

# Credit and Re-bill

<b>Work Stream</b>	Billing and Accounts Receivables (BAR)
<b>Version #</b>	1.0
<b>Last Revised Date</b>	
<b>Process Implementation Date</b>	
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<b>SOP Approver</b>	<b>Douglas Lounsbury</b>

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# 1. Overview

## 1.1. General Information

<b>Audience</b>	ABC COMPANY Billing Team
<b>Frequency</b>	Ad-hoc

## 1.2. Related Processes

<b>Upstream/Downstream processes</b>	<p><b>Upstream:</b> Communication received by AR Team from customer</p> <p><b>Downstream:</b> Generate invoice with corrected amount/details</p>
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## 1.3. Systems/Tools

### 1.3.1. Global Systems/Tools

System/Tool	System ID/Name	Description
SAP S/4 HANA	P40	S4 Production

### 1.3.2. Market-specific/Regional Systems/Tools

System/Tool	System ID	Description
NA	NA	NA

## **2. Executive Summary**

### **2.1. Synopsis**

Credit and re-bill is a process carried out to generate a corrected invoice, where the original invoice was billed with incorrect amount or details.

It is a critical process, as ABC COMPANY is required to take corrective measures in order to reverse the billing error made.

The customer initiates the credit and re-bill process by notifying ABC COMPANY about an incorrect invoice and highlights the billing error.

After identification of the billing error further course of action is taken based on the following scenarios:

1. Invoice raised against which the payment is due from the Customer.
2. Invoice raised against debit memo.

The ABC COMPANY Billing Team then creates a new invoice with the correct amount in the SAP S/4 HANA system.

There are two ways to credit the original invoice as follows:

1. By performing invoice reversal process and creating a new invoice.
2. By raising the credit memo for the same invoice amount and creating a new invoice. It is an alternative method to perform the credit and rebill process.

## Billing and Accounts Receivables: Credit and Re-bill

### 2.2. Objective

This SOP details the process steps for generating new invoices, in case the original invoice is raised with incorrect amount or details, after crediting the original invoice and re-billing the customer.

### 2.3. Process-specific Service Level Agreements (SLAs)

**Note:** Governance PPT link will be attached once received from Business.

### 2.4. Risks and Controls

#### 2.4.1. Global Risks and Controls

Risk	Control
NA	NA

#### 2.4.2. Market-specific Risks and Controls

Risk	Control
NA	NA

### 2.5. Roles and Responsibilities

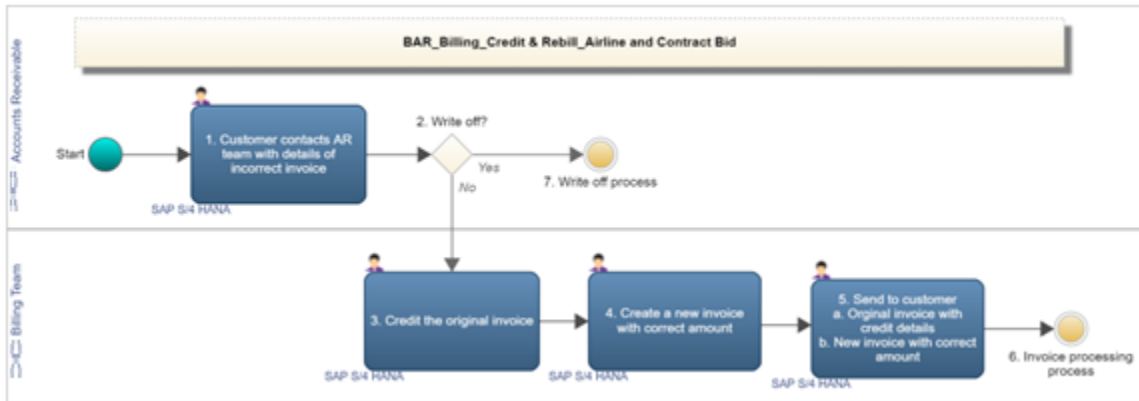
Role	Responsibilities
Customer	<ul style="list-style-type: none"><li>Contact the AR team with the details of an incorrect invoice.</li></ul>
ABC COMPANY Accounts Receivable Team	<ul style="list-style-type: none"><li>Decide to carry out the write-off process in case a payment is due from the customer's end.</li></ul>
ABC COMPANY Billing Team	<ul style="list-style-type: none"><li>Credit the original invoice.</li><li>Create a new invoice with the correct amount.</li><li>Send the original invoice with credit details to the customer.</li><li>Send the new invoice with the correct amount to the customer.</li></ul>

### 3. Inputs

Input	File Type and Location	Frequency	Owner	Purpose/Usage
Communication received from customer	NA	Ad-hoc	Customer	Information regarding an incorrect invoice

# 4. Process Map

Given below is the high-level process map that describes this process:



Double-click the document below for an enlarged view of the process map.



BAR\_Credit and Re-bill.pdf

# 5. Process Description

## Disclaimer!

Please note that the screenshots used in this document are purely for illustration purposes only and may not be an exact representation of the actual environment.

### 5.1. Initiate Credit and Re-bill

In some cases, an original invoice may be raised with incorrect details or amount by the ABC COMPANY Billing team. On analyzing the incorrect invoice, the Customer contacts the ABC COMPANY AR team with the incorrect details through e-mail, phone, workflow, or fax.

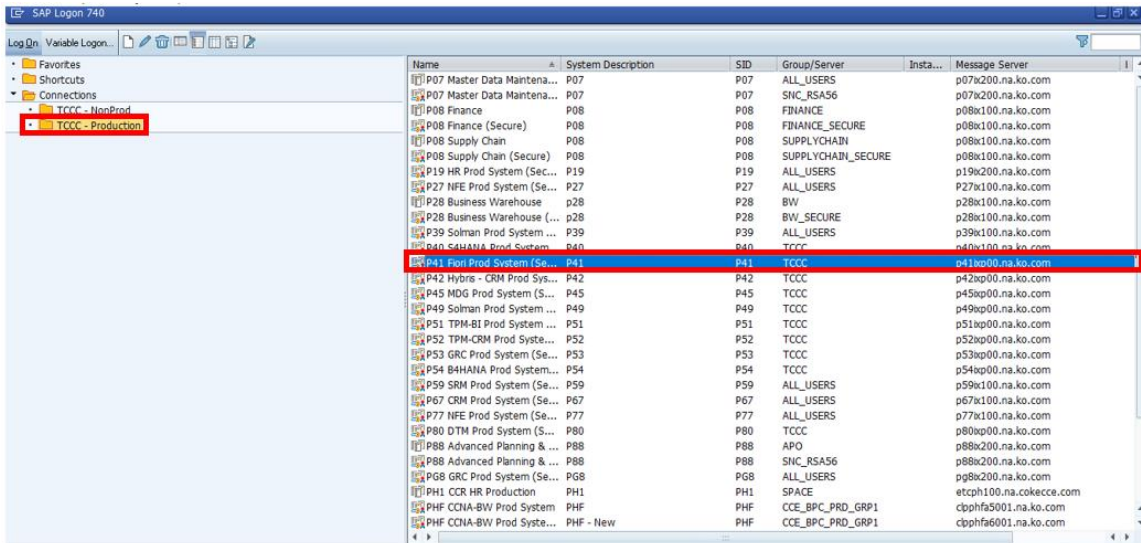
For example, a customer receives an invoice with the incorrect amount, while the correct amount is different. In such a situation, the Customer immediately contacts the ABC COMPANY AR team and informs about the error using the Invoice number.

