AR Dispute Scenarios

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Objective of this Procedure

The purpose of this document is to list all Accounts Receivables disputes scenarios and explain which steps should be followed in each case.

Scope

This operating procedure (OP) applies all receivables for which the FSCM Dispute Management is available.

Definitions

- SBS: In the current document, “Solvay Business Services” will be replaced by its abbreviation “SBS”.
- CCT AR: Customer Credit & Trade Accounts Receivable team
- CCT CCL: Customer Credit & Trade Cash Collections team
- OP: Operating procedure

AR disputes scenarios

Scope

APAC EMEA

LAM NAM

ERP

PI1 PF1

WP1

References

Attachments

CCT AR Dispute Scenarios.xls

Case Type Name	Reason code	Description	Created by	Processor	Coordinator	Person Responsible
Unmatched Payments						
Unmatched payment	Partial	Customer pays partially one or more invoices	AR	CC	CM	CM
Unmatched payment	Advance pmt	Customer pays in advance	AR	CM	CM	CM
Unmatched payment	Banking fees > Tolerance	Payment with difference related to banking fees	AR	AR	CM	CM
Unmatched payment	Undue discount	Customer is deducting a discount when the payment terms are not respected	AR	CC	CM	CM
Unmatched payment	Wrong currency	Difference between the amount of the invoice and the amount of the payment is generated by a foreign exchange difference because the customer paid in another currency different from the one mentioned on the invoice	AR	CC	CM	CM
Unmatched payment	PMT: Invoice Detail Missing	Payment in which we don't have all the information in order to complete the matching in customer account	AR	CC	CM	CM
Unmatched payment	Overpayment	Customer has overpaid one or more invoices	AR	CC	CM	CM
Unmatched payment	Shortpayment (NAFTA only)	Customer has shortpaid one or more invoices	AR	CC	CM	CM
Unmatched payment	CN paid by customer	Customer is paying one credit note	AR	CC	CM	CM
Unmatched payment	Tax issue	Difference on payment related with Tax and witholding issues	AR	CC	CM	CM
Unmatched payment	Compensation Balance	Payment from customer that is also a vendor and he is compensating customer and vendor accounts	AR	CM	CM	CM
Rejected Payments						
Rejected payment	PMT: Unpaid / Objection (Customer)	Unpaid received from the Bank regarding one draft/direct debit	AR	CC	CM	CM
Rejected payment	PMT: Wrong bank account	Unpaid received from the Bank regarding one draft/direct debit	AR	CC	CM	CM

Attached the excel file with the description of all OTC AR disputes scenarios and the steps to be followed in each of them.