

# Doubtful customers

he items selected will now appear in green.

And confirmation of the posting done.

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## 1. Objective and Scope

This OP describes how to manage all requests concerning doubtful customers. All the stages of a doubtful customer process have special procedures and specific postings are described in this procedure. Depending on the situation of each invoice, different actions are to be taken in the SAP system.

This operating procedure (OP) applies to the Receivables of Solvay Companies Worldwide.

## 2. 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 CM: Customer Credit & Trade Credit Management team
- OP: Operating procedure
- CAM: Country Account Manager
- PI1: Factoring ERP SAP system
- PF1: Local ERP SAP System
- WP1: Local ERP SAP System
- BA: Business area

## 3. Doubtful procedure

If, for some reason, there is a risk of not collecting the payment regarding a receivable, the contract must be converted into doubtful status. The decision of putting a contract in a doubtful status belongs to Credit Management team, who should send their request to AR mailbox to proceed as described in this OP.

### Scope



### ERP



### References

- Z3F\_FA\_Doubtful
- FB05

### Attachments

[REQUEST FORM \(Doubtful-Provision-Write Off\)](#)

[Point of Contact GBU Controller](#)



#### Warning

##### **Mandatory Requirements:**

AR team will need to assure that the all requests follow the next requirements:

- Template received
- Exchange with business attached on the email content
- Check if the customer is factored from more than one company (if yes, we need to assure that Credit Manager is considering the customer globally)

AR team is only authorized to perform any posting regarding doubtful procedure when Credit Manager sends the attached template with all the information filled in [REQUEST FORM \(Doubtful-Provision-Write Off\)](#)

## Warnings

In PI1 system there are some Business Areas with no Cost Center associated. The usual format of the cost centers in PI1 is "XND + 3 initial digits of the Business Area" (e.g. BA 7360 = CO XND736).

If you receive an error message because it is not inserting the Cost center, try to use this rule. In case it doesn't work it might be that the Cost Center does not exist. Please request the creation to [RtR-DMR\\_Data\\_Management@solvay.com](mailto:RtR-DMR_Data_Management@solvay.com).

**Enter Doubtful cust provis: Add G/L account item**

More data Acct model Fast Data Entry Taxes

G/L Account 6330000000 Trade receivables-write downs  
Company Code 0231 SOLVAY SA - TREASURY DPT

Item 1 / Credit entry / 50  
Amount 916,73 EUR

Coding Block

Business Area 7360 Trdg Part.BA  
Cost Center  
Profit Center

PSCKY 09 ACCOUNT 0000003646 SGL IND E New CO.Code

Error

Account 6330000000 requires an assignment to a CO object

**Enter Doubtful cust provis: Add G/L account item**

More data Acct model Fast Data Entry Taxes

G/L Account 6330000000 Trade receivables-write downs  
Company Code 0231 SOLVAY SA - TREASURY DPT

Item 1 / Credit entry / 50  
Amount 916,73 EUR

Coding Block

Business Area 7360 Trdg Part.BA  
Cost Center xnd736  
Profit Center

PSCKY 09 ACCOUNT 0000003646 SGL IND E New CO.Code

In case of Business Area 3400 division which was Sold (Benvic) use Cost Center "XND5ZS" and Business Area "5ZS0"

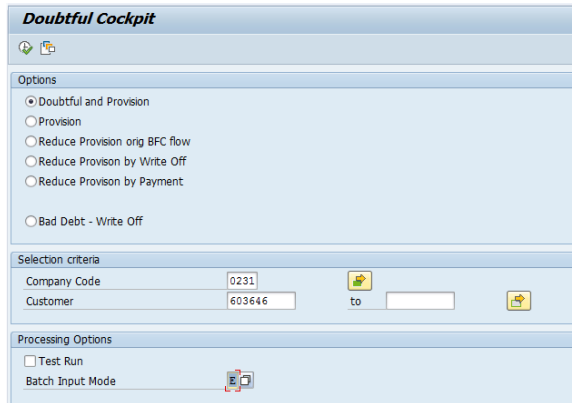
## 3.1 Customers assigned to Factoring

### 3.1.1 Convert an invoice into doubtful status and post provision

In order to convert a receivable to doubtful for a customer to Factoring, we should use transaction **Z3F\_FA\_Doubtful** in P11 and follow the steps below:

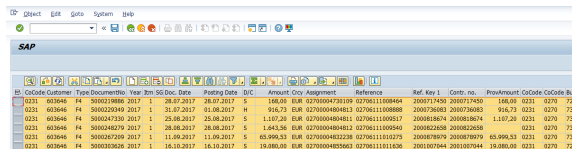
Select the **option "Doubtful and Provision"**, **add the customer**

**account** and execute .



Select the items to be converted to Doubtful and in case the items should be provisioned as well add the amount in column "Provision Amount".

In case there is no Provision to be booked leave the amount blank, or in case the provision is not for 100% add the amount to be provisioned provided by Credit Team.

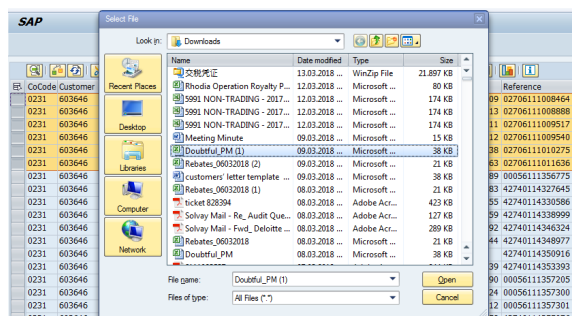


| CoCode | Customer | Type | DocumentNo | Year | Item | SGL Ind. | Doc. Date  | Posting Date | D/C | Amount    | Ccy | Assignment     | Reference      | Ref. Key 1 | Contr. no. | ProvAmount | CoCode | Bank |
|--------|----------|------|------------|------|------|----------|------------|--------------|-----|-----------|-----|----------------|----------------|------------|------------|------------|--------|------|
| 0231   | 603646   | F4   | 5000219886 | 2017 | 1    |          | 28.07.2017 | 28.07.2017   | S   | 168,00    | EUR | 02700040470109 | 02700111008464 | 2000771490 | 2000771490 | 168,00     | 0231   | 0270 |
| 0231   | 603646   | F4   | 5000229349 | 2017 | 1    | H        | 31.07.2017 | 01.08.2017   | H   | 916,73    | EUR | 02700040404813 | 02700111008888 | 2000736083 | 2000736083 | 916,73     | 0231   | 0270 |
| 0231   | 603646   | F4   | 5000247330 | 2017 | 1    |          | 25.08.2017 | 25.08.2017   | S   | 1.107,20  | EUR | 02700040404813 | 02700111009517 | 2000818674 | 2000818674 | 1.107,20   | 0231   | 0270 |
| 0231   | 603646   | F4   | 5000248279 | 2017 | 1    |          | 28.08.2017 | 28.08.2017   | S   | 1.643,56  | EUR | 02700040404813 | 02700111009540 | 2000822608 | 2000822608 |            | 0231   | 0270 |
| 0231   | 603646   | F4   | 5000267209 | 2017 | 1    |          | 11.09.2017 | 11.09.2017   | S   | 65.999,53 | EUR | 02700040404813 | 02700111010275 | 2000878079 | 2000878079 | 65.999,53  | 0231   | 0270 |
| 0231   | 603646   | F4   | 5000303626 | 2017 | 1    |          | 16.10.2017 | 16.10.2017   | S   | 19.080,00 | EUR | 02700040404813 | 02700111011636 | 2000878079 | 2000878079 | 19.080,00  | 0231   | 0270 |

Then press save .

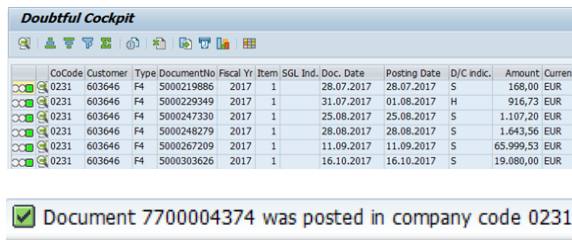
It will ask you to attach the excel file with the **instructions provided by Credit Management** - it only accepts Excel format.

This will attach the justifications to all postings done.



The items selected will now appear in green.

And confirmation of the posting done.



| CoCode | Customer | Type | DocumentNo | Fiscal Yr | Item | SGL Ind. | Doc. Date  | Posting Date | D/C indic. | Amount    | Currency |
|--------|----------|------|------------|-----------|------|----------|------------|--------------|------------|-----------|----------|
| 0231   | 603646   | F4   | 5000219886 | 2017      | 1    |          | 28.07.2017 | 28.07.2017   | S          | 168,00    | EUR      |
| 0231   | 603646   | F4   | 5000229349 | 2017      | 1    | H        | 31.07.2017 | 01.08.2017   | H          | 916,73    | EUR      |
| 0231   | 603646   | F4   | 5000247330 | 2017      | 1    |          | 25.08.2017 | 25.08.2017   | S          | 1.107,20  | EUR      |
| 0231   | 603646   | F4   | 5000248279 | 2017      | 1    |          | 28.08.2017 | 28.08.2017   | S          | 1.643,56  | EUR      |
| 0231   | 603646   | F4   | 5000267209 | 2017      | 1    |          | 11.09.2017 | 11.09.2017   | S          | 65.999,53 | EUR      |
| 0231   | 603646   | F4   | 5000303626 | 2017      | 1    |          | 16.10.2017 | 16.10.2017   | S          | 19.080,00 | EUR      |

 Document 7700004374 was posted in company code 0231

On customer account there are now the Doubtful items (DO documents with special GL indicator D) and respective provisions created (E1 documents with special GL indicator E).