### 5.2. Verify the Incorrect Invoice

On receiving the details about the incorrect invoice by the Customer, the ABC COMPANY AR team validates the incorrect invoice in the SAP S/4 HANA system after comparing it with offline supporting documents like Bottler Invoice/Delivery Ticket, or POD. The ABC COMPANY AP team can also view the details of the incorrect invoice in the SAP S/4 HANA system.

In order to see the details of the incorrect invoice in the SAP S/4 HANA system, the ABC COMPANY AR team performs the following steps:

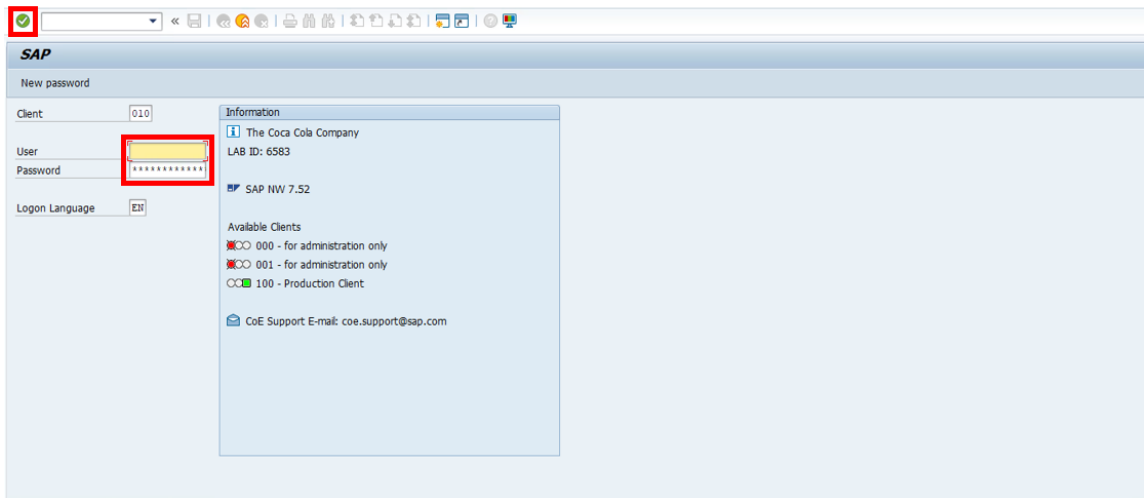
1. In the **SAP Logon 740** window, double-click the **P41 Fiori** server.



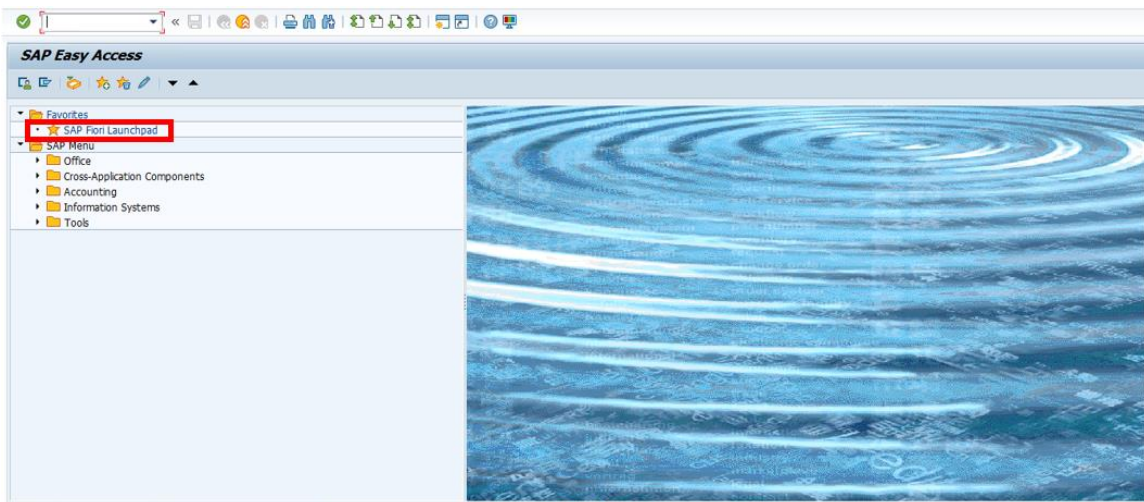


## Billing and Accounts Receivables: Credit and Re-bill

- The **SAP** login page is displayed. In the **User** and **password** fields, enter the KO ID and password, and click the green tick mark.

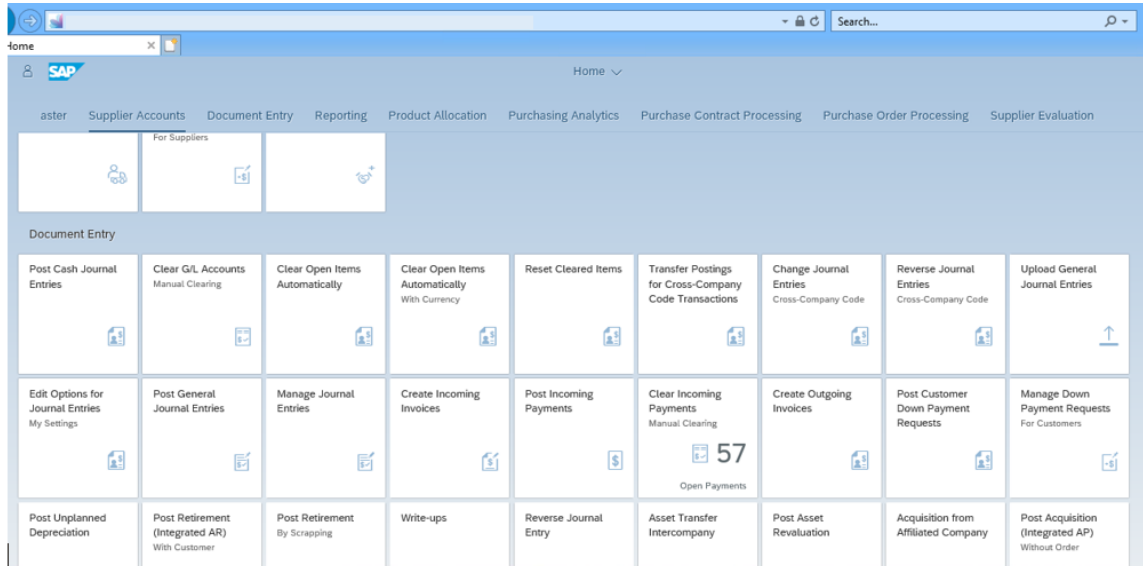


- The **SAP Easy Access** page is displayed. Double-click the **SAP Fiori Launchpad**.

