

# 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

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### ERP

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### References

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- [Z3F\\_FA\\_Doubtful](#)
- [FB05](#)

### Attachments

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[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 INU 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 INU New CO.CODE


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

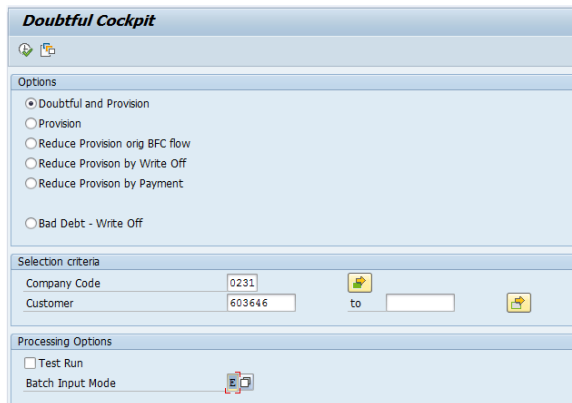
### 3.1 Customers assigned to Factoring

#### 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".

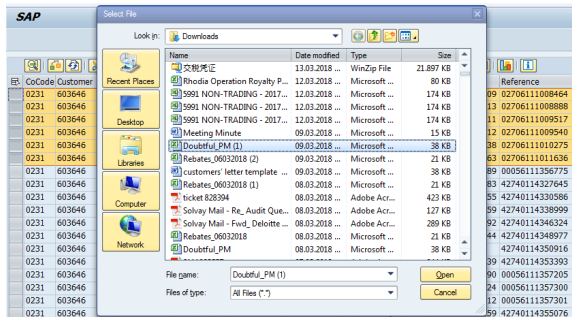
In case there is no Provision to be booked leave the amount blank, or in case the provision is not for 100% add the amount to be provisioned provided by Credit Team.

CoCode	Customer	Type	DocumentNo	Year	Sm	SG	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	027000480210	0270611008888	200077430	200077430	168,00	0231	0270
0231	603646	F4	5000229349	2017	1		31.07.2017	01.08.2017	H	916,73	EUR	027000480481	0270611008888	200073603	200073603	916,73	0231	0270
0231	603646	F4	5000247330	2017	1		25.08.2017	25.08.2017	S	1.107,20	EUR	027000480481	0270611008888	200082674	200082674	1.107,20	0231	0270
0231	603646	F4	5000248279	2017	1		28.08.2017	28.08.2017	S	1.643,56	EUR	027000480481	0270611008888	200082608	200082608	1.643,56	0231	0270
0231	603646	F4	5000267209	2017	1		11.09.2017	11.09.2017	S	65.999,53	EUR	027000480228	027061101636	200087979	200087979	65.999,53	0231	0270
0231	603646	F4	5000303626	2017	1		16.10.2017	16.10.2017	S	19.080,00	EUR	027000480503	027061101636	200087944	200087944	19.080,00	0231	0270

Then press save .

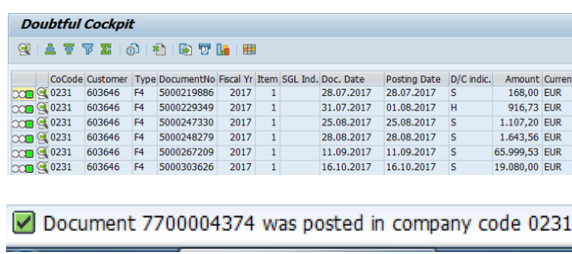
It will ask you to attach the excel file with the **instructions provided by Credit Management - it only accepts Excel format.**

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



The items selected will now appear in green.

And confirmation of the posting done.



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.