Special GL indicator D = GL  
account 2270000000

Special GL indicator E = GL  
account 2271000000

Note that there was one document  
(invoice 0270611109540) for which  
there was no Provision created as the  
amount was zero in the selection done.

|              |                                     |
|--------------|-------------------------------------|
| Customer     | 603646                              |
| Company Code | 0231                                |
| Name         | PROCTER & GAMBLE INTL OPERATIONS SA |
| City         | PETIT LANCY                         |

| St | Kush | Reference           | Assignment     | Ref. Key 1 | BN | DocumentNo | Type | Doc. Date  | Net due date | DD | Amount in DO | Curr. |
|----|------|---------------------|----------------|------------|----|------------|------|------------|--------------|----|--------------|-------|
|    |      | 7250 0270611109444  | 02700004730109 | 2000717450 |    | 6111000504 | DO   | 14.03.2018 | 14.03.2018   |    | 165,00       | EUR   |
|    |      | 7250 0270611109444  | 02700004730109 | 2000717450 |    | 7700004369 | E1   | 14.03.2018 | 14.03.2018   |    | 165,00       | EUR   |
|    |      | 7360 0270611109888  | 02700004804813 | 2000717450 |    | 6111000507 | DO   | 14.03.2018 | 14.03.2018   |    | 916,79       | EUR   |
|    |      | 7360 0270611109888  | 02700004804813 | 2000736083 |    | 7700004370 | E1   | 14.03.2018 | 14.03.2018   |    | 916,79       | EUR   |
|    |      | 7360 02706111099517 | 02700004804811 | 2000736083 |    | 6111000508 | DO   | 14.03.2018 | 14.03.2018   |    | 1.107,20     | EUR   |
|    |      | 7360 02706111099517 | 02700004804811 | 2000818874 |    | 7700004371 | E1   | 14.03.2018 | 14.03.2018   |    | 1.107,20     | EUR   |
|    |      | 7360 02706111099540 | 02700004804812 | 2000822658 |    | 6111000509 | DO   | 14.03.2018 | 14.03.2018   |    | 1.643,96     | EUR   |
|    |      | 7360 02706111010275 | 02700004832238 | 2000822658 |    | 6111000510 | DO   | 14.03.2018 | 14.03.2018   |    | 1.643,96     | EUR   |
|    |      | 7360 02706111010275 | 02700004832238 | 2000878978 |    | 7700004373 | E1   | 14.03.2018 | 14.03.2018   |    | 65.999,93    | EUR   |
|    |      | 7250 02706111011436 | 02700004855663 | 2000878978 |    | 6111000511 | DO   | 14.03.2018 | 14.03.2018   |    | 0,00         | EUR   |
|    |      | 7250 02706111011436 | 02700004855663 | 2001007044 |    | 7700004374 | E1   | 14.03.2018 | 14.03.2018   |    | 19.080,00    | EUR   |
|    |      |                     |                | 2001007044 |    |            |      |            |              |    | 0,00         | EUR   |
|    |      |                     |                |            |    |            |      |            |              |    | 1.643,96     | EUR   |

You can also see the attachment in all  
the postings.

**Display Document: Line Item 002**

Additional Data

Customer: 603646 PROCTER & GAMBLE INTL OPERATIONS SA G/L Acc: 2271000000  
Company Code: 0231 ROUTE DE ST GEORGES 47  
SOLVAY SA - TREASURY DPT PETIT LANCY Doc. no.: 7700004369

Line Item 2 / Reserve for bad debt / 19 E

Amount: 168,00 EUR

Service: Attachment list

AttachmentFor023177000043692018002

| Icon | Title               | Creator Name    | Created On |
|------|---------------------|-----------------|------------|
|      | Doubtful Attachment | Tiago RODRIGUES | 14.03.2018 |

### 3.1.2 Receive a payment for a doubtful document

#### Warnings

If a payment is received for a document which is settled with doubtful status, check the customer account to see if there is a provision created for it. If so the provision should be cancelled – follow the instruction in chapter 3.1.4. [Cancel a provision.](#)

Always confirm with CM if the payment can be applied, to which invoice(s) and attach the instructions.

Select the payment normally in **FEBA/ F-32** transactions and select the invoice to be cleared. In case the full amount is not paid use **FB05** to apply the partial or leave the Residual amount with document type DO and Special GL D.

#### Warning

A doubtful contract does not appear on the reconciliation screen in FEBA/F-32 and FB05 transactions. Therefore, the special G/L indicator should be inserted with "O" or "D" in order to select the invoice (s).

#### See example (payment already on account)

Since there will be a residual that should remain in Doubtful use **FB05** with **payment dates** (if not possible, use 1st day of the month)

**Document type:** DO **Cc:**0231  
**Currency:** of invoice

**Reference:** Invoice Reference

**Doc Header text:** Ticket with the instructions of CM

Press Enter

**Process open items with Special GL indicator D or Q** (some older items might have O - Check the customer account to confirm)

**Post with Clearing: Header Data**

Choose open items Acct model

|                 |                |        |    |                |      |
|-----------------|----------------|--------|----|----------------|------|
| Document Date   | 17.04.2017     | Type   | DO | Company Code   | 0231 |
| Posting Date    | 17.04.2017     | Period | 4  | Currency/Rate  | EUR  |
| Document Number |                |        |    | Translatn Date |      |
| Reference       | 00056111341570 |        |    | Cross-CC no.   |      |
| Doc.Header Text | Ticket 432101  |        |    |                |      |
| Clearing text   |                |        |    |                |      |

**Post with Clearing Select open items**

Process open items

Open item selection

Company Code: 0231

Account: 0000301037

Account Type: D

Special G/L ind: d

Pmnt advice no.:

Select the item in Doubtful to be cleared and the partial payment

**Post with Clearing Process open items**

Distribute Difference Charge off diff. Editing Options Cash Disc. Due Create Dispute Case

Standard Partial Pmt Res.Items WH Tax

Account: Items 301037 NOVADAN APS

| Assignment     | Reference      | Reference K... | D. Net due d... | Curr... | D... | Disco... | D P | EUR Gross |
|----------------|----------------|----------------|-----------------|---------|------|----------|-----|-----------|
| 00050004694014 | 00056111341570 |                | DO 12.04.2017   | EUR     | 0    | 0,000    |     | 4.476,80  |
|                |                |                | DZ 17.04.2017   | EUR     | 0    | 0,000    |     | 1.000,00- |

Use the **Residual items** tab to add the **residual amount** and **reason code AR**

**Post with Clearing Create residual items**

Distribute Difference Charge off diff. Editing Options Create Dispute Case

Standard Partial Pmt Res.Items WH Tax

Account: Items 301037 NOVADAN APS

| Assignment     | Reference      | Reference K... | D. Net due d... | Curr... | D... | Disco... | D P Net Amount | Residual Items | RCD |
|----------------|----------------|----------------|-----------------|---------|------|----------|----------------|----------------|-----|
| 00050004694014 | 00056111341570 |                | DO 12.04.2017   | EUR     | 0    | 0,000    | 5.476,80       | 4.476,80       | AR  |
|                |                |                | DZ 17.04.2017   | EUR     | 0    | 0,000    | 1.000,00-      |                |     |

Simulate.

There will be 3 lines, for the payment, for the item cleared and for the residual Doubtful which will have the same data as the original Doubtful.

Save.

**Post with Clearing Display Overview**

Display Currency Taxes

Document Date: 17.04.2017 Type: DO Company Code: 0231

Posting Date: 17.04.2017 Period: 4 Currency: EUR

Document Number: INTERNAL Fiscal Year: 2017 Translatn Date: 17.04.2017

Reference: 00056111341570 Cross-CC no.:

Doc.Header Text: Ticket 432101 Trading Part.BA:

Items in document currency

| PK  | BusA | Acct                        | EUR | Amount    | Tax amnt |
|-----|------|-----------------------------|-----|-----------|----------|
| 001 | 09D  | 7250 0000301037 NOVADAN APS |     | 4.476,80  |          |
| 002 | 08   | 7250 0000301037 NOVADAN APS |     | 1.000,00  |          |
| 003 | 19D  | 7250 0000301037 NOVADAN APS |     | 5.476,80- |          |

On the account there will be the new line for the residual.

Customer: 301037  
Company Code: 0231  
Name: NOVADAN APS  
City: MOLDING

| St | BusA | Reference      | Assignment     | DocumentNo | Typ | Doc. Date  | Net due dt | S | DO | Amount in DO | Curr. |
|----|------|----------------|----------------|------------|-----|------------|------------|---|----|--------------|-------|
|    | 7250 | 00056111341570 | 00050004694014 | 6111000339 | DO  | 17.04.2017 | 12.04.2017 | 0 |    | 4.476,80     | EUR   |
| ** |      |                |                |            |     |            |            |   |    | 4.476,80     | EUR   |

In some situations it might be required to **apply a partial** (so that the payment is also visible on customer account)  
Using also **FB05**, the same selections and fields as explained for residual.

**Post with Clearing: Header Data**

Choose open items    Acct model

Document Date: 13.03.2018    Type: Do    Company Code: 0231  
 Posting Date: 13.03.2018    Period: 3    Currency/Rate: EUR  
 Document Number:    Translatn Date:    Reference: 02706111011636    Cross-CC no.:  
 Doc.Header Text: Ticket 1234567    Clearing text:

**Post with Clearing Select open items**

Process open items

Open item selection

Company Code: 0231  
 Account: 603646  
 Account Type: D  
 Special G/L ind: DO    Normal OI  
 Pmnt advice no.:

Select the two items (payment was already open on customer account)

And use the "Partial Pmt" tab to associate the payment to the respective invoice.

**Post with Clearing Enter partial payments**

Distribute Difference    Charge off diff.    Editing Options    Create Dispute Case

Standard    **Partial Pmt**    Res.Items    WH Tax

Account Items 603646 PROCTER & GAMBLE INTL OPERATIONS SA

| Assignment      | Reference       | Reference K... | D... | Net due d... | Cur... | Disco... | D/P Net Amount | Payment Amount | RCd |
|-----------------|-----------------|----------------|------|--------------|--------|----------|----------------|----------------|-----|
| 21081CLUS018024 | 21081CLUS018024 |                | D2   | 14.03.2018   | EUR    | 0,000    | 10.000,00-     | 10.000,00-     |     |
| 02700004855663  | 02706111011636  | 2001007044     | DO   | 14.03.2018   | EUR    | 0,000    | 19.080,00      | 10.000,00      |     |



Save

Here the partial payment (with special GL indicator D) associated to the invoice.