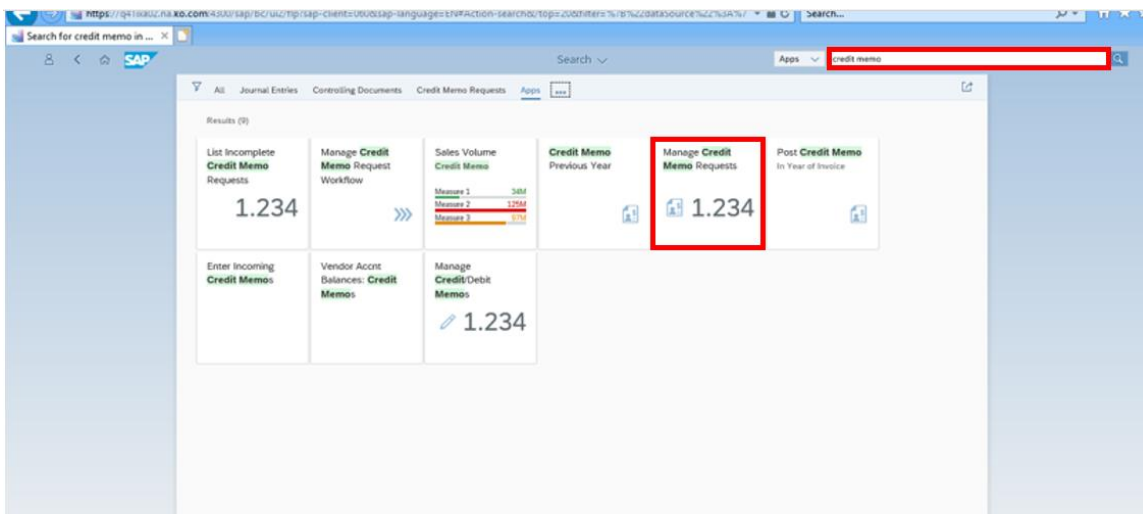


## Billing and Accounts Receivables: Credit and Re-bill

The Fiori Home page is displayed.

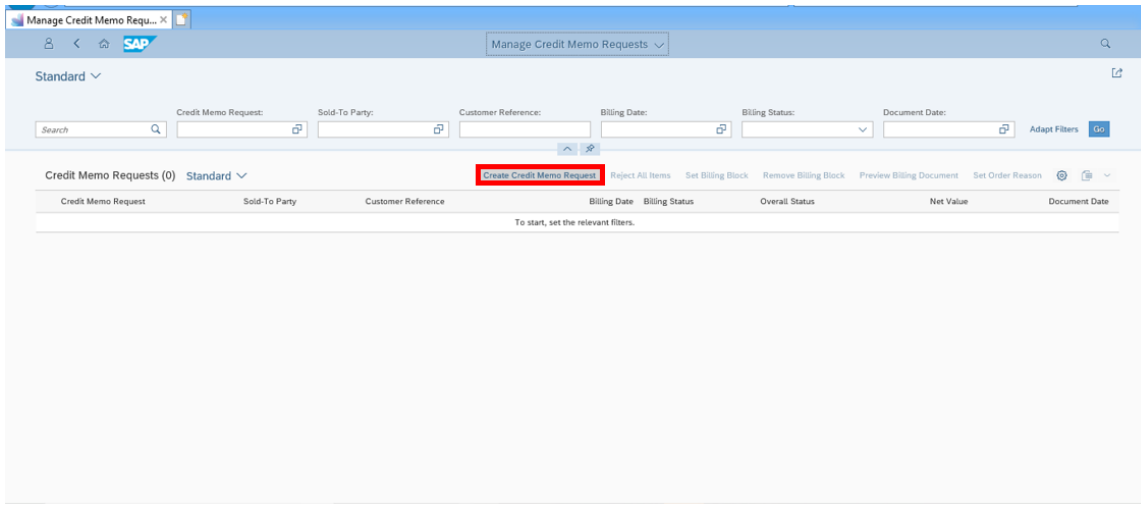


4. In the **Search** field, enter the appropriate transaction code or transaction code description. In this case, enter **credit memo** and press the Enter key.
5. From the **Apps** tab, click the **Manage Credit Memo Requests 1.234** tile.

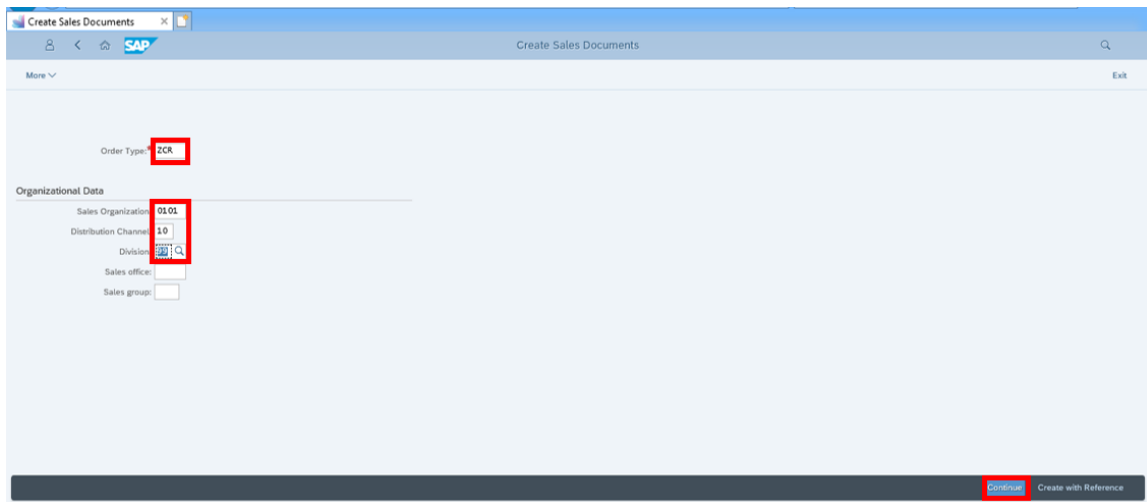


## Billing and Accounts Receivables: Credit and Re-bill

- The **Manage Credit Memo Requests** page is displayed. Click the **Create Credit Memo Request** tab.

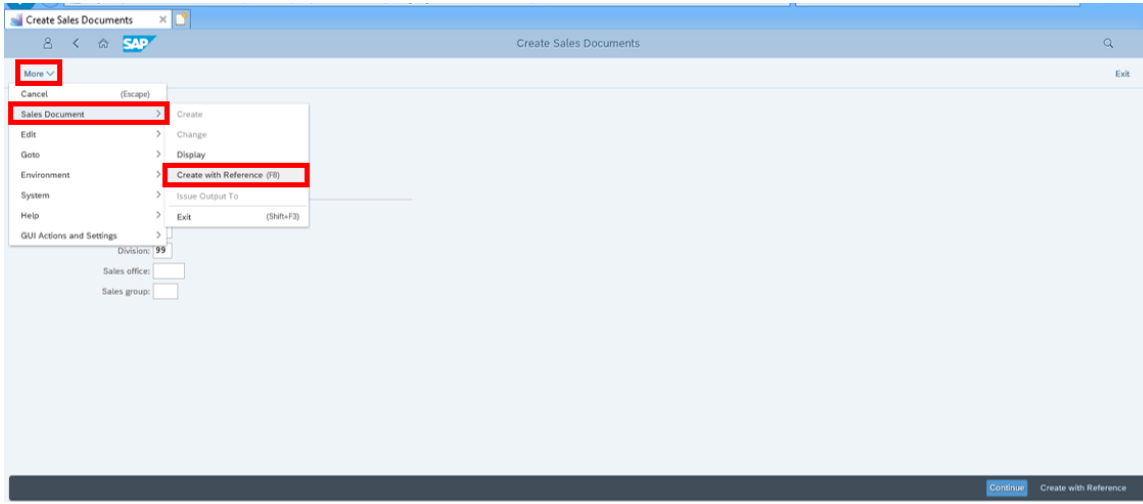


- The **Create Sales Documents** page is displayed. Enter the required details in the following fields:
  - In the **Order Type** field, enter the appropriate order type details (**ZCR**).
  - In the **Sales Organization** field, enter the appropriate sales organization details.
  - In the **Distribution Channel** field, enter the appropriate distribution channel details.
  - In the **Division** field, enter the appropriate division details.
  - Click the **Continue** button.

