPFICL817427

Doc. Currency: EUR

Doc. Ref Text: 0029767400004

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

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

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: 7000021899

Company Code: 0231

Fiscal Year: 2017

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: 297674

Memo record number: 04

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:

Pos	Account	Account short desc.	Da	Amount	Crry	Amount in LC	LCurr	Text
40	50533EUR16	Société Générale Paris (EUR) Credit trfs received		4.938.340,24	EUR	4.938.340,24	EUR	FAC.94926599 INOVYN GROUP T REAS NPYNINOVYN GROUP T
2	114685	INOVYN FRANCE SAS		4.938.340,24-	EUR	4.938.340,24-	EUR	FAC.94926599 INOVYN GROUP T REAS NPYNINOVYN 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: 27.04.2017

Clearing date: 27.04.2017 | 8701919848

Assignment: 0029767400004EUR

Text: FAC.94926599 INOVYN GROUP T REAS NPYNINOVYN GROUP T

More

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):

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

St	Assignment	DocumentNo	BuSh	Type	Doc. Date	FK	Amount in local cur.	LCurr	Tx	Clring 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	20 2510139708
		0093177844	8810230597	7250	81	30.09.2015	01	1.994,44	EUR	57 2510139708
		0093178501	6111314356	7360	DB	30.09.2015	01	29.460,35	EUR	12 2510139708
							0,00	EUR		
** Account 603646							0,00	EUR		

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

St	Assignment	DocumentNo	BuSh	Type	Doc. Date	FK	Amount in local cur.	LCurr	Tx	Clring doc.
		20151203	2510139708	8500	DZ	03.12.2015	40	168.474,66	EUR	2510139708
		PQ800	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														
Customer Company Code 603696														
Name PROCTER & GAMBLE														
City PEITIT-LANCY														
Doc 4201139708														
Doc Date 11-26-2017														
Doc Date 11-26-2017														
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Doc Date 11														

2. The clearing was done on the wrong customer's account, the reversal to be done is different (the example below):

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	FM	Doc. Date	Net due dt	S	DD	Amt in loc.cur.	LCurr	Amount in DC	Curr.	Clrng doc.	Clearing
☐	0231		42740114339058	42740002220065	2000195533			5000069749	F4	A	01.03.2017	20.05.2017			22.330,00	EUR	22.330,00	EUR	7000029073	24.05.2017
☐	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 ☐ 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 5080930000 WARP MISDIRECT PAYMENT
Company Code 0231 SOLVAY SA - TREASURY DPT
Doc. no. 7000029073

Line Item 1 / Debit entry / 40
Amount 22.106,70 EUR

Additional Account Assignments
Business Area Trdg Part.BA  More
Clearing date 24.05.2017 7000029074
Assignment 20170524
Text ZFR3/2400025410/2017/002  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 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	

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 Time 00 Company Code 0231

Posting Date 20.06.2017 Period 6 Currency EUR

Document Number INTERNAL Fiscal Year 2017 Transltn Date 20.06.2017

Reference Cross-CC no.

DocHeader Text Trading Part BA

Items in document currency

PK	Bank	Acct	EUR	Amount	Tax	Notes
001	17	0000603646 PaS INT'S OPERATION		22.106,70-		**
002	40	5080930000 WARP MISDIRECT PAYME		22.106,70		

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

Other line item

Partly ☐ Count ☐ 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@solway.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:

G/L Account		0001EUR17 Fortis Bank Brussels (EUR) Notes for collect CT									
Company Code		0231									
St	Assignment	Document	Bank Type	Doc. Date	PK	Amount in doc. curr.	Curr.	Tx	Clearing doc.	Text	
☐	0000080001104EUR	0000081057	no	06.06.2017	40	557.974,70	EUR	870197821	SEPA20 M001D-140228 CR01D-001421210425487035 REJUB-		

Checking the flag we can see the invoice details:

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

Bank	210	Acc	210-0049499-81	Co.	0231
Stmt no.	00111	Stmt date	06.06.2017	IC	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	SEPADD				
	MNDDID-162229				
	CRDID-BE04ZZZ0425487035				
	BELNR-7000030278				
	RTYPE-1				
	RREAS-AM04				
	1015078022				
	/INV/38650094926802 10.5				
	0231-7000030278-2017CHASFRP				
	P				
	CHEVRON GRONITE SAS				
	1 RUE EUGENE ET ARMAND PEUG				
	EOT, CS F-92508 RUEIL MALMA				
	ISON FRANCE				
	1 RUE EUGENE ET ARMAND PEUG				