Customer: 603646  
 Company Code: 0231  
 Name: PROCTER & GAMBLE INTL OPERATIONS SA  
 City: PETIT LANCY

| St | BuS | Reference | Assignment     | Ref. Key 1     | WH         | DocumentNo | Typ | Doc. Date  | Net due dt | D | DO | Amount in DC | Curr. |
|----|-----|-----------|----------------|----------------|------------|------------|-----|------------|------------|---|----|--------------|-------|
|    |     | 7250      | 02706111011636 | 02700004855663 | 2001007044 | 611000811  | DO  | 14.03.2018 | 14.03.2018 | 0 | Δ  | 19.080,00    | EUR   |
|    |     | 7250      | 02706111011636 | 02700004855663 | 2001007044 | 611000813  | DO  | 13.03.2018 | 14.03.2018 | 0 | Δ  | 10.000,00    | EUR   |
| ** |     |           |                |                |            |            |     |            |            | 0 | -  | 9.080,00     | EUR   |

### 3.1.3 Create a provision



#### Warning

- The instructions to create and cancel a provision should be received by the responsible Credit Manager
- We should perform one provision for each document
- The instructions with the request should be attached to the posting (automatically done by the transaction Excel, word, PDF accepted).

Transaction **Z3F\_FA\_DOUBTFUL**.

There is the possibility to create the Provision in case it was not immediately created in step "Doubtful and Provision" or to increase the provision amount if not fully provisioned.

To do so select the option "Provision", add the customer account and

process



**Doubtful Cockpit**

Options

☐ Doubtful and Provision  
☒ **Provision**  
☐ Reduce Provision orig BFC flow  
☐ Reduce Provision by Write Off  
☐ Reduce Provision by Payment  
☐ Bad Debt - Write Off

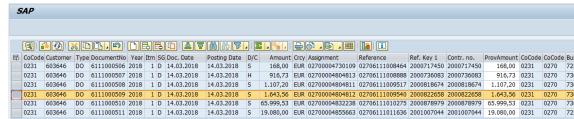
Selection criteria

Company Code: 0231    to:    Customer: 603646

This will show only the items that are already in Doubtful.

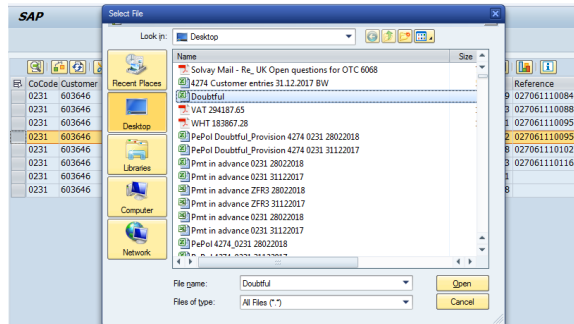
Select the item you want to provision

and press save .

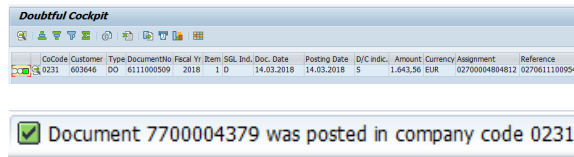


| CoCode | Customer | Type | DocumentNo | Year | Sm | Sd | Doc. Date  | Posting Date | D/C | Amount    | Ccy | Assignment     | Reference      | Ref. Key 1 | Contr. no. | ProvAmount | CoCode | CoCode | Buak |
|--------|----------|------|------------|------|----|----|------------|--------------|-----|-----------|-----|----------------|----------------|------------|------------|------------|--------|--------|------|
| 0231   | 603646   | DO   | 6111000509 | 2018 | 1  | D  | 14.03.2018 | 14.03.2018   | S   | 188,00    | EUR | 02700004804812 | 02706111008888 | 2000730083 | 2000730083 | 226,00     | 0231   | 6270   | 7390 |
| 0231   | 603646   | DO   | 6111000507 | 2018 | 1  | D  | 14.03.2018 | 14.03.2018   | H   | 916,73    | EUR | 02700004804813 | 02706111008888 | 2000730083 | 2000730083 | 916,73     | 0231   | 6270   | 7390 |
| 0231   | 603646   | DO   | 6111000508 | 2018 | 1  | D  | 14.03.2018 | 14.03.2018   | S   | 1.107,20  | EUR | 02700004804811 | 02706111008888 | 2000730083 | 2000730083 | 1.107,20   | 0231   | 6270   | 7390 |
| 0231   | 603646   | DO   | 6111000509 | 2018 | 1  | D  | 14.03.2018 | 14.03.2018   | S   | 1.643,56  | EUR | 02700004804812 | 02706111008888 | 2000730083 | 2000730083 | 1.643,56   | 0231   | 6270   | 7390 |
| 0231   | 603646   | DO   | 6111000510 | 2018 | 1  | D  | 14.03.2018 | 14.03.2018   | S   | 65.999,53 | EUR | 02700004804812 | 02706111008888 | 2000730083 | 2000730083 | 65.999,53  | 0231   | 6270   | 7390 |
| 0231   | 603646   | DO   | 6111000511 | 2018 | 1  | D  | 14.03.2018 | 14.03.2018   | S   | 19.080,00 | EUR | 02700004804812 | 02706111008888 | 2000730083 | 2000730083 | 19.080,00  | 0231   | 6270   | 7390 |

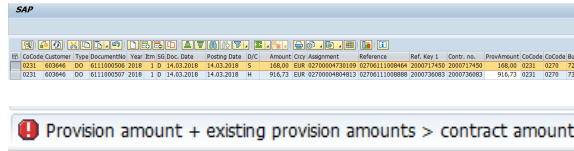
Add the attachment.



The document was posted.



**Remark:** In case you select a document that is fully provisioned (or the amount you insert exceeds the total amount of the Doubtful) there will be a warning message which will not allow to proceed.



### 3.1.4 Cancel a provision

#### Warning

- The instructions to create and cancel a provision should be sent by the responsible Credit Manager.
- We should perform one cancellation of provision for each document
- The instructions with the request should be attached to the posting (automatically done by the transaction Excel, word, PDF accepted).

Transaction **Z3F\_FA\_DOUBTFUL**.

There are 3 options to cancel or reduce a provision, depending on the scenario.

- **Reduce Provision orig BFC flow** - To be used when it is necessary a correction, usually in the same period or in case the other 2 options are not applicable (transaction flow F25);
- **Reduce Provision by Write Off** - when the debt is considered unrecoverable and

the account should be closed (Transaction flow F35), the full amount of provision must be cancelled:

- **Reduce Provision by Payment** - When customer pays the full amount or partially (Transaction flow F36), reduction should be equal to what was paid.

**Doubtful Cockpit**

Options

☐ Doubtful and Provision

☐ Provision

☒ Reduce Provision orig BFC flow

☐ Reduce Provision by Write Off

☐ Reduce Provision by Payment

☐ Bad Debt - Write Off

Selection criteria

Company Code: 0231

Customer: 603646 to

Processing Options

☐ Test Run

Batch Input Mode: E

In any of the cases processing mode is the same.

Select the option according to the scenario, add the customer account

and process .

Select the provision that should be cancelled or reduced (check if the amount is correct and) and press save



Add the attachment.

SAP

| CoCode | Customer | Type | DocumentNo | Year | Item | Doc. Date | Posting Date | DOC | Amount    | Currency | Assignment     | Reference      | Ref. Key 1 | Cont. No.  | ProvisionAmount | CoCode | CoCode Bus. | Item |
|--------|----------|------|------------|------|------|-----------|--------------|-----|-----------|----------|----------------|----------------|------------|------------|-----------------|--------|-------------|------|
| 0231   | 603646   | E1   | 7700004375 | 2018 | 2    | E         | 14.03.2018   | H   | 164,00    | EUR      | 02700004804812 | 02706111009540 | 2000822658 | 2000736083 | 164,00          | 0231   | 0270        | 7360 |
| 0231   | 603646   | E1   | 7700004375 | 2018 | 2    | E         | 14.03.2018   | S   | 916,73    | EUR      | 02700004804812 | 02706111009540 | 2000822658 | 2000736083 | 916,73          | 0231   | 0270        | 7360 |
| 0231   | 603646   | E1   | 7700004375 | 2018 | 2    | E         | 14.03.2018   | H   | 1.107,20  | EUR      | 02700004804812 | 02706111009540 | 2000822658 | 2000736083 | 1.107,20        | 0231   | 0270        | 7360 |
| 0231   | 603646   | E1   | 7700004375 | 2018 | 2    | E         | 14.03.2018   | H   | 1.643,56  | EUR      | 02700004804812 | 02706111009540 | 2000822658 | 2000736083 | 1.643,56        | 0231   | 0270        | 7360 |
| 0231   | 603646   | E1   | 7700004375 | 2018 | 2    | E         | 14.03.2018   | H   | 65.999,53 | EUR      | 02700004804812 | 02706111009540 | 2000822658 | 2000736083 | 65.999,53       | 0231   | 0270        | 7360 |
| 0231   | 603646   | E1   | 7700004375 | 2018 | 2    | E         | 14.03.2018   | H   | 19.086,00 | EUR      | 02700004804812 | 02706111009540 | 2000822658 | 2000736083 | 19.086,00       | 0231   | 0270        | 7360 |

SAP

Select File

Look in: Desktop

Recent Places

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Network

Name

Solvay Mail - Re\_ UK Open questions for OTC 6068

4274 Customer entries 31.12.2017 BW

Doubtful

VAT 294187.65

WHT 183667.28

PePol Doubtful\_Provision 4274 0231 28022018

PePol Doubtful\_Provision 4274 0231 31122017

Pmt in advance 0231 28022018

Pmt in advance 0231 31122017

Pmt in advance ZFR3 28022018

Pmt in advance ZFR3 31122017

Pmt in advance 0231 28022018

Pmt in advance 0231 31122017

PePol 4274 0231 28022018

File name: Doubtful

Files of type: All Files (\*.\*)

Open

Cancel

The document was posted.