St	Kurz	Reference	Assignment	Ref. Key 1	BW	DocumentNo	Typ	Doc. Date	Net due dt	DD	Amount in Doc	Curr.
		7250 0270611109444	02700004730109	2000717450		6111000504	DO	14.03.2018	14.03.2018		168,00	EUR
		7250 0270611109444	02700004730109	2000717450		7700004369	EI	14.03.2018	14.03.2018		168,00	EUR
		7360 0270611100888	02700004804813	2000736083		6111000507	DO	14.03.2018	14.03.2018		916,79	EUR
		7360 0270611100888	02700004804813	2000736083		7700004370	EI	14.03.2018	14.03.2018		916,79	EUR
		7360 02706111009517	02700004804811	2000736083		6111000508	DO	14.03.2018	14.03.2018		1.107,20	EUR
		7360 02706111009517	02700004804811	2000736083		7700004371	EI	14.03.2018	14.03.2018		1.107,20	EUR
		7360 02706111009540	02700004804812	2000822658		6111000509	DO	14.03.2018	14.03.2018		1.643,56	EUR
		7360 02706111009540	02700004804812	2000822658		7700004372	EI	14.03.2018	14.03.2018		1.643,56	EUR
		7360 02706111010275	02700004832238	2000878978		6111000510	DO	14.03.2018	14.03.2018		65.999,53	EUR
		7360 02706111010275	02700004832238	2000878978		7700004373	EI	14.03.2018	14.03.2018		65.999,53	EUR
		7250 02706111011636	02700004855663	2001007044		6111000511	DO	14.03.2018	14.03.2018		19.080,00	EUR
		7250 02706111011636	02700004855663	2001007044		7700004374	EI	14.03.2018	14.03.2018		19.080,00	EUR
											0,00	EUR
											1.643,56	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	Tago 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 O** (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: Reference: 00056111341570 Translatn Date:  
 Doc.Header Text: Ticket 432101 Cross-CC no.:  
 Clearing text:

### Post with Clearing Select open items

Process open items

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Open item selection

Company Code

Account

Account Type

Special G/L ind   Normal OI

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...	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...	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.

### Post with Clearing Display Overview

Display Currency 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
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-	

Save.

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	DD	Amount in DC	Curr.
<input type="checkbox"/>	08	7250 00056111341570	00050004694014	6111000339	DO	17.04.2017	12.04.2017	0	AR	4.476,80	EUR
<input type="checkbox"/>										4.476,80	EUR
<input type="checkbox"/>	**									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 Reference 02706111011636 Translatn Date  
 Doc.Header Text Ticket 1234567 Cross-CC no.  
 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...	Curr...	D...	Disco...	D P Net Amount	Payment Amount	RC4
21081CLUS018024	21081CLUS018024		DZ	14.03.2018	EUR	0	0,000	10.000,00-	10.000,00-	
02700004855663	02706111011636	2001007044	DO	14.03.2018	EUR	0	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	Rusa	Reference	Assignment	Ref. Key 1	M	DocumentNo	Typ	Doc. Date	Net due dt	D	DD	Amount in DC	Curr.
		7250	02706111011636	02700004855663		2001007044	611000811	DO	14.03.2018	14.03.2018		19.080,00	EUR
		7250	02706111011636	02700004855663		2001007044	611000813	DO	13.03.2018	14.03.2018		10.000,00	EUR
**												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