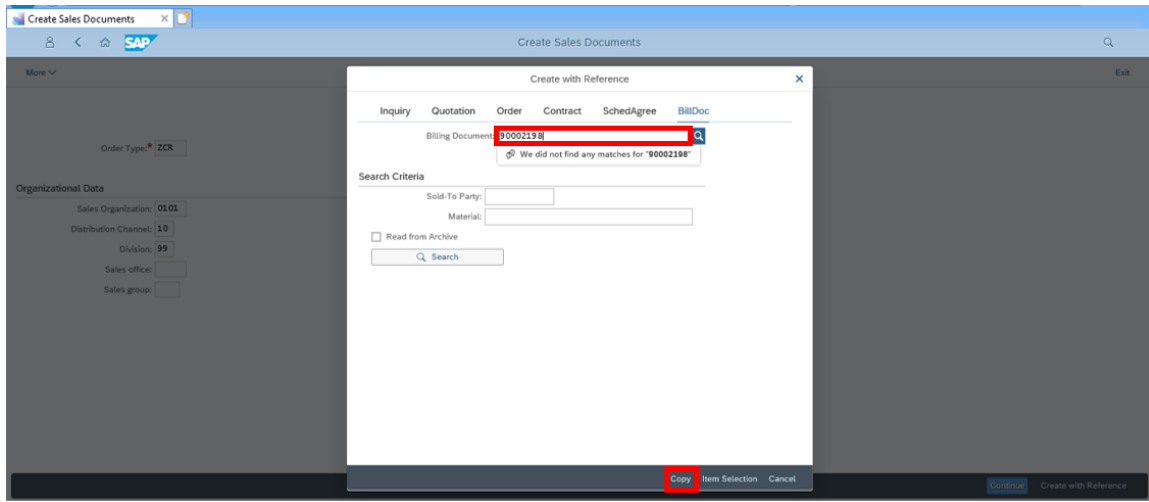


## Billing and Accounts Receivables: Credit and Re-bill

- Click the **More** drop-down arrow. Select the **Sales Document > Create with Reference (F8)** menu item. Alternatively, press the F8 key.

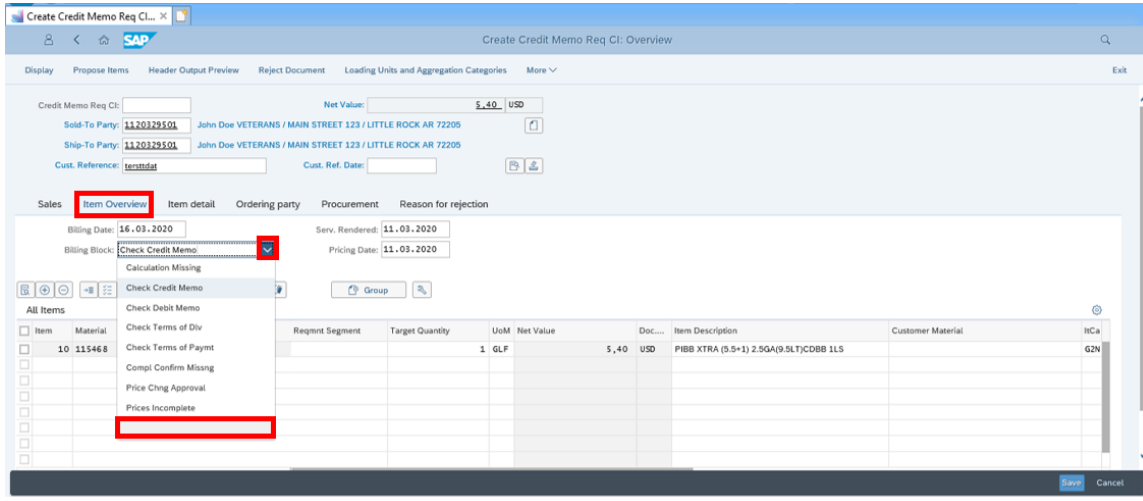


- The **Create with Reference** pop-up box is displayed.
  - In the **BillDoc** tab, in the **Billing Documents** field, enter the appropriate billing document number from the invoice being credited.
  - Click the **Copy** button.

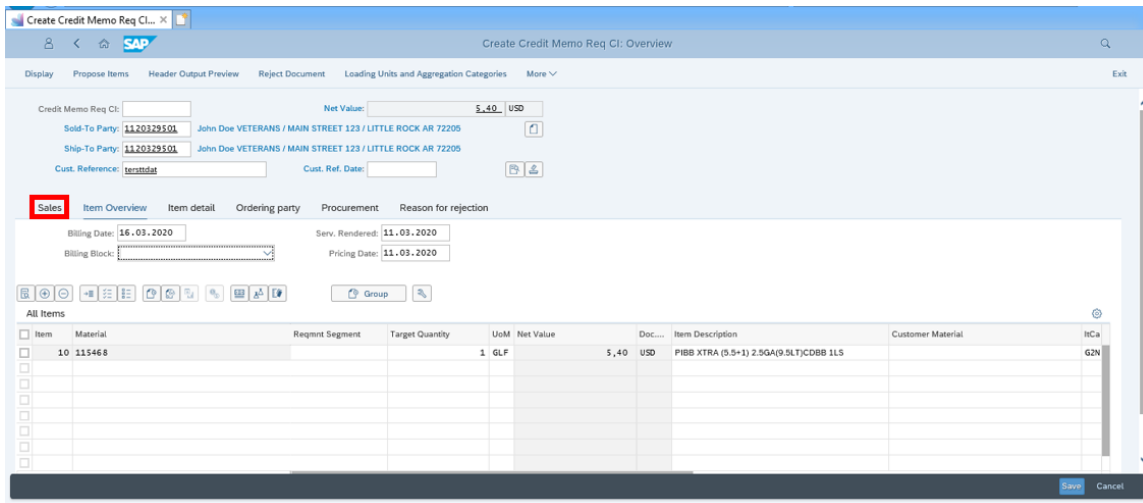


## Billing and Accounts Receivables: Credit and Re-bill

- The **Create Credit Memo Req CI: Overview** page is displayed. In order to remove the billing block text, in the **Item Overview** tab, in the **Billing Block** field, click the drop-down arrow and select the blank option.



- Click the **Sales** tab.



## Billing and Accounts Receivables: Credit and Re-bill

12. In the **Order Reason** field, enter the appropriate text that best describes the order reason and then click the **Save** button.

The screenshot shows the SAP 'Create Credit Memo Req Cl.' interface. The 'Order Reason' dropdown menu is highlighted with a red box and contains the text 'Quantity discrepancy'. The 'Net Value' is 5,40 USD. The 'Billing Date' is 16.03.2020 and the 'Pricing Date' is 11.03.2020. The 'Sales Area' is 0101 / 10 / 99. The 'Item Description' is PIBB XTRA (5.5+1) 2.5GA(0.5L)CDBB 1L5.