**Doubtful Cockpit**

CoCode Customer Type DocumentNo Fiscal Year Item Doc. Date Posting Date DOC Amount Currency Assignment Reference Ref. Key 1 Cont. No. ProvisionAmount CoCode CoCode Bus. Item

0231 603646 E1 7700004375 2018 2 E 14.03.2018 14.03.2018 H 1.643,56 EUR 02700004804812 02706111009540 2000822658 2000736083 1.643,56 0231 0270 7360

Document 7700004375 was posted in company code 0231

Here the the Original provision and Cancellation on account (Special GL ind. "E").

Customer: 603646

Company Code: 0231

Name: PROCTER & GAMBLE INTL OPERATIONS SA

City: PETIT LANCY

| SO | Busk | Reference      | Assignment     | Ref. Key 1 | PN | DocumentNo | Type | Doc. Date  | Net due dt | SO | Amount in Bt | Curr. |
|----|------|----------------|----------------|------------|----|------------|------|------------|------------|----|--------------|-------|
| ✓  | 7360 | 02706111009540 | 02700004804812 | 2000822658 |    | 4111000009 | DO   | 14.03.2018 | 14.03.2018 |    | 1.643,56     | EUR   |
| ✓  | 7360 | 02706111009540 | 02700004804812 | 2000822658 |    | 7700004375 | E1   | 14.03.2018 | 14.03.2018 |    | 1.643,56     | EUR   |
| ✓  | 7360 | 02706111009540 | 02700004804812 | 2000822658 |    | 7700004375 | E1   | 14.03.2018 | 14.03.2018 |    | 1.643,56     | EUR   |
| ** |      |                |                |            |    |            |      |            |            |    | 1.643,56     | EUR   |

To complete the action use F-32 to clear both items.



| Clear Customer: Header Data |        |               |                                               |        |
|-----------------------------|--------|---------------|-----------------------------------------------|--------|
| Process open items          |        |               |                                               |        |
| Account                     | 603646 | Clearing Date | 14.03.2018                                    | Period |
| Company Code                | 0231   | Currency      | EUR                                           | 3      |
| Open Item Selection         |        |               |                                               |        |
| Special G/L Ind             | e      |               | <input checked="" type="checkbox"/> Normal OI |        |

File Document Edit Goto Settings Environment System Help

**Clear Customer Process open items**

Distribute Difference
 Charge off diff.
 Editing Options
 Cash Disc. Due
 Create Dispute Case

Standard Partial Pmt Res.Items WH Tax

Account items 603646 PROCTER & GAMBLE INTL OPERATIONS SA

| Assignment     | Reference      | Reference K... | D...Net due d... | Curr... | D... | Disco... | D P | EUR Gross |
|----------------|----------------|----------------|------------------|---------|------|----------|-----|-----------|
| 02700004804812 | 02706111009540 | 2000822658     | E1 14.03.2018    | EUR     | 0    | 0,000    |     | 1.643,56  |
| 02700004804812 | 02706111009540 | 2000822658     | E1 14.03.2018    | EUR     | 0    | 0,000    |     | 1.643,56  |

**Doubtful Cockpit**

Options

☐ Doubtful and Provision  
☐ Provision  
☐ Reduce Provision orig BFC flow  
☐ Reduce Provision by Write Off  
☒ Reduce Provision by Payment  
☐ Bad Debt - Write Off

Selection criteria

Company Code

0231

Customer

603646

to

[illegible][illegible]

E.g

DO 6111000508 - Original Doubtful;

DO 6111000512 - Partial Payment;

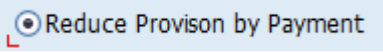
E1 7700004371 - Original Provision;

E1 7700004376 - Provision Reduction;

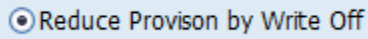


#### Warning

- In case there is a request to apply a Payment and write off the remaining amount, the provision reduction must be done in two steps.

- First reduce the provision by Payment selecting the option  and adjusting the reduction to the amount that was paid.

- Then cancel the remaining Provision for the amount still provisioned by using the option



, attention to select the original provision line and cancel only the remaining amount:

SAP

| CoCode | Customer | Type | DocumentNo | Year | Itm | SG | Doc. Date  | Posting Date | D/C | Amount    | Crcy | Assignment     | Reference      | Ref. Key 1 | Contr. no. | ProvAmount | CoCode | CoCo |
|--------|----------|------|------------|------|-----|----|------------|--------------|-----|-----------|------|----------------|----------------|------------|------------|------------|--------|------|
| 0231   | 603646   | E1   | 7700004369 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | H   | 168,00    | EUR  | 02700004730109 | 02706111008464 | 2000717450 | 2000717450 | 168,00     | 0231   | 0270 |
| 0231   | 603646   | E1   | 7700004370 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | S   | 916,73    | EUR  | 02700004804813 | 02706111008888 | 2000736083 | 2000736083 | 916,73     | 0231   | 0270 |
| 0231   | 603646   | E1   | 7700004371 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | H   | 1.107,20  | EUR  | 02700004804811 | 02706111009517 | 2000818674 | 2000818674 | 1.107,20   | 0231   | 0270 |
| 0231   | 603646   | E1   | 7700004373 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | H   | 65.999,53 | EUR  | 02700004832238 | 02706111010275 | 2000878979 | 2000878979 | 64.999,53  | 0231   | 0270 |
| 0231   | 603646   | E1   | 7700004374 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | H   | 19.080,00 | EUR  | 02700004855663 | 02706111011636 | 2001007044 | 2001007044 | 19.080,00  | 0231   | 0270 |
| 0231   | 603646   | E1   | 7700004376 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | S   | 500,00    | EUR  | 02700004804811 | 02706111009517 | 2000818674 | 2000818674 | 500,00     | 0231   | 0270 |
| 0231   | 603646   | E1   | 7700004377 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | S   | 1.000,00  | EUR  | 02700004832238 | 02706111010275 | 2000878979 | 2000878979 | 1.000,00   | 0231   | 0270 |

In the end the Provisions should match to zero and cleared in F-32:

Clear Customer Process open items

Distribute Difference

Editing Options

Cash Disc. Due

Create Dispute Case

Standard

Partial Pmt

Res.Items

WH Tax

Account items 603646 PROCTER & GAMBLE INTL OPERATIONS SA

| Assignment     | Reference      | Reference K... | D. | Net due d... | Curr... | D... | Disco... | D P | EUR Gross  |
|----------------|----------------|----------------|----|--------------|---------|------|----------|-----|------------|
| 02700004832238 | 02706111010275 | 2000878979     | E1 | 14.03.2018   | EUR     | 0    | 0,000    |     | 65.999,53- |
| 02700004832238 | 02706111010275 | 2000878979     | E1 | 14.03.2018   | EUR     | 0    | 0,000    |     | 1.000,00   |
| 02700004832238 | 02706111010275 | 2000878979     | E1 | 14.03.2018   | EUR     | 0    | 0,000    |     | 64.999,53  |

### 3.1.5 Write-off

### Warning

- The posting of write-off can only be done after instructions from the Credit Manager concerned
- The instructions with the request should be attached to the posting (automatically done by the transaction Excel, word, PDF accepted).
- The **write off should be done contract by contract**, do not select lines which are not related with the same contract. **After processing one contract go back and process the next one.**  
Here the example of Doubtful "O" and compensation "I" of same contract selected.

| Bad Debt WO |            |           |      |           |           |                    |         |                 |            |           |  |
|-------------|------------|-----------|------|-----------|-----------|--------------------|---------|-----------------|------------|-----------|--|
|             |            |           |      |           |           |                    |         |                 |            |           |  |
| CoCode      | DocumentNo | Fiscal Yr | Item | Aff. CoCo | Curren... | Customer Name      | Country | Reference       | AmountSign | SGL In... |  |
| 0231        | 5000000189 | 2017      | 1    |           | EUR       | 23651 GYMCOL, S.A. | ES      | 5006093558/2014 | 8.799,37   | O         |  |
| 0231        | 7700000235 | 2017      | 1    |           | EUR       | 23651 GYMCOL, S.A. | ES      | 7700032686/2013 | 6.959,47-  | I         |  |

- If exceptionally it is necessary to select several contracts and there is more than one Business Area on customer Account, run the transaction **Z3F\_FA\_DOUBTFUL per Business Area**, do not Mix two Different BA in the same posting. Here below only 7250 BA is selected.

| Bad Debt WO |            |           |      |           |          |                                            |         |                |            |          |            |   |  |
|-------------|------------|-----------|------|-----------|----------|--------------------------------------------|---------|----------------|------------|----------|------------|---|--|
|             |            |           |      |           |          |                                            |         |                |            |          |            |   |  |
| CoCode      | DocumentNo | Fiscal Yr | Item | Aff. CoCo | Currency | Customer Name                              | Country | Reference      | AmountSign | SGL Ind. | Contr. no. | B |  |
| 0231        | 6111000506 | 2018      | 1    | 0270      | EUR      | 603646 PROCTER & GAMBLE INTL OPERATIONS SA | CH      | 02706111008464 | 168,00     | D        | 2000717450 |   |  |
| 0231        | 6111000507 | 2018      | 1    | 0270      | EUR      | 603646 PROCTER & GAMBLE INTL OPERATIONS SA | CH      | 02706111008888 | 916,73-    | D        | 2000736083 |   |  |
| 0231        | 6111000508 | 2018      | 1    | 0270      | EUR      | 603646 PROCTER & GAMBLE INTL OPERATIONS SA | CH      | 02706111009517 | 1.107,20   | D        | 2000818674 |   |  |
| 0231        | 6111000509 | 2018      | 1    | 0270      | EUR      | 603646 PROCTER & GAMBLE INTL OPERATIONS SA | CH      | 02706111009540 | 1.643,56   | D        | 2000822658 |   |  |
| 0231        | 6111000510 | 2018      | 1    | 0270      | EUR      | 603646 PROCTER & GAMBLE INTL OPERATIONS SA | CH      | 02706111010275 | 65.999,53  | D        | 2000878979 |   |  |
| 0231        | 6111000511 | 2018      | 1    | 0270      | EUR      | 603646 PROCTER & GAMBLE INTL OPERATIONS SA | CH      | 02706111011636 | 19.080,00  | D        | 2001007044 |   |  |

Transaction **Z3F\_FA\_DOUBTFUL** in PI1 is customized to work only with a debit balance, however there might be the need to apply the doubtful procedure in a credit balance, therefore these two situations are described below:

#### Only for Debit balance

Use **Z3F\_FA\_DOUBTFUL** transaction and select the option **"Bad Debt - Write Off"**.