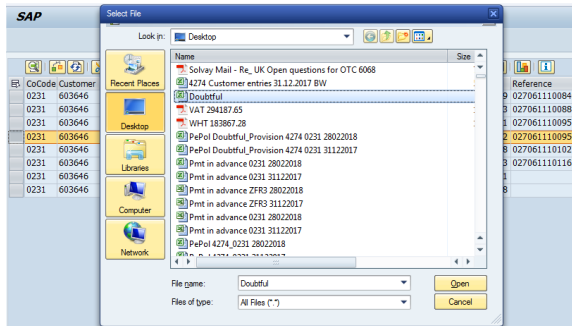
Company Code 0231  
 Customer 603646 to

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	SG	Doc. Date	Posting Date	D/C	Amount	Ccy	Assignment	Reference	Ref. Key 1	Contr. no.	ProvAmount	CoCode	CoCode	Bank
0231	603646	DO	6111000509	2018	1	D	14.03.2018	14.03.2018	S	186,00	EUR	0270004804379	02706111008846	200073003	200073003	286,00	0231	0270	7300
0231	603646	DO	6111000507	2018	1	D	14.03.2018	14.03.2018	H	916,73	EUR	0270004804379	02706111008888	200073003	200073003	916,73	0231	0270	7300
0231	603646	DO	6111000508	2018	1	D	14.03.2018	14.03.2018	S	1.107,20	EUR	0270004804379	02706111009517	2000818074	2000818074	1.107,20	0231	0270	7300
0231	603646	DO	6111000509	2018	1	D	14.03.2018	14.03.2018	S	1.643,56	EUR	0270004804379	02706111009549	2000820008	2000820008	1.643,56	0231	0270	7300
0231	603646	DO	6111000519	2018	1	D	14.03.2018	14.03.2018	S	65.999,53	EUR	0270004804379	02706111010275	2000878979	2000878979	65.999,53	0231	0270	7300
0231	603646	DO	6111000511	2018	1	D	14.03.2018	14.03.2018	S	19.060,00	EUR	0270004804379	02706111011636	2001007044	2001007044	19.060,00	0231	0270	7300

Add the attachment.




The document was posted.

CoCode	Customer	Type	DocumentNo	Facial	Yr	Item	SGL	Ind.	Doc. Date	Posting Date	D/C	indic.	Amount	Currency	Assignment	Reference
0231	603646	DO	6111000509	2018	1	D			14.03.2018	14.03.2018	S		1.643,56	EUR	0270004804379	02706111009549

**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.

In any of the cases processing mode is the same.

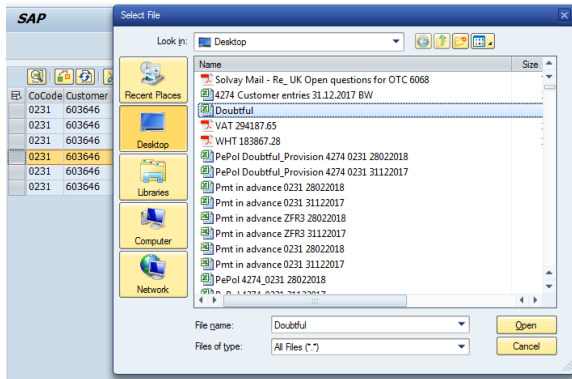
Select the option according to the scenario, add the customer account

and process

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

Doc	Bus	Reference	Posting Date	DIC	Amount	Currency	Assignment	Reference	Ref. Key 1	Cont. no.	PreAmount	CoCode	CoCode Bus
0231	603646	7700004375	2018	2	E	14.03.2018	H	1,643,56	EUR	02700004894812	2000822658	02700004894812	02700004894812

Add the attachment.



The document was posted.



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

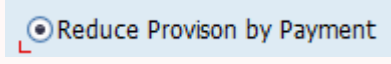
Doc	Bus	Reference	Posting Date	DIC	Amount	Currency	Assignment	Reference	Ref. Key 1	Cont. no.	PreAmount	CoCode	CoCode Bus
7360	02700004894812	02700004894812	2000822658	02700004894812	02700004894812	02700004894812	02700004894812	02700004894812	02700004894812	02700004894812	02700004894812	02700004894812	02700004894812

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

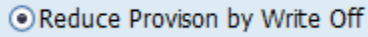


**Warning**

- 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   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
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**

Write Off Display map log

CoCode	Document	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**

Write Off Display map log

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: [ ]