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

Customer	140299
Company Code	810
Name	CHESTER CHESTNUTS INC
City	MONTAUBAN,NY

In	Chk	Bank	Reference	Assignment	Ref. Key 1	Block	Standard Trf	Document No	Type	Dct.	Date	Ref. Date	Dr	Cr	Am. In Doc. Amt	DocType	Amount In Doc	Dr	Cr	Cling. Desc	Clearing
1			0211					7890004670	CC		01.01.2017	01.01.2017			557,874.70	EIN	557,874.70	EIN		7890002405	07.06.2017
4															587,874.70	EIN	587,874.70	EIN			07.06.2017

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

Document type: DZ

01 - Customer's account - Amount of unpaid

50 - Subaccount - Amount of unpaid

Post with *Clearing Display Overview*

 Display Currency
 Taxes
 Reset

Document Date	16.06.2017	Type	DZ	Company Code	0231
Posting Date	16.06.2017	Period	6	Currency	EUR
Document Number	INTERNAL	Fiscal Year	2017	Translatn Date	16.06.2017
Reference				Cross-CC no.	
Doc.Header Text				Trading Part.BA	

Items in document currency			
FK	BusA Acct	EUR Amount	Tax amnt
001 01	0000162229 CHEVRON ORONITE SAS	557.974,70	**
002 50	50501EUR17 FortisExkl 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 (Traités) and Spain (Pagars 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:

Checking the flag, we can see all the details:

G/L Account Line Item Display										
G/L Account Company Code 505300017 Société Générale Paris (EUR) Notes for collect CU 0231										
Pr	Assignment	Document	Bank	Type	Doc. Date	Pr	Amount in doc. curr.	Curr.	Dr	Clng doc.
		002461510027	002812847	TO	05.04.2017	40	7.632,00	EUR	870189480	7630000683 31031 7 12 LIBNOTRE REFERENC E . 095002
							7.632,00	EUR		
** Account 505300017							7.632,00	EUR		

Bank	3000303175	Acc	00020230261	Co.	0231
Stmnt no.	00405	Stmnt date	05.04.2017	IL	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	Do not post
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	7630000683	Company Code	0231	Fiscal Year	2017
Doc. Date	16.03.2017	Posting Date	16.03.2017	Period	03
Calculate Tax	☐				
Doc. Currency	EUR				
Payment Run ID	16.03.2017 - SSCOR				

Item	Pr	Account	Account about test	Dr	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

Additional Data

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.usage
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_RFBI TB01_BOE** in order to re-open the invoice:

BOE Cancel

Selection criteria

Company Code 0231 to
Customer 4321 to
Fiscal Year to
Posting Date to
Payment Method 9 to

Fixed criteria

G/L Account 2210000000
Document Type 01

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 9 to

Fixed criteria

G/L Account 2210000000
Document Type 01

and press .

Select the line related to unpaid and
press .

BOE Cancel											
Program Name	CoCode	DocumentNo	Fiscal Yr	Doc.ID	Customer	Amount	Currency	Value Date	DocumentNo	Reference	Amount
Z3F_FA_RFBTBO1_BOE	0231	7630001519	2017	1 4321	72,13	EUR	28.06.2017	5000156436	02451000021717	72,13	EUR
Z3F_FA_RFBTBO1_BOE	0231	7630000366	2017	1 4321	71,00	EUR	20.02.2017	5000002259	02451000020696	71,00	EUR
Z3F_FA_RFBTBO1_BOE	0231	7630000374	2017	1 4321	72,13	EUR	02.03.2017	5000031782	02451000021347	72,13	EUR
Z3F_FA_RFBTBO1_BOE	0231	7630000687	2017	1 4321	72,13	EUR	30.03.2017	5000060285	02451000021419	72,13	EUR
Z3F_FA_RFBTBO1_BOE	0231	7630000995	2017	1 4321	72,13	EUR	29.04.2017	5000092368	02451000021522	72,13	EUR
Z3F_FA_RFBTBO1_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 BRUXELLES			Reprise des supports de données Effets non acceptés			Heur 05:58:36 RFFBWG10/BECICC		Date Page	02.12.20
N°enreg.: >positions 1-120 des enreg. du									
000001:	IB0100570801011215	43002442			70801	0035	01600		E
000002:	1400000010312150111215301115420100000006180000-0306931081				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	5835666005035	.						
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.