Press to continue.

You can search by customer number or document or run the transaction with no info in the fields and it will show all open doubtful contracts.

**Special GL Ind:** D (or O for some older cases)

### Doubtful Cockpit

Options

☐ Doubtful and Provision

☐ Provision

☐ Reduce Provision orig BFC flow

☐ Reduce Provision by Write Off

☐ Reduce Provision by Payment

☒ Bad Debt - Write Off

You can search by customer number or document or run the transaction with no info in the fields and it will show all open doubtful contracts.

**Special GL Ind:** D (or O for some older cases)

### Bad Debt WO

Selection options

Company Code

0231

Customer

301037

Document Number

Fiscal Year

☐ Test Run

Special G/L ind.

Processing Options

Processing mode

11

### Example without selection options:

In this case all customers having doubtful contracts will be open and it is possible to select the items by selecting the line. However two validations are defined in the transaction:

- All the documents selected must belong to same customer;
- All the documents selected must have same currency;

Bad Debt WO

Write Off

Display map log

### Example with limit by customer number:

In this case, transaction will give us all the documents related with the customer selected. Thus, the user should select the ones which are to be posted as loss.

### Bad Debt WO

| CoCode | DocumentNo | Fiscal Yr | Item | Aff. | CoCo | Currency | Customer Name      | Country | Reference      | AmountSign | SQL Ind. | Proc. St. |
|--------|------------|-----------|------|------|------|----------|--------------------|---------|----------------|------------|----------|-----------|
| 0231   | 6111000340 | 2017      | 1    |      | 0005 | EUR      | 301037 NOVADAN APS | DK      |                | 2.076,38   | D        |           |
| 0231   | 6111000339 | 2017      | 1    |      |      | EUR      | 301037 NOVADAN APS | DK      | 00056111341570 | 4.476,80   | D        |           |

### Example with limit by document number:

In this case, only that document number will be displayed.

Bad Debt WO

Write Off

Display map log

After selecting the lines concerned,

choose  Write Off

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |            |           |           |      |          |                    |         |           |            |          |                                            |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------|-----------|------|----------|--------------------|---------|-----------|------------|----------|--------------------------------------------|--|
| Bad Debt WO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |            |           |           |      |          |                    |         |           |            |          |                                            |  |
| <div>Write Off</div> <div>Display map log</div> <div>              </div> |            |           |           |      |          |                    |         |           |            |          |                                            |  |
| CoCode                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | DocumentNo | Fiscal Yr | Item Aff. | CoCo | Currency | Customer Name      | Country | Reference | AmountSign | SQL Ind. | Proc. St.                                  |  |
| 0231                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 6111000340 | 2017      | 1         | 0005 | EUR      | 301037 NOVADAN APS | DK      | 2.076,38  | D          |          | Posting 6111000341 and clearing with succe |  |

 Document 6111000341 was posted in company code 0231

### Debit / Credit balance using FB05:

Enter in **FB05** in PI1 system transaction.

Fill the fields as below:

Document Date and Posting date:  
Request date

Document Type: DO

Choose open items

Insert customer number and Special G /L ind. "D" or "O".

| Post with Clearing: Header Data |            |        |    |                |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|---------------------------------|------------|--------|----|----------------|------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Choose open items    Acct model |            |        |    |                |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Document Date                   | 18.04.2017 | Type   | DO | Company Code   | 0231 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Posting Date                    | 18.04.2017 | Period | 4  | Currency/Rate  | EUR  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Document Number                 |            |        |    | Translatn Date |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Reference                       |            |        |    | Cross-CC no.   |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Doc.Header Text                 |            |        |    |                |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Clearing text                   |            |        |    |                |      |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

| Post with Clearing Select open items |                                                                                                 |  |  |  |  |  |  |  |  |  |
|--------------------------------------|-------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|
| Process open items                   |                                                                                                 |  |  |  |  |  |  |  |  |  |
| Open item selection                  |                                                                                                 |  |  |  |  |  |  |  |  |  |
| Company Code                         | 0231                                                                                            |  |  |  |  |  |  |  |  |  |
| Account                              | 301037                                                                                          |  |  |  |  |  |  |  |  |  |
| Account Type                         | D                                                                                               |  |  |  |  |  |  |  |  |  |
| Special G/L ind                      | d  Normal OI |  |  |  |  |  |  |  |  |  |
| Pmnt advice no.                      |                                                                                                 |  |  |  |  |  |  |  |  |  |

Select the item in Doubtful / Invoice or CN

**Post with Clearing Process open items**

Distribute Difference
 Charge off dff.
 Editing Options
 Cash Disc. Due
 Create Dispute Case

Standard Partial Pmt Res.Items WH Tax

Account items 301037 NOVADAN APS

| Assignment     | Reference      | Reference K... | D... | Net due d... | Curr... | D... | Disco... | D/P | EUR Gross |
|----------------|----------------|----------------|------|--------------|---------|------|----------|-----|-----------|
| 00050004697967 | 00056111342320 | 2000211245     | F4   | 05.05.2017   | EUR     | 60   | 0,000    | A   | 3.490,99  |
| 00050004706010 | 00056111342483 | 2000224354     | F4   | 09.04.2017   | EUR     | 30   | 0,000    | A   | 5.542,00  |
| 00050004706013 | 00056111342482 | 2000224353     | F4   | 09.04.2017   | EUR     | 30   | 0,000    | A   | 1.661,10  |
| 00050004694014 | 00056111341570 |                | DO   | 12.04.2017   | EUR     | 0    | 0,000    |     | 4.476,80  |

Go back

Use Posting Key 40 for Debit Balance and account 6420000000

Or

Use Posting Key 50 for Credit Balance and Account 7420000000

Enter.

Other line item

PstKy 40 Account 6420000000 ☐ L Ind ☐ TType ☐ New co.code

Other line item

PstKy 50 Account 7420000000 ☐ L Ind ☐ TType ☐ New co.code

Fill the amount, Business area and Cost Center fields and Save the posting.

**Post with Clearing Add G/L account item**

Choose open items
 Process open items
 More data
 Acct model

G/L Account 6420000000 Trade receivables-loss

Company Code 0231 SOLVAY SA - TREASURY DPT

Item 1 / Debit entry / 40

Amount 4.476,80 EUR

☐ Calculate tax

Business Area 7250 Trdg Part.BA

Cost Center XINd725

Profit Center

Assignment

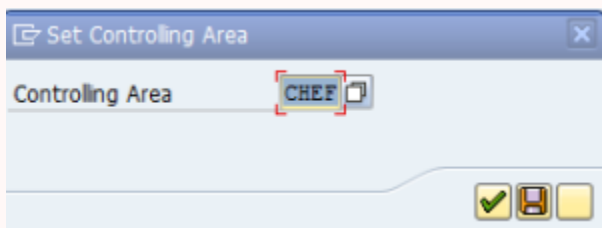
Text

### 3.2 Customers not assigned to Factoring

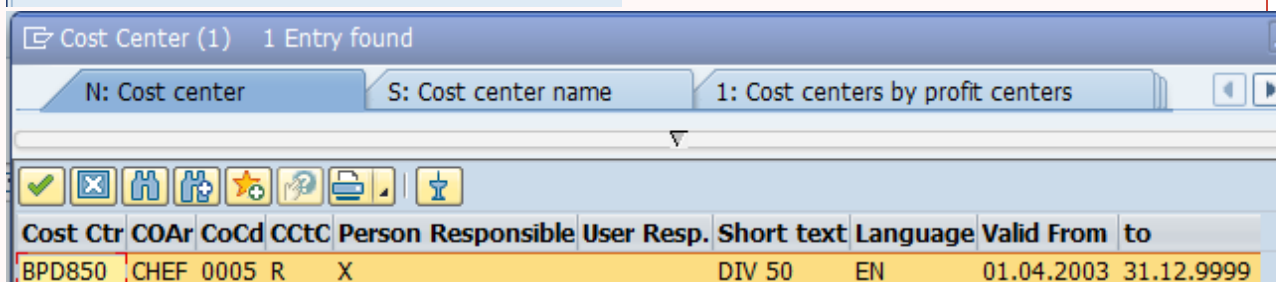
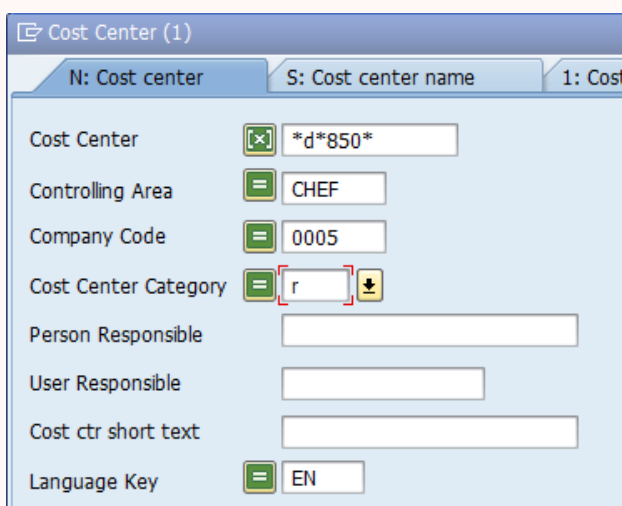
### Warnings

The cost centers should always be provided by CM in accordance to the GBU controller. However in here follows some guidance in order to find cost centers for PF1 and WP1.

For the **cost center** in **PF1**, we should check transaction [KS03 - Display cost center](#) or press directly the search button .