**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;

CoCode	DocumentNo	Fiscal Yr	Item Aff	CoCo	Currency	Customer Name	Country	Reference	AmountSign	SGL Ind.	Proc. St.
0231	6111000335	2017	1	0005	EUR	1909 RIBAS FITOSANTARIS, S.L.	ES	00058610191900	7.718,75	D	
0231	6111000336	2017	1	0005	EUR	1909 RIBAS FITOSANTARIS, S.L.	ES	00058610192066	7.718,75	D	
0231	6111000337	2017	1	0005	EUR	1909 RIBAS FITOSANTARIS, S.L.	ES	00058610192066	7.718,75	D	
0231	6111000247	2017	1	0005	EUR	22071 VIDIBERIA Y CRISTALERIA	ES	00058610193998	118.993,40	D	
0231	6111000248	2017	1	0005	EUR	22071 VIDIBERIA Y CRISTALERIA	ES	00058610194700	56.917,98	D	
0231	6111000252	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114312544	54.613,85	D	
0231	6111000249	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114312332	88.267,19	D	
0231	6111000250	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114314813	12.258,76	D	
0231	6111000251	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114312410	61.936,34	D	
0231	6111000253	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114312602	12.715,97	D	
0231	6111000254	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114312715	59.723,77	D	
0231	6111000255	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114312794	48.088,04	D	
0231	6111000256	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114312826	14.413,49	D	
0231	6111000257	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114313761	29.526,00	D	
0231	6111000258	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114313847	57.318,08	D	
0231	6111000259	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114313933	98.745,01	D	
0231	6111000260	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114314110	207.903,50	D	
0231	6111000261	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114314188	53.463,64	D	
0231	6111000262	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114314275	56.618,82	D	
0231	6111000263	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114314343	56.023,04	D	
0231	6111000264	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114314526	196.538,05	D	
0231	6111000265	2017	1	4274	EUR	22665 NYLSTAR SA	ES	42740114314599	53.905,18	D	

**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.

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

**Example with limit by document number:**

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

CoCode	DocumentNo	Fiscal Yr	Item Aff	CoCo	Currency	Customer Name	Country	Reference	AmountSign	SGL Ind.	Proc. St.
0231	6111000339	2017	1		EUR	301037 NOVDAN APS	DK	00056111341570	4.476,80	D	

After selecting the lines concerned,

choose

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. /L ind. "D" or "O".

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:

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.

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

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

**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 XIN4725

Profit Center


Assignment

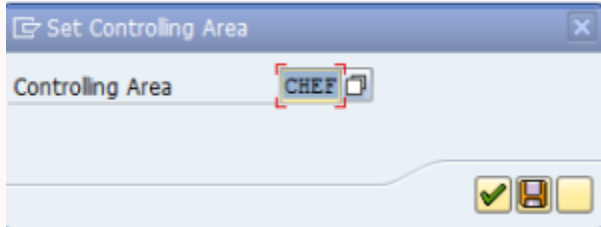
Text


### 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.

N: Cost center	S: Cost center name	1: Cost
Cost Center	*d*850*	
Controlling Area	CHEF	
Company Code	0005	
Cost Center Category	R	
Person Responsible		
User Responsible		
Cost ctr short text		
Language Key	EN	

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>

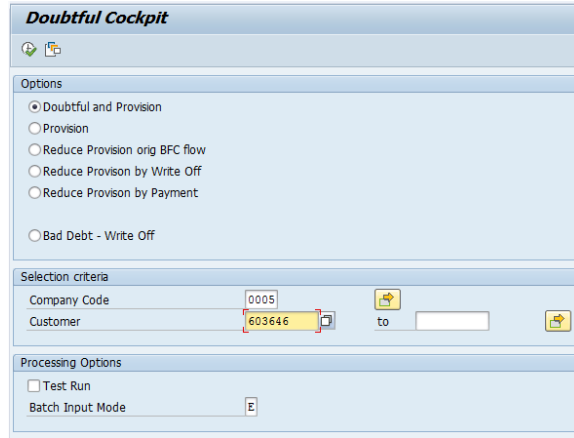
In case of doubts or if you cannot find the cost center, please send an email to the IHB Accounting team in Lisbon (For example Adrienn Torok, Sonia Xavier, Sandra Barradas, Jose Carlos Nunes)

### 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 .



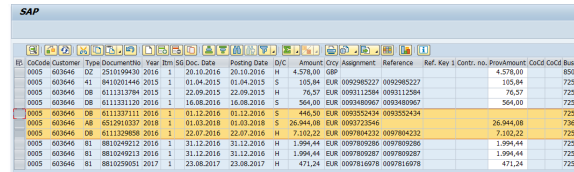
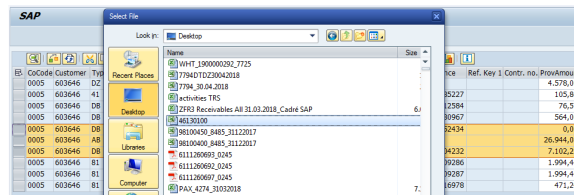
Select the items to be converted to Doubtful and in case the items should be provisioned as well add the amount in column "Provision Amount".