Item	Material	Reqmnt Segment	Target Quantity	UoM	Net Value	Doc....	Item Description	Customer Material
10	115468			1 GLF	5,40	USD	PIBB XTRA (5.5+1) 2.5GA(0.5L)CDBB 1L5	

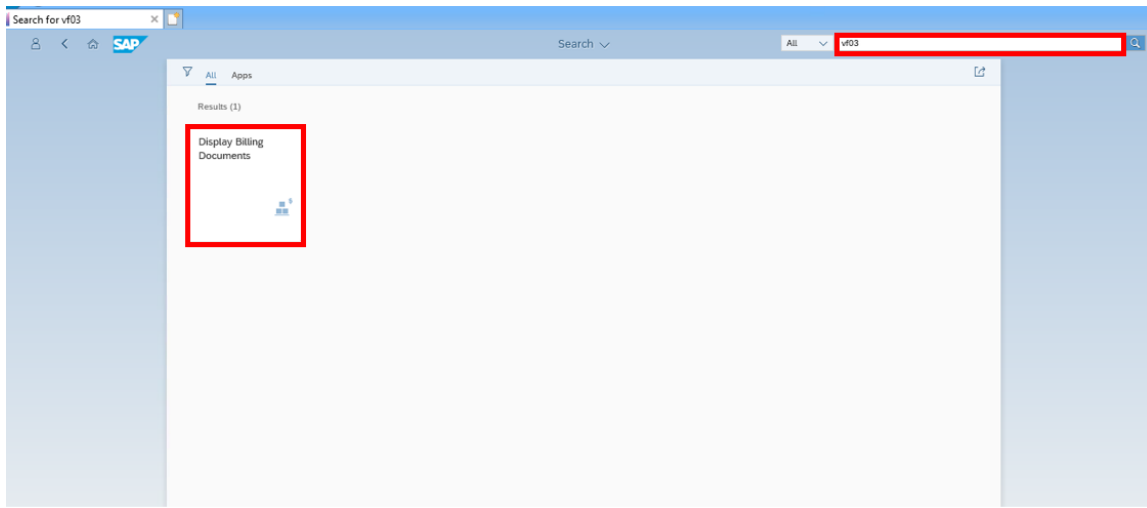
A notification is displayed at the bottom-left corner of the screen confirming that the credit memo request is saved.

The screenshot shows the same SAP 'Create Credit Memo Req Cl.' interface. The 'Net Value' is now 0,00. The 'Billing Date' is 16.03.2020 and the 'Pricing Date' is 16.03.2020. The 'Billing Block' is 'Check Credit Memo'. A red box highlights the notification message at the bottom-left corner: 'Credit Memo Req Cl 60001318 has been saved.' The 'Save' button is also highlighted.

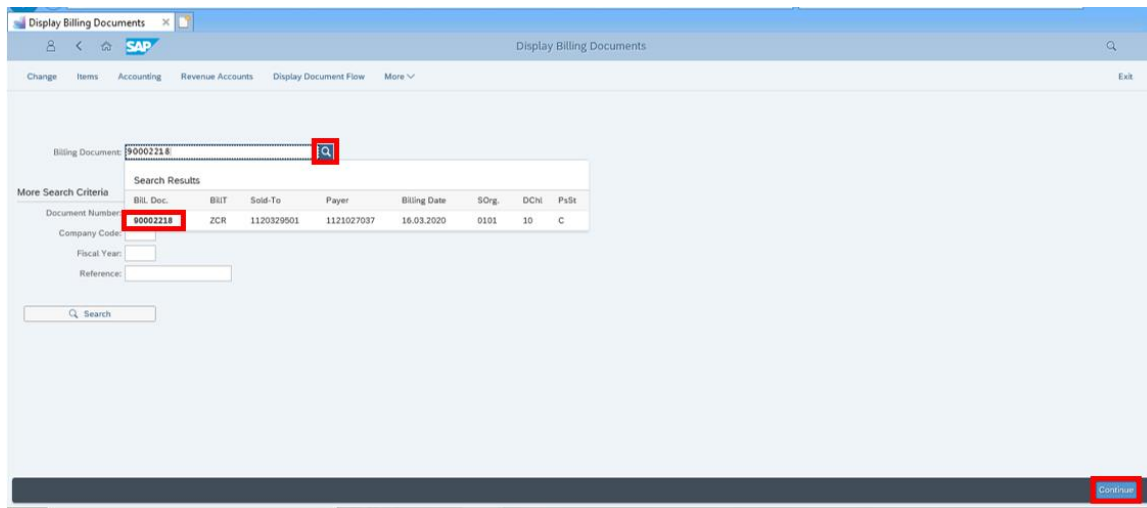
Item	Material	Reqmnt Segment	Target Quantity	UoM	Net Value	Doc....	Item Description	Customer Material	ItCa
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## Billing and Accounts Receivables: Credit and Re-bill

- To display the billing document, navigate to the Fiori home page. In the **Search** field, enter **vf03** as the transaction code and then click the **Display Billing Documents** tile.



- The **Display Billing Documents** page is displayed.
  - In the **Billing Document** field, click the search icon.
  - From the **Search Results**, select the appropriate billing document number.
  - Click the **Continue** button.



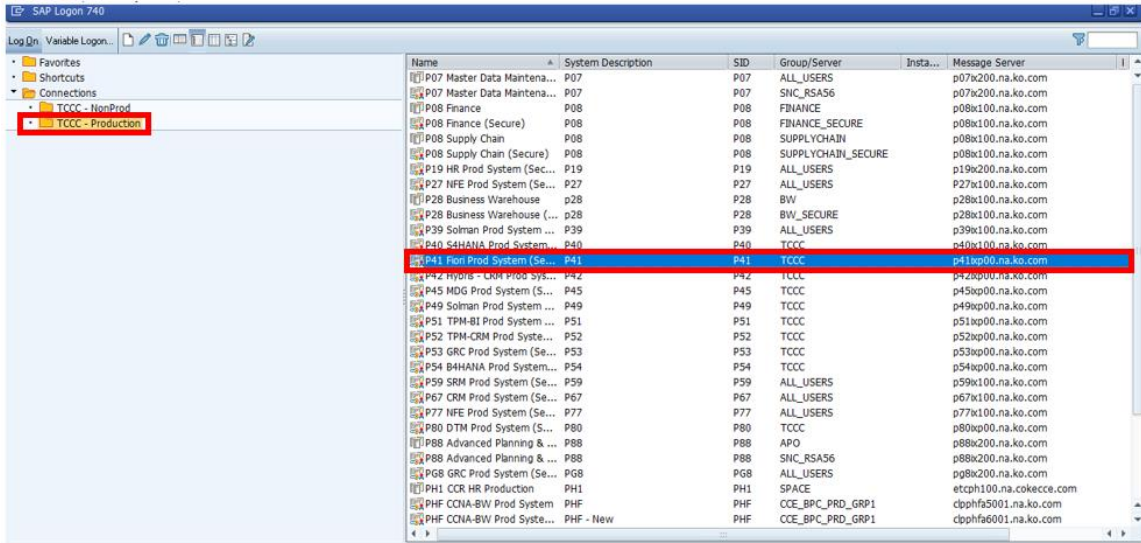




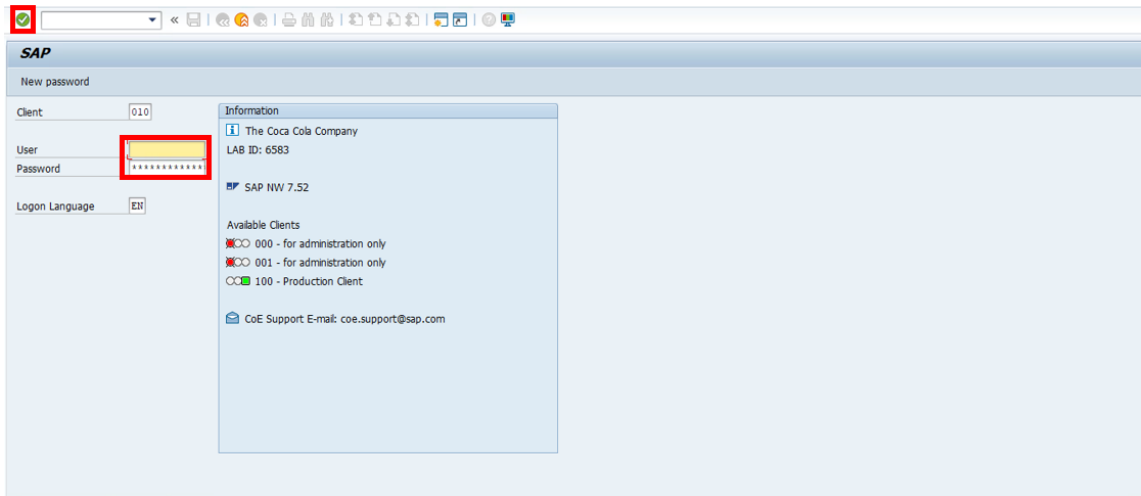
## 5.3. Create a New Invoice

After carrying out the reversal process on the original invoice, the ABC COMPANY Billing team creates a new invoice with correct details.