Choose "CHEF" and  Cost Center: \*d\*850 (3 first digits of the business area); Cost Center category: "R" ; and the respective company code.



| Cost Ctr | COAr | CoCd | CCTC | Person Responsible | User Resp. | Short text | Language | Valid From | to         |
|----------|------|------|------|--------------------|------------|------------|----------|------------|------------|
| BPD850   | CHEF | 0005 | R    | X                  |            | DIV 50     | EN       | 01.04.2003 | 31.12.9999 |

In case it doesn't work it might be that the Cost Center does not exist. Please request the creation to [RtR-DMR\\_Data\\_Management@solvay.com](mailto:RtR-DMR_Data_Management@solvay.com).

For the **cost center field** for **WP1**, we can use the following file:

<https://drive.google.com/file/d/16RzNz-8c59O4iE6wyOu6qVuHz9iV9tIVpvCkPcatFPs/view>

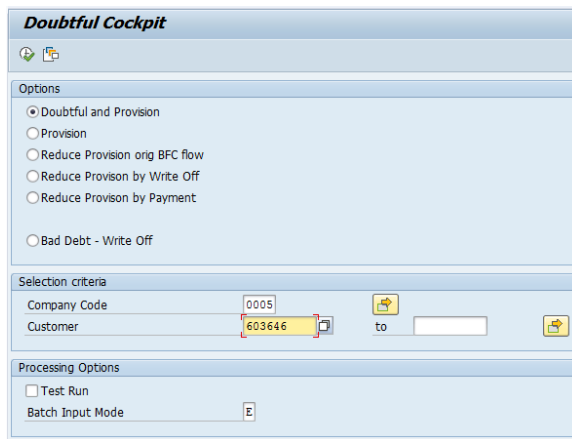
In case of doubts or if you cannot find the cost center, please send an email to the IHB Accounting team in Lisbon (For example Adrienn Torok, Sonia Xavier, Sandra Barradas, Jose Carlos Nunes)

## 3.2.1 Convert an invoice into doubtful status

In order to convert a receivable to doubtful for a customer no assigned to Factoring, we should use transaction **Z1 F\_DOUTBFUL** in PF1 or WP1 and follow the steps below:

Select the **option "Doubtful and Provision"** , **add the Customer account, the Company Code** and

execute .



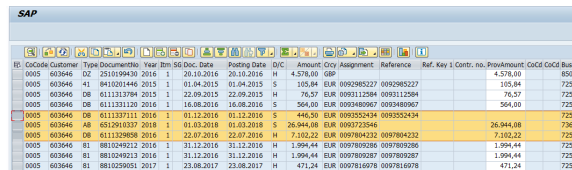
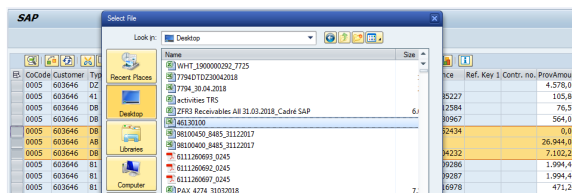
Select the items to be converted to Doubtful and in case the items should be provisioned as well add the amount in column "Provision Amount".

In case there is no Provision to be booked leave the amount blank, or in case the provision is not for 100% add the amount to be provisioned provided by Credit Team.

Then press save .

It will ask you to attach the excel file with the **instructions provided by Credit Management** - **it only accepts Excel format**.

**This will attach the justifications to all postings done.**

The items selected will now appear in green.



And confirmation of the posting done.

 **Document 5010029874 was posted in company code 0005**

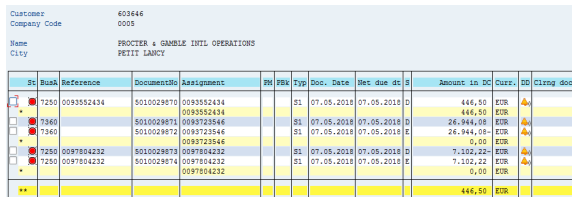
On customer account there are now the Doubtful items (documents with special GL indicator D) and respective provisions created (documents with special GL indicator E).

Special GL indicator D = GL account 2270000000 PF1 /41100300 WP1

Special GL indicator E = GL account 2271000000 PF1 / 49100400 WP1

Note that there was one document (93552434) for which there was no Provision created as the amount was zero in the selection done.

You can also see the attachment in all the postings.



**Display Document: Line Item 001**

Customer: 603646 PROCTER & GAMBLE INTL OPERATIONS G/L Acc: 2270000000  
 Company Code: 0005 ROUTE DE ST GEORGES 47  
 SOLVAY CHEM INT PETIT LANCY Doc. no.: 5010029870

Line Item 1 / Doubtful / 09 D  
 Amount: 446,50

Additional Data

Bus. Area: 7250  
 Due on: 07.05.2018  
 Prmt Block: ☐  
 Assignment: 009355243  
 Text:

Service: Attachment list

AttachmentFor000550100298702018001

| Icon | Title               | Creator Name    | Created On |
|------|---------------------|-----------------|------------|
|      | Doubtful Attachment | Tiego RODRIGUES | 07.05.2018 |

### 3.2.2 Receive a payment for a doubtful document



#### Warning

If a payment is received for a document with doubtful status, the customer account must be checked to confirm if there is a provision created (document with Special GL indicator E). If there is a provision it should be cancelled – follow the instruction in chapter 3.2.4. [Cancel a provision](#).

Select the payment in F-32 transaction with the company code inserted and select the invoice to be cleared. In case of APAC companies the Doubtful posting must be reversed first using FBRA and afterwards the payment is applied with the original invoice as normal practice.



#### Warning

A doubtful document does not appear on the reconciliation screen in FEBA or in F-32 transactions. Therefore, the special G/L indicator should be inserted with "d" in order to select the invoice (s).

See example below:

**Clear Customer: Header Data**

Process open items

Account: 409100 Clearing Date: 18.04.2016 Period: 4  
 Company Code: 0005 Currency: EUR

Open Item Selection

Special G/L Ind: **d** ☒ Normal OI

Additional Selections

☒ None

Select the invoice as below:

Save

**Clear Customer Process open items**

Distribute Difference Charge off diff. Editing Options

Standard Partial Pmt Res.Items WH Tax

Account items 409100 SAFETY HI-TECH SRL

| Assignment | Document... | D.. | P.. | Posting ... | Docum...   | EUR Gross |
|------------|-------------|-----|-----|-------------|------------|-----------|
|            | 5010010350  | S1  | 19  | 31.12.2...  | 31.12.2... | 2.920,00  |

### 3.2.3 Create a provision



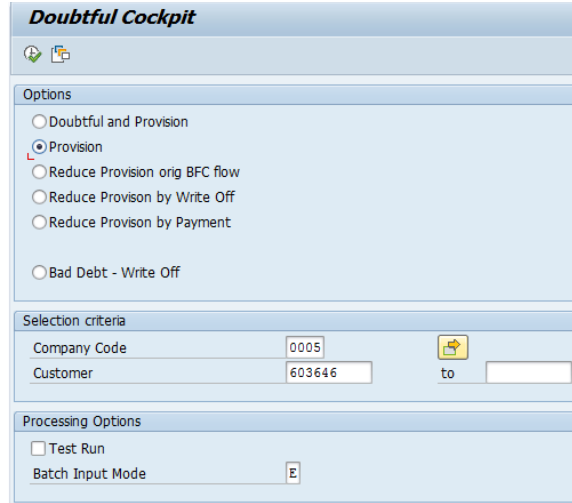
#### Warning

- The instructions to create and cancel a provision should be sent by the responsible Credit Manager.
- We should perform one provision for each document
- The instructions with the request should be attached to the posting
- The business area should be provided by the Credit Manager or the cost center by the GBU controller. If you do not have the cost center, you can find the point of contact by GBU [here](#) to get the information.

Transaction **Z1F\_DOUBTFUL**.

There is the possibility to create the Provision in case it was not immediately created in step "Doubtful and Provision" or to increase the provision amount if not fully provisioned.

To do so select the option **"Provision"**, add the **customer account**, the **company code** and process .



**Doubtful Cockpit**

Options

☐ Doubtful and Provision

☒ Provision

☐ Reduce Provision orig BFC flow

☐ Reduce Provision by Write Off

☐ Reduce Provision by Payment

☐ Bad Debt - Write Off

Selection criteria

Company Code: 0005

Customer: 603646 to

Processing Options

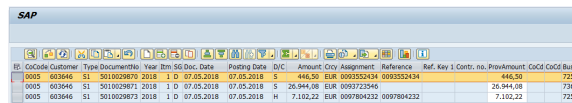
☐ Test Run

Batch Input Mode: E

This will show only the items that are already in Doubtful.

Select the item you want to provision

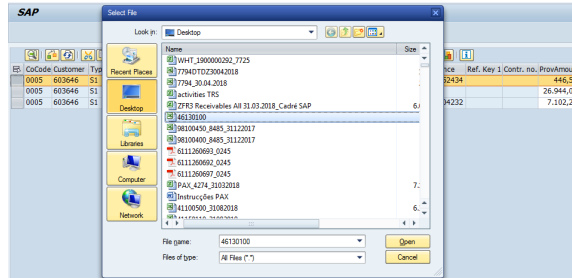
and press save .



| CoCode | Customer | Type | DocumentNo | Year | Item | Doc Date | Posting Date | D/C        | Amount | Cury      | Assignment | Reference  | Ref. Key 1 | Contr. no. | ProvAmount | CoCd | CoCd Busk |
|--------|----------|------|------------|------|------|----------|--------------|------------|--------|-----------|------------|------------|------------|------------|------------|------|-----------|
| 0005   | 603646   | SI   | 5010029875 | 2018 | 1    | 0        | 07.05.2018   | 07.05.2018 | 5      | 446,50    | EUR        | 009352434  | 009352434  |            | 446,50     |      | 7250      |
| 0005   | 603646   | SI   | 5010029875 | 2018 | 1    | 0        | 07.05.2018   | 07.05.2018 | 5      | 26.944,08 | EUR        | 009372546  |            |            | 26.944,08  |      | 7260      |
| 0005   | 603646   | SI   | 5010029875 | 2018 | 1    | 0        | 07.05.2018   | 07.05.2018 | H      | 7.102,22  | EUR        | 0097804232 | 0097804232 |            | 7.102,22   |      | 7280      |

**Remark:** be careful with the amounts posted as provision to avoid having more amount provision than Doubtful.

Add the attachment.