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.



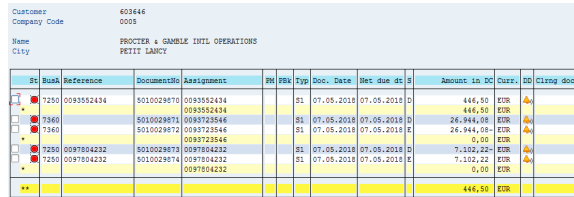
And confirmation of the posting done.

 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 Prnt Block:  Assignment: 009355243

Service: Attachment list

Icon	Title	Creator Name	Created On
	Doubtful Attachment	Tiago 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

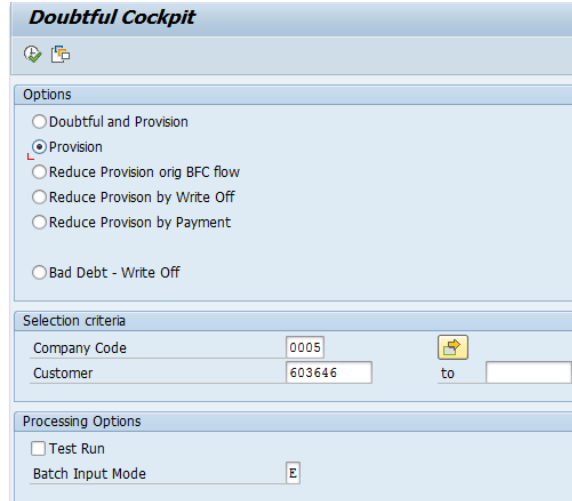
#### Warning

- 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

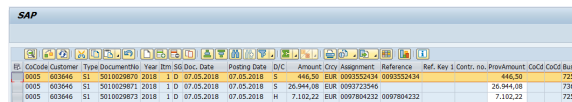
Test Run

Batch Input Mode: E

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

Select the item you want to provision

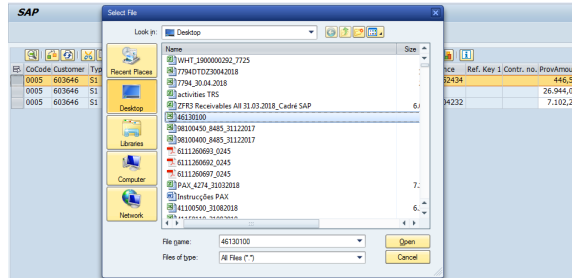
and press save .



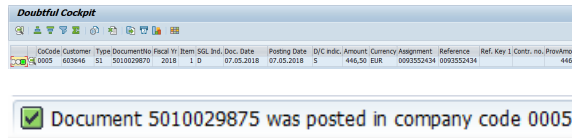
CoCode	Customer	Type	DocumentNo	Year	Bm	SO	Doc	Date	Posting Date	D/C	Amount	Cury	Assignment	Reference	Ref. Key 1	Contr. no.	ProvAmount	CoGS	CoGS Busk
0005	603646	S1	5010029875	2018	1	D		07.05.2018	07.05.2018	S	446,50	EUR	009352434	009352434			446,50		7250
0005	603646	S1	5010029871	2018	1	D		07.05.2018	07.05.2018	S	26.944,08	EUR	009372546				26.944,08		7360
0005	603646	S1	5010029873	2018	1	D		07.05.2018	07.05.2018	H	7.102,22	EUR	0097804232	0097804232			7.102,22		7250

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

Add the attachment.



The posting was done.



## 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.

The document was posted.