1. In the **SAP Logon 740** window, double-click the **P41 Fiori** server.

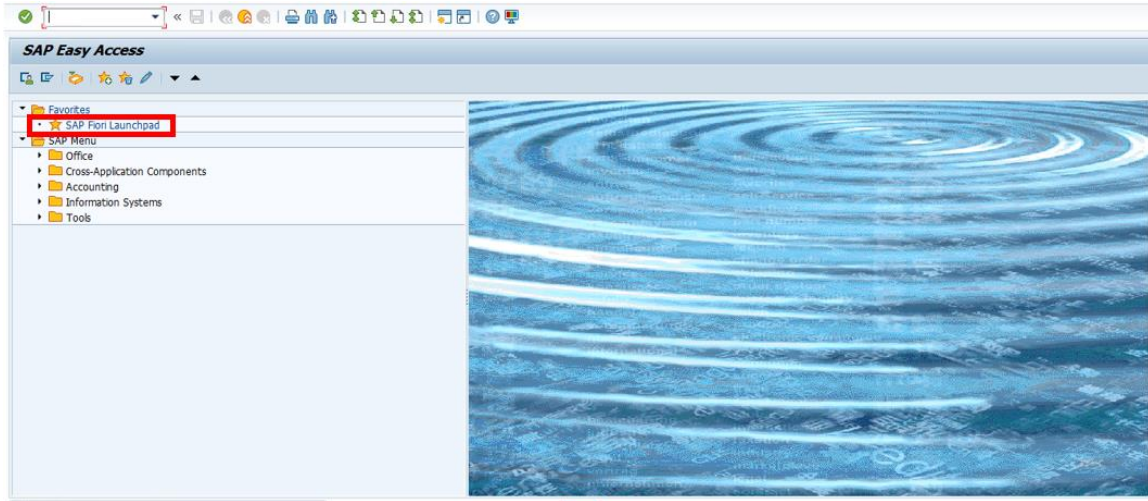


2. The **SAP** login page is displayed. In the **User** and **password** fields, enter the KO ID and password, and click the green tick mark.

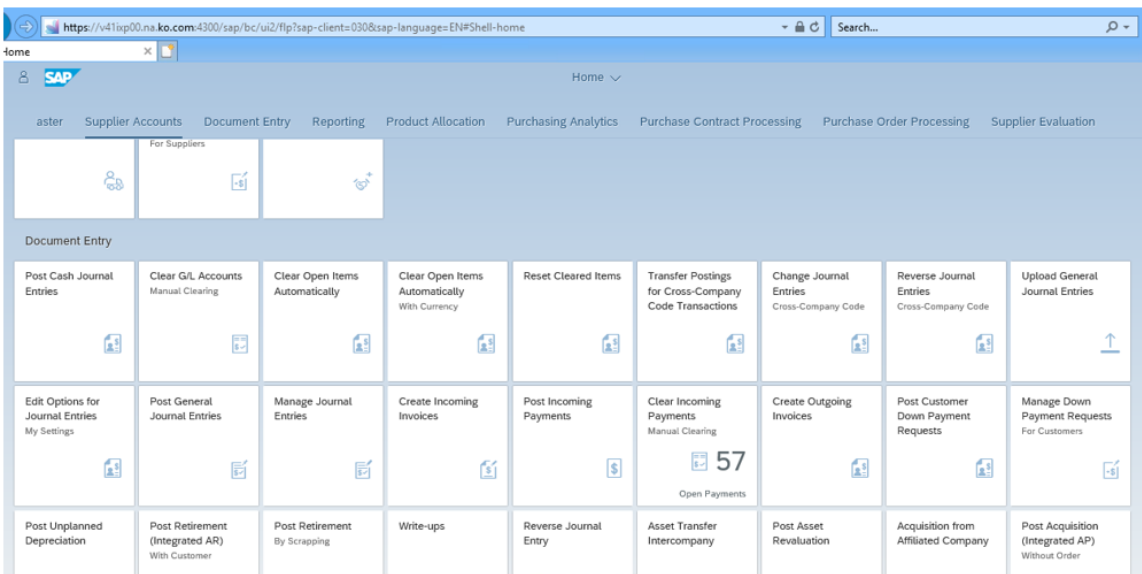


## Billing and Accounts Receivables: Credit and Re-bill

- The **SAP Easy Access** page is displayed. Double-click the **SAP Fiori Launchpad**.

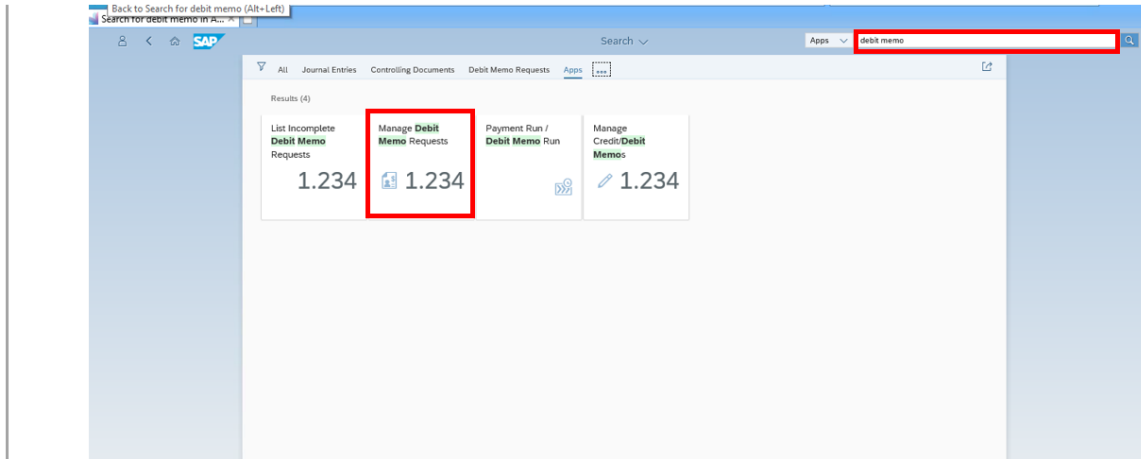


The Fiori Home page is displayed.