SAP Select File

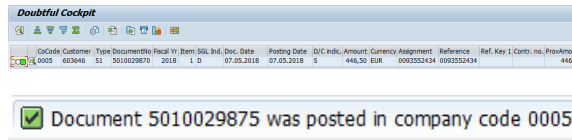
Look in: Desktop

File name: 46130100

Files of type: All Files (\*.\*)

Open Cancel

The posting was done.



**Doubtful Cockpit**

CoCode Customer Type DocumentNo Fiscal Yr Item SGL Ind. Doc. Date Posting Date D/C Ind. Amount Currency Assignment Reference Ref. Key 1 Contr. no. ProvAmount

0005 603646 SI 5010029875 2018 1 0 07.05.2018 07.05.2018 5 446,50 EUR 009352434 009352434 446,50

 Document 5010029875 was posted in company code 0005

### 3.2.4 Cancel a provision

#### Warnings

- The instructions to create and cancel a provision should be sent by the Credit Manager responsible.
- We should perform one cancellation of provision for each document
- The instructions with the request should be attached to the posting
- The business area should be provided by the Credit Manager or the cost center by the GBU controller. If you do not have the cost center, you can find the point of contact by GBU [here](#) to get the information.

Transaction **Z1F\_DOUBTFUL**.

There are 3 options to cancel or reduce a provision, depending on the scenario.

- **Reduce Provision orig BFC flow** - To be used when it is necessary a correction, usually in the same period or in case the other 2 options are not applicable (transaction flow F25);
- **Reduce Provision by Write Off** - when the debt is considered unrecoverable and the account should be closed (Transaction flow F35), the full amount of provision must be cancelled:
- **Reduce Provision by Payment** - When customer pays the full amount or partially (Transaction flow F36), reduction should be equal to what was paid.

In any of the cases processing mode is the same.

Select the option according to the scenario, add the customer account and process .

Select the provision that should be cancelled or reduced (check if the amount is correct and) and press save .

Add the attachment.

**Doubtful Cockpit**

Options

☐ Doubtful and Provision

☐ Provision

☒ Reduce Provision orig BFC flow

☐ Reduce Provision by Write Off

☐ Reduce Provision by Payment

☐ Bad Debt - Write Off

Selection criteria

Company Code: 0005

Customer: 603646 to

Processing Options

☐ Test Run

Batch Input Mode: E

SAP

| IS   | CoCode | Customer | Type       | DocumentNo | Year | Item | Doc. Date  | Posting Date | DIC | Amount | Crry | Assignment | Reference | Ref. Key 1 | Contr. no. | ProvAmount | CoCd | CoCd | Bank |
|------|--------|----------|------------|------------|------|------|------------|--------------|-----|--------|------|------------|-----------|------------|------------|------------|------|------|------|
| 0005 | 603646 | SI       | 5010029876 | 2018       | 2    | E    | 07.05.2018 | 07.05.2018   | H   | 446,50 | EUR  | 000352434  | 000352434 |            |            | 446,50     |      |      | 7250 |



SAP

Select File

Look in: Desktop

Recent Places

Desktop

Libraries

Computer

Network

Name

Size

1\WHT\_1900000292\_7725

77940TDZ30042018

7794\_30.04.2018

activities TRS

ZFR3 Receivables All 31.03.2018\_Cadré SAP

46130100

98100450\_8485\_31122017

98100400\_8485\_31122017

6111260693\_0245

6111260692\_0245

6111260697\_0245

PAX\_4274\_31032018

Instruções PAX

41100500\_31082018

File name: 46130100

Files of type: All Files (\*.\*)

Open

Cancel

The document was posted.

**Doubtful Cockpit**

Document 5010029876 was posted in company code 0005

Here the the Original provision and Cancellation on account (Special GL ind. "E").

| Customer     | 603646                           |
|--------------|----------------------------------|
| Company Code | 0005                             |
| Name         | PROCTER & GAMBLE INTL OPERATIONS |
| City         | PETIT LAUNY                      |

| IS | BuA | Assignment | DocumentNo | PR | Contr. no. | PRN | Typ | Doc. Date  | Ret due ds | S | Amount in DC | Curr. | DO | Cling doc. |
|----|-----|------------|------------|----|------------|-----|-----|------------|------------|---|--------------|-------|----|------------|
|    |     |            | 5010029870 |    |            |     | SI  | 07.05.2018 | 07.05.2018 | D | 446,50       | EUR   |    |            |
|    |     |            | 5010029875 |    |            |     | SI  | 07.05.2018 | 07.05.2018 | E | 446,50       | EUR   |    |            |
|    |     |            | 5010029876 |    |            |     | SI  | 07.05.2018 | 07.05.2018 | E | 446,50       | EUR   |    |            |

To complete the action use **F-32** to clear both items.

Special GL indicator "E" must be selected.

Select both items and save .

In case of **Partial reduction by Payment** the amount of provision must be adjusted.

Select the Provision related with the item that was paid and adjust the amount.

Select the documents and Save.

On customer account you can see the Partial Payments previously recorded (see chapter 3.2.2 Receive a payment for a doubtful document) and the reduction of the Provision. There will be always two lines, one for the Original Provision and another for the Reduction.

E.g

"D" 5010029871 - Original Doubtful;

"D" 5010029877 - Partial Payment;

**Clear Customer: Header Data**

Process open items

Account 603646 Clearing Date 07.05.2018 Period 5  
Company Code 0005 Currency EUR

Open Item Selection  
Special G/L Ind e ☒ Normal OI

**Clear Customer Process open items**

Distribute Difference Charge off diff. Editing Options

Standard Partial Pmt Res.Items WH Tax

Account items 603646 PROCTER & GAMBLE INTL OPERATIONS

| Document... | D.. | Docum...   | P.. | Bu... | Da... | EUR Gross | CashD |
|-------------|-----|------------|-----|-------|-------|-----------|-------|
| 5010029875  | S1  | 07.05.2... | 19  | 7250  | 0     | 46,50     |       |
| 5010029876  | S1  | 07.05.2... | 09  | 7250  | 0     | 46,50     |       |

**Doubtful Cockpit**

Options

☐ Doubtful and Provision  
☐ Provision  
☐ Reduce Provision orig BFC flow  
☐ Reduce Provision by Write Off  
☒ Reduce Provision by Payment  
☐ Bad Debt - Write Off

Selection criteria  
Company Code 0005  
Customer 603646 to

Processing Options  
☐ Test Run  
Batch Input Mode E

**SAP**

SE Cockpit Customer: Type Document No. Item SGL Ind. Doc. Date Posting Date D/C Ind. Amount Currency Assignment Reference Ref. Key 1 Contr. no. ProvAmount CoCd CoCd Bus. Area

|      |        |    |            |      |   |   |            |            |   |           |     |            |  |  |  |  |  |          |      |
|------|--------|----|------------|------|---|---|------------|------------|---|-----------|-----|------------|--|--|--|--|--|----------|------|
| 0005 | 603646 | S1 | 5010029872 | 2018 | 2 | E | 07.05.2018 | 07.05.2018 | H | 26.944,08 | EUR | 0005723546 |  |  |  |  |  | 5.000,00 | 7360 |
|------|--------|----|------------|------|---|---|------------|------------|---|-----------|-----|------------|--|--|--|--|--|----------|------|

**Doubtful Cockpit**

SE Cockpit Customer: Type Document No. Item SGL Ind. Doc. Date Posting Date D/C Ind. Amount Currency Assignment Reference Ref. Key 1 Contr. no. ProvAmount CoCd CoCd Bus. Area

|      |        |    |            |      |   |   |            |            |   |           |     |            |  |  |  |  |  |          |      |
|------|--------|----|------------|------|---|---|------------|------------|---|-----------|-----|------------|--|--|--|--|--|----------|------|
| 0005 | 603646 | S1 | 5010029872 | 2018 | 2 | E | 07.05.2018 | 07.05.2018 | H | 26.944,08 | EUR | 0005723546 |  |  |  |  |  | 5.000,00 | 7360 |
|------|--------|----|------------|------|---|---|------------|------------|---|-----------|-----|------------|--|--|--|--|--|----------|------|

 Document 5010029878 was posted in company code 0005

Customer: 603646  
Company Code: 0005  
Name: PROCTER & GAMBLE INTL OPERATIONS  
City: PETIT LANCY

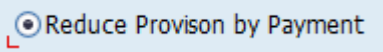
| PS | BuA | Assignment | DocumentNo | PS | Contr. no. | PSK | Typ | Doc. Date  | Set due dt | S | Amount in DC | Curr. | DD | Clng doc. |
|----|-----|------------|------------|----|------------|-----|-----|------------|------------|---|--------------|-------|----|-----------|
|    |     |            | 5010029871 |    |            |     | S1  | 07.05.2018 | 07.05.2018 | 0 | 26.944,08    | EUR   |    |           |
|    |     |            | 5010029872 |    |            |     | S1  | 07.05.2018 | 07.05.2018 | 0 | 26.944,08    | EUR   |    |           |
|    |     |            | 5010029877 |    |            |     | S1  | 07.05.2018 | 07.05.2018 | 0 | 5.000,00     | EUR   |    |           |
|    |     |            | 5010029876 |    |            |     | S1  | 07.05.2018 | 07.05.2018 | 0 | 5.000,00     | EUR   |    |           |
| *  |     |            |            |    |            |     |     |            |            |   | 0,00         | EUR   |    |           |
| ** |     |            |            |    |            |     |     |            |            |   | 0,00         | EUR   |    |           |

"E" 5010029872 - Original Provision;

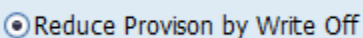
"E" 5010029878 - Provision Reduction;

### Warning

- In case there is a request to apply a Payment and write off the remaining amount, the provision reduction must be done in two steps.