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 LANCY

It.	BuA	Assignment	DocumentNo	PR	Conte. no.	PRK	Typ	Doc. Date	Ret due ds	S	Amount in DC	Curr.	DD	Cling doc.
<input type="checkbox"/>	7280	0093552434	5010029870				SI	07.05.2018	07.05.2018	D	446,50	EUR		
<input checked="" type="checkbox"/>	7280	0093552434	5010029875				SI	07.05.2018	07.05.2018	E	446,50	EUR		
<input checked="" type="checkbox"/>	7280	0093552434	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	446,50	
5010029876	S1	07.05.2...	09	7250	0	446,50	

**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    to:   
 Customer: 603646    to:   
 Processing Options  
 Test Run  
 Batch Input Mode: E

**SAP**

EB: Cockpit Customer: Type Document No. Item: SGL Ind. Doc. Date    Posting Date: D/C Ind.    Amount: Curr. Assignment    Reference Ref. Key 1: Contr. no. ProvAmount: CcCd CcCd Bus. Area  
 0005 603646 S1 5010029872 2018 2 E 07.05.2018 07.05.2018 H 26.944,08 EUR 0093723546    5.000,00 7360

**Doubtful Cockpit**

CcCd Customer: Type Document No. Item: SGL Ind. Doc. Date    Posting Date: D/C Ind.    Amount: Curr. Assignment    Reference Ref. Key 1: Contr. no. ProvAmount: CcCd CcCd Bus. Area  
 0005 603646 S1 5010029872 2018 2 E 07.05.2018 07.05.2018 H 26.944,08 EUR 0093723546    5.000,00 7360

 Document 5010029878 was posted in company code 0005

Customer: 603646  
 Company Code: 0005  
 Name: PROCTER & GAMBLE INTL OPERATIONS  
 City: FETIIL JANCY

Pl	BuA	Assignment	DocumentNo	PM	Contr. no.	Plg	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		
			5010029878				S1	07.05.2018	07.05.2018	0	5.000,00	EUR		
											0,00	EUR		
											0,00	EUR		

\*\* Account 603646

"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 **Reduce Provison by Payment** and adjusting the reduction to the amount that was paid.

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

**Reduce Provison by Write Off**, 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   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
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 ZFR3** 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\_DBOUBTFUL 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 Aff.	CoCo	Currency	Customer Name	Country	Reference	AmountSign	SGL 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\_DBOUBTFUL** 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\_DBOUBTFUL** 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 to

Customer: 603646 to

Document Number: to

Fiscal Year: to

Test Run

Special G/L ind.: D to


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

**Bad Debt WO**

Write Off   Display map log

CoCode	DocumentNo	Fiscal Yr	Item Aff.	CoCo	Currency	Customer Name	Country	Reference	AmountSign	SGL Ind.	Contr. no.	Bus. Area
0005	5010029870	2018	1	EUR	603646	PROCTER & GAMBLE INTL OPERATIONS	CH	0693552434	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  Write Off

**Bad Debt WO**

Write Off   Display map log

CoCode	DocumentNo	Fiscal Yr	Item Aff.	CoCo	Currency	Customer Name	Country	Reference	AmountSign	SGL Ind.	Contr. no.	Bus. Area
0005	5010029870	2018	1	EUR	603646	PROCTER & GAMBLE INTL OPERATIONS	CH	0093000434	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


 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 

**Clear Customer: Header Data**

Process open items

Account 1987 Clearing Date 11.03.2016 Period 3  
 Company Code 0005 Currency EUR

Open Item Selection  
 Special G/L Ind d  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

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.

**Clear Customer Display Overview**

Process open items Choose open items Display Currency Acct model Taxes

Document Date 11.03.2016 Type AB Company Code 0005  
 Posting Date 11.03.2016 Period 3 Currency EUR  
 Document Number INTERNAL Fiscal Year 2016 Translatn Date 11.03.2016  
 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 40 Account 6420000000 L Ind TType New co.code

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

Save 

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

Choose open items Process open items More data Acct model

G/L Account 6420000000 Trade receivables-loss  
 Company Code 0005 SOLVAY CHEM INT

Item 1 / Debit entry / 40  
 Amount 6.919,40 EUR  
 Tax code  Calculate tax  
 Business Area 8500 Trdg Part.BA  
 Cost Center SMD850 Order  
 Sales Order Asset  
 WBS Element Network  
 Cost Object More  
 Purchasing Doc. Quantity  
 Value Date 11.03.2016  
 Assignment Asst retirement  
 Text Loss request Long Texts