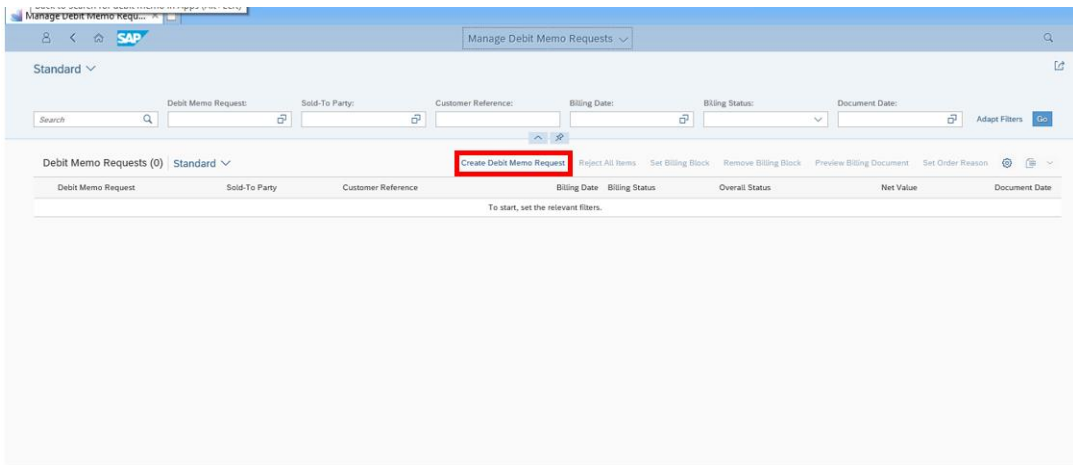


## Billing and Accounts Receivables: Credit and Re-bill

4. In the **Search** field, enter the appropriate transaction code or transaction code description. In this case, enter **debit memo** and press the Enter key.
5. From the **Apps** tab, click the **Manage Debit Memo Requests 1.234** tile.

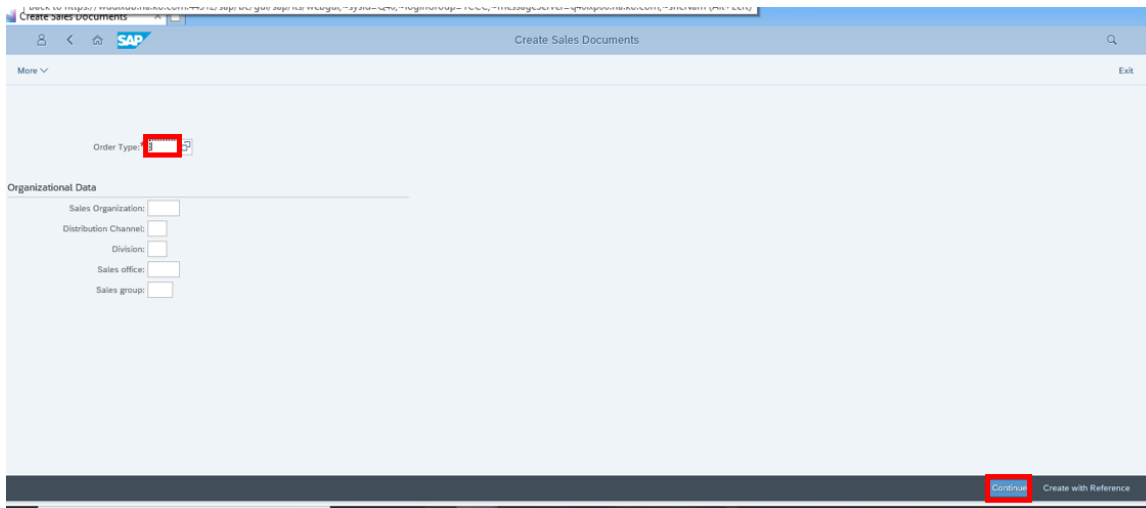


6. The **Manage Debit Memo Requests** page is displayed. Click the **Create Debit Memo Request** tab.

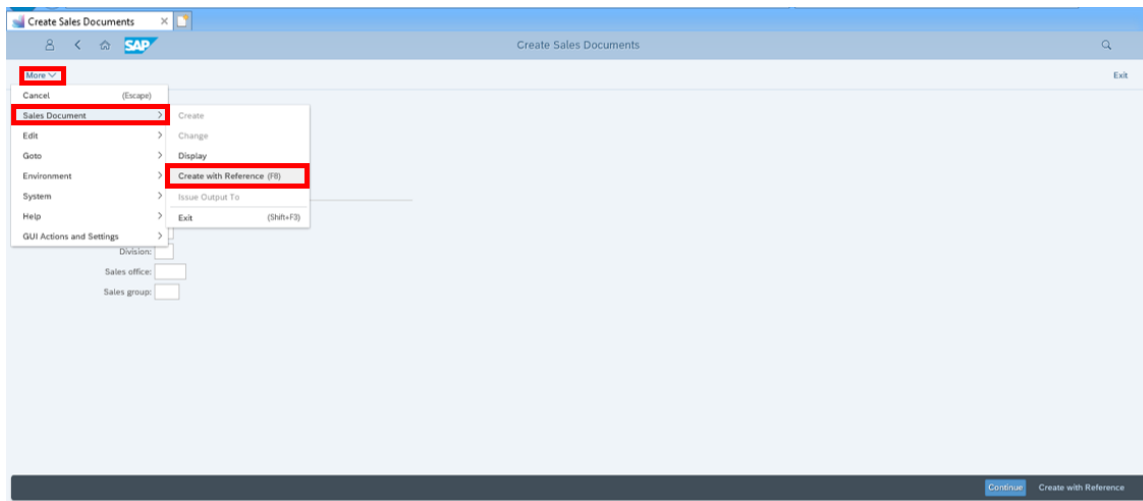


## Billing and Accounts Receivables: Credit and Re-bill

- The **Create Sales Documents** page is displayed. In the **Order Type** field (**ZDR**), enter the appropriate order type details and then click the **Continue** button.

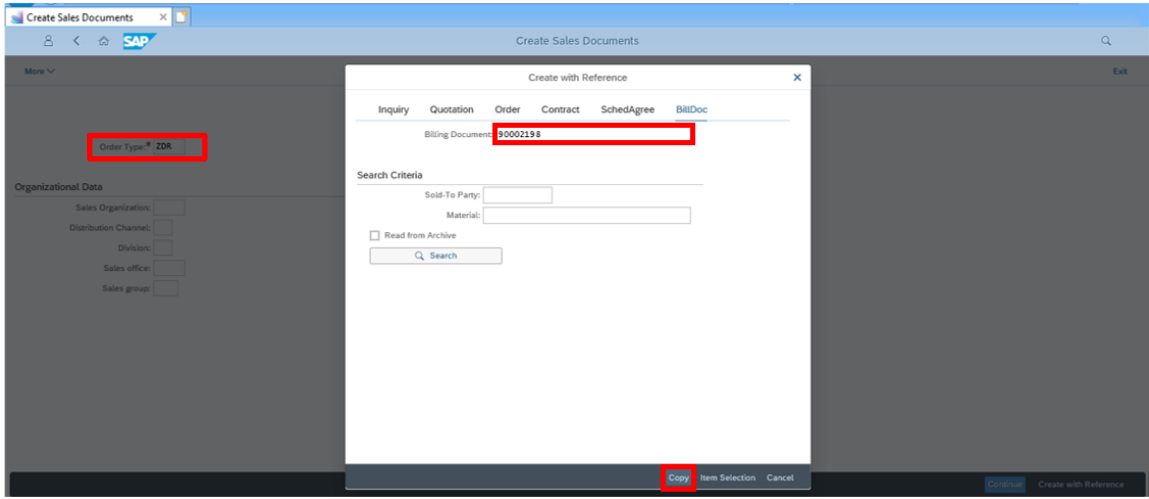


- Click the **More** drop-down arrow. Select the **Sales Document > Create with Reference (F8)** menu item. Alternatively, press the F8 key.