- First reduce the provision by Payment selecting the option  and adjusting the reduction to the amount that was paid.

- Then cancel the remaining Provision for the amount still provisioned by using the option



, attention to select the original provision line and cancel only the remaining amount:

**SAP**

| CoCode | Customer | Type | DocumentNo | Year | Itm | SG | Doc. Date  | Posting Date | D/C | Amount    | Crcy | Assignment     | Reference      | Ref. Key 1 | Contr. no. | ProvAmount | CoCode | CoCo |
|--------|----------|------|------------|------|-----|----|------------|--------------|-----|-----------|------|----------------|----------------|------------|------------|------------|--------|------|
| 0231   | 603646   | E1   | 7700004369 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | H   | 168,00    | EUR  | 02700004730109 | 02706111008464 | 2000717450 | 2000717450 | 168,00     | 0231   | 0270 |
| 0231   | 603646   | E1   | 7700004370 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | S   | 916,73    | EUR  | 02700004804813 | 02706111008888 | 2000736083 | 2000736083 | 916,73     | 0231   | 0270 |
| 0231   | 603646   | E1   | 7700004371 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | H   | 1.107,20  | EUR  | 02700004804811 | 02706111009517 | 2000818674 | 2000818674 | 1.107,20   | 0231   | 0270 |
| 0231   | 603646   | E1   | 7700004373 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | H   | 65.999,53 | EUR  | 02700004832238 | 02706111010275 | 2000878979 | 2000878979 | 64.999,53  | 0231   | 0270 |
| 0231   | 603646   | E1   | 7700004374 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | H   | 19.080,00 | EUR  | 02700004855663 | 02706111011636 | 2001007044 | 2001007044 | 19.080,00  | 0231   | 0270 |
| 0231   | 603646   | E1   | 7700004376 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | S   | 500,00    | EUR  | 02700004804811 | 02706111009517 | 2000818674 | 2000818674 | 500,00     | 0231   | 0270 |
| 0231   | 603646   | E1   | 7700004377 | 2018 | 2   | E  | 14.03.2018 | 14.03.2018   | S   | 1.000,00  | EUR  | 02700004832238 | 02706111010275 | 2000878979 | 2000878979 | 1.000,00   | 0231   | 0270 |

In the end the Provisions should match to zero and cleared in F-32:

**Clear Customer Process open items**

Standard Partial Pmt Res.Items WH Tax

Account items 603646 PROCTER & GAMBLE INTL OPERATIONS SA

| Assignment     | Reference      | Reference K... | D.. | Net due d... | Curr... | D... | Disco... | D P | EUR Gross  |
|----------------|----------------|----------------|-----|--------------|---------|------|----------|-----|------------|
| 02700004832238 | 02706111010275 | 2000878979     | E1  | 14.03.2018   | EUR     | 0    | 0,000    |     | 65.999,53- |
| 02700004832238 | 02706111010275 | 2000878979     | E1  | 14.03.2018   | EUR     | 0    | 0,000    |     | 1.000,00   |
| 02700004832238 | 02706111010275 | 2000878979     | E1  | 14.03.2018   | EUR     | 0    | 0,000    |     | 64.999,53  |

- For **Rhodia Operations Cc ZER3** The cancellation of the provision (Flow F-35) should always be equal to the amount written off.
  - So if not fully provision it as to be provisioned and then cancelled;
  - If the provision is higher then the write off the cancellation has to be done in two steps, F-36 for the difference F-35 for the amount = write off;

### 3.2.5 Write-off

## Warnings

- The posting of write-off can only be done after instructions from the Credit Manager concerned
- The instructions with the request should be attached to the posting
- The **write off should be done document by document (see the assignment)**, do not select lines which are not related with the same document. **After processing one document go back and process the next one.**
- If exceptionally it is necessary to select several documents and there is more than one Business Area/cost center, run the transaction **Z1F\_DOUTBFUL per Business Area**, do not Mix two Different BA/Cost centers in the same posting. Here below only 7250 BA is selected.

### Bad Debt WO

Write Off Display map log

| CoCode | DocumentNo | Fiscal Yr | Item | Item Aff. | CoCo | Currency | Customer Name                       | Country | Reference      | AmountSign | SQL Ind. | Contr. no. | Bus. Area |
|--------|------------|-----------|------|-----------|------|----------|-------------------------------------|---------|----------------|------------|----------|------------|-----------|
| 0231   | 6111000506 | 2018      | 1    | 0270      | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS SA | CH      | 02706111008464 | 168,00     | D        | 2000717450 | 7250      |
| 0231   | 6111000507 | 2018      | 1    | 0270      | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS SA | CH      | 02706111008888 | 916,73-    | D        | 2000736083 | 7360      |
| 0231   | 6111000508 | 2018      | 1    | 0270      | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS SA | CH      | 02706111009517 | 1.107,20   | D        | 2000818674 | 7360      |
| 0231   | 6111000509 | 2018      | 1    | 0270      | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS SA | CH      | 02706111009540 | 1.643,56   | D        | 2000822658 | 7360      |
| 0231   | 6111000510 | 2018      | 1    | 0270      | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS SA | CH      | 02706111010275 | 65.999,53  | D        | 2000878979 | 7360      |
| 0231   | 6111000511 | 2018      | 1    | 0270      | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS SA | CH      | 02706111011636 | 19.080,00  | D        | 2001007044 | 7250      |

Transaction **Z1F\_DOUTBFUL** in PF1 and WP1 is customized to work only with a debit balance, however there might be the need to apply the doubtful procedure in a credit balance, therefore these two situations are described below:

### Only for Debit balance

Use **Z1F\_DOUTBFUL** transaction and select the option **"Bad Debt - Write Off"**.

Press  to continue.

### Special GL Ind: D

You can search by customer number or document or run the transaction with no info in the fields and it will show all open doubtful contracts.

Here in the example the selection is by customer.

Press  to continue.

### Doubtful Cockpit

Options

☐ Doubtful and Provision

☐ Provision

☐ Reduce Provision orig BFC flow

☐ Reduce Provision by Write Off

☐ Reduce Provision by Payment

☒ Bad Debt - Write Off

### Bad Debt WO

Selection options

Company Code: 0005

Customer: 603646

Document Number:

Fiscal Year:

☐ Test Run

Special G/L Ind.: D

Select the items to write off (see the assignment in FBL5N to see the lines related)

| CoCode | DocumentNo | Fiscal Yr | Item | Item Aff. | CoCo | Currency | Customer Name                    | Country | Reference  | AmountSign | SQL Ind. | Contr. no. | Bus. Area |
|--------|------------|-----------|------|-----------|------|----------|----------------------------------|---------|------------|------------|----------|------------|-----------|
| 0005   | 5010029870 | 2018      | 1    |           | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS | CH      | 0093552434 | 446,50     | D        |            | 7250      |
| 0005   | 5010029871 | 2018      | 1    |           | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS | CH      |            | 26.944,08  | D        |            | 7360      |
| 0005   | 5010029877 | 2018      | 2    |           | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS | CH      |            | 5.000,00-  | D        |            | 7360      |
| 0005   | 5010029873 | 2018      | 1    |           | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS | CH      | 0097804232 | 7.102,22-  | D        |            | 7250      |

After selecting the lines concerned,

choose .

| CoCode | DocumentNo | Fiscal Yr | Item | Item Aff. | CoCo | Currency | Customer Name                    | Country | Reference  | AmountSign | SQL Ind. | Contr. no. | Bus. Area |
|--------|------------|-----------|------|-----------|------|----------|----------------------------------|---------|------------|------------|----------|------------|-----------|
| 0005   | 5010029871 | 2018      | 1    |           | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS | CH      |            | 26.944,08  | D        |            | 7360      |
| 0005   | 5010029877 | 2018      | 2    |           | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS | CH      |            | 5.000,00-  | D        |            | 7360      |
| 0005   | 5010029873 | 2018      | 1    |           | EUR  | 603646   | PROCTER & GAMBLE INTL OPERATIONS | CH      | 0097804232 | 7.102,22-  | D        |            | 7250      |

 Document 5010029879 was posted in company code 0005

## Manually for Debit balance or credit balance

Open **F-32** transaction in local system with special indicator **"D"**

Enter.

Select the invoice

Go back



Insert Posting Key 40 for debit 50 for credit and the g/l account for the loss / profit according to the SAP system:

PF1 - 6420000000 / 7420000000

WP1 - 98300800 / 98300812

Then click on Enter.

Insert \* in the Amount field, the business area related (for PF1) and the cost center.

Save



**Clear Customer: Header Data**

Process open items

Account  Clearing Date  Period   
Company Code  Currency

Open Item Selection

Special G/L Ind  ☒ Normal OI

| Account items 1897 COQUIBA S.L. |             |     |     |             |                     |
|---------------------------------|-------------|-----|-----|-------------|---------------------|
| Assignment                      | Document... | D.. | P.. | Posting ... | Docum... EUR Gross  |
| 47900006...                     | 5010012912  | S1  | 09  | 30.04.2...  | 30.04.2... 6.919,40 |

**Clear Customer Display Overview**

Process open items Choose open items Display Currency Acct model Taxes

Document Date  Type  Company Code   
Posting Date  Period  Currency   
Document Number  Fiscal Year  Translatn Date   
Reference  Cross-CC no.   
Doc.Header Text  Trading Part.BA

Items in document currency

| PK | BusA | Acct | EUR  | Amount | Tax amnt |              |
|----|------|------|------|--------|----------|--------------|
| D  | 0,00 | C    | 0,00 | 0,00   | *        | 0 Line items |

Other line item

PstKy  Account  L Ind ☐ TType ☐ New co.code

**Clear Customer Add G/L account item**

Choose open items Process open items More data Acct model

G/L Account  Trade receivables-loss  
Company Code  SOLVAY CHEM INT

Item 1 / Debit entry / 40

Amount  EUR ☐ Calculate tax  
Tax code   
Business Area  Trdg Part.BA   
Cost Center  Order   
Sales Order  Asset   
WBS Element  Network   
Cost Object  More  
Purchasing Doc.

Value Date  Quantity   
Assignment  Asst retirement ☐  
Text