

Not assigned customers reconciliation

Tasks to be completed when creating an operating procedure (from creation to publication)

1. Enter the **Title of the procedure**: Description of the operating procedure - Region (*APAC, EMEA, LAM, NAM*) - Country (*Optional*) - ERP (*PI 1, PF1, WP1*)
2. Add the following Labels :
 - Region: [apac](#), [emea](#), [lam](#), [nam](#)
 - ERP: [pf1](#), [pi1](#), [wp1](#)
 - Domain & Process using the [List of labels to be used in the space OtC](#)
3. Fill all fields as described
4. SAP transactions :
 - a. notify them on the right : References , Link the SAP transaction name notified here with the SAP transaction page registered in [the file](#) (page adress)
 - b. notify the transaction SAP inside the document in the appropriate place and add a macro : Include Content - Search the name of the page and Save
5. Once the procedure is completed, publish it using the [SBS-OtC approval workflow](#)

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Objective and Scope

The objective of this operational procedure is to explain how to check the customers that are not assigned to factoring and clear invoices with payments received in local accounts.

This operational procedure (OP) applies to the Accounts Receivables of Solvay Companies in EMEA scope.

Definitions

- GBS: In the current document, "Global Business Services" will be replaced by its abbreviation "GBS".
- AR: Accounts Receivable
- OP: Operating procedure
- PF1: ERP SAP System
- WP1: ERP SAP System

Not assigned customers reconciliation procedure

Open FBL5N transaction in WP1 or PF1.

Choose variant **/ECO CUST REC.** for Solvay or **/SCO CUST REC.** for Syensqo in the "Get Variant" option.

Scope

? Unknown Attachment

ERP

? Unknown Attachment

? Unknown Attachment

References

Attachments

The screenshot shows the 'Data Sources' selection screen. At the top left, there are icons for search, help, and a list, with a red arrow pointing to the search icon labeled '4'. Below this is a 'Customer selection' section with fields for 'Customer account' and 'Company code', each with a 'to' field and a search icon. A red arrow points to the search icon for 'Customer account' labeled '1'. A 'Selection using search help' dialog box is open, titled 'Find Variant'. It has a 'Search string' field containing '/SCO CUST REC.' with a red arrow pointing to it labeled '2'. Below the search string are fields for 'Environment', 'Created By', 'Changed By', and 'Original Language'. At the bottom of the dialog, there are radio buttons for 'Open items', 'Cleared items', and 'All items'. A red arrow points to the 'Open items' radio button labeled '3'. There are also 'Open at key date' and 'Posting date' fields with search icons.



Press Execute

If any notification of this kind pops-up

The screenshot shows a notification dialog box titled 'Branch/Head Office'. It contains the following text: 'Account 0000704788 SOLVAY LUXEMBOURG Sàrl', 'Comp. code 2002', and 'The account is a branch'. Below this, it says 'Line items are also managed at head office:' followed by 'Account 0000704479 SOLVAY LUXEMBOURG Sàrl'. There is a checked checkbox labeled 'Also list line items from head office'. At the bottom, there are two buttons: 'Continue' (with a green checkmark icon) and 'Never display again' (with a red X icon).

press "Continue".

Check the amounts opening the customer account in FBL5N (open a new window in local system).



- It is not necessary to check document type SA;
- Do not clear SA against SA;
- Do not clear invoices of doubtful customers without confirmation.

Check if there is information regarding the payment (if the amount matches with open invoices on the customer account or information about partial payment) and use F-32 transaction (local system).