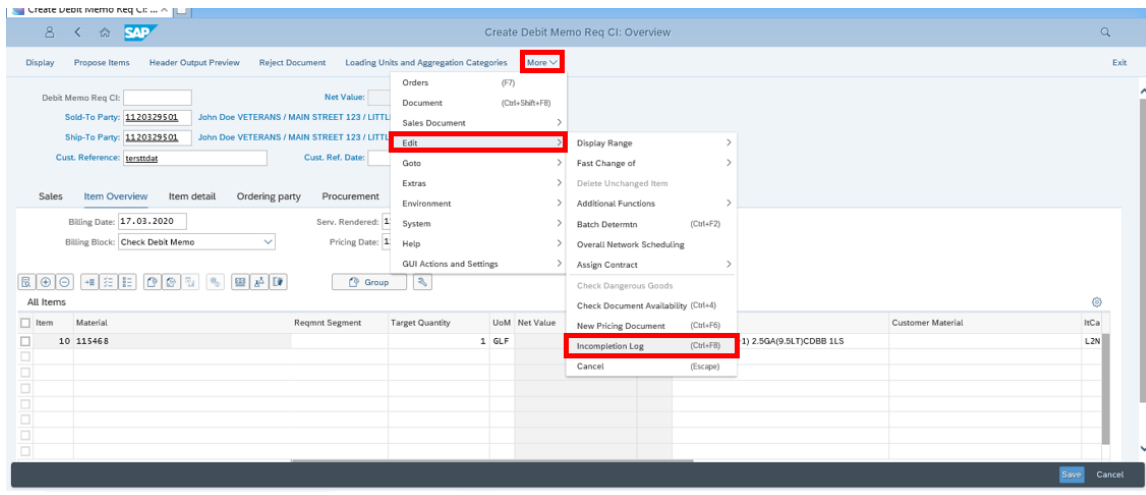


## Billing and Accounts Receivables: Credit and Re-bill

9. The **Create with Reference** pop-up box is displayed.
  - c. In the **BillDoc** tab, in the **Billing Documents** field, enter the appropriate billing document number of the incorrect invoice
    - a. billing document number.
    - b. Click the **Copy** button.

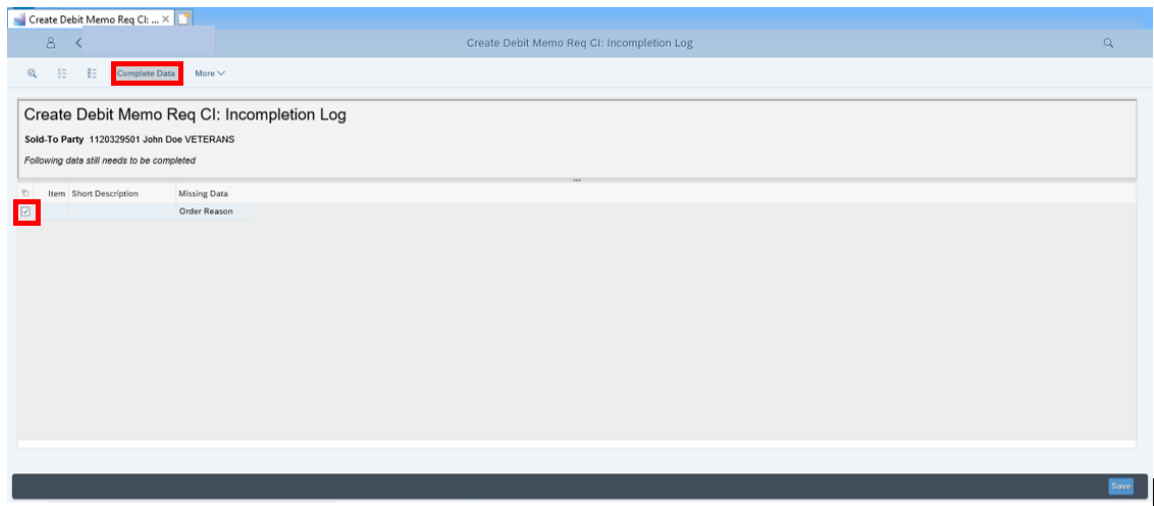


10. The **Create Debit Memo Req CI: Overview** page is displayed. Click the **More** drop-down arrow. Select the **Edit > Incompletion Log (Ctrl+F8)** menu item. Alternatively, press the Ctrl+F8 keys.

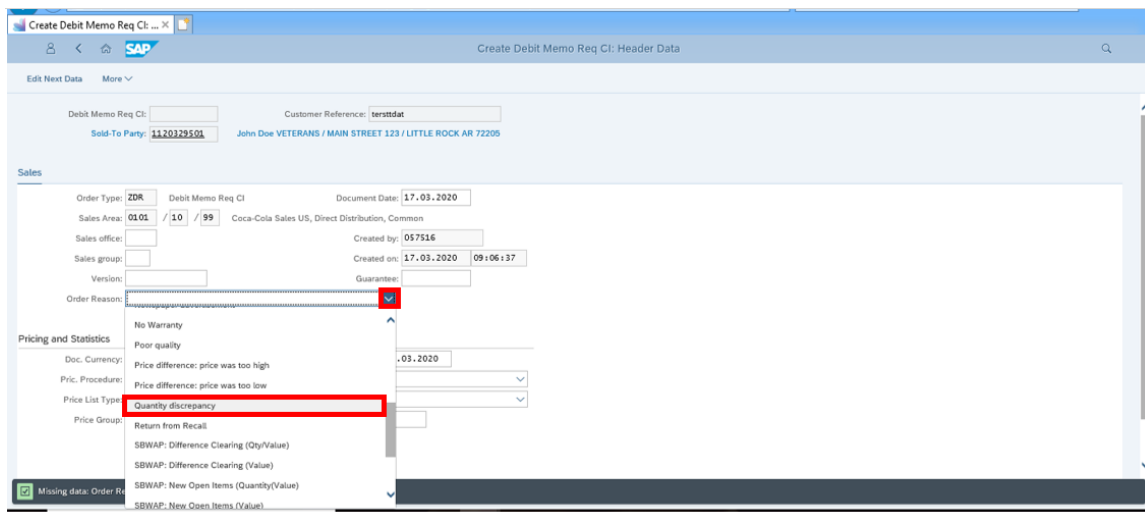


## Billing and Accounts Receivables: Credit and Re-bill

11. The **Create Debit Memo Req CI: Incompletion Log** page is displayed.
  - a. Select the Order Reason check box.
  - b. Click the **Complete Data** button.



12. The **Create Debit Memo Req CI: Header Data** page is displayed.
  - a. In the **Order Reason** field, click the drop-down arrow.
  - b. Select the appropriate order reason from the drop-down list.



## Billing and Accounts Receivables: Credit and Re-bill

13. Correct quantities if that was the error
14. Confirm correct prices in affect and reprice the document if that was the original error
15. The **Create Debit Memo Req CI: Overview** page is displayed. In the **Item Overview** tab, in the **Billing Block** field, remove the billing block text and then click the **Save** button.

The screenshot shows the SAP 'Create Debit Memo Req CI: Overview' interface. The 'Billing Block' dropdown menu is highlighted with a red box. The 'Net Value' is 5.40 USD. The 'Item Overview' tab is active, showing a table with one item: 10 115468, with a target quantity of 1 and a net value of 5.40 USD. The 'Save' button at the bottom right is also highlighted with a red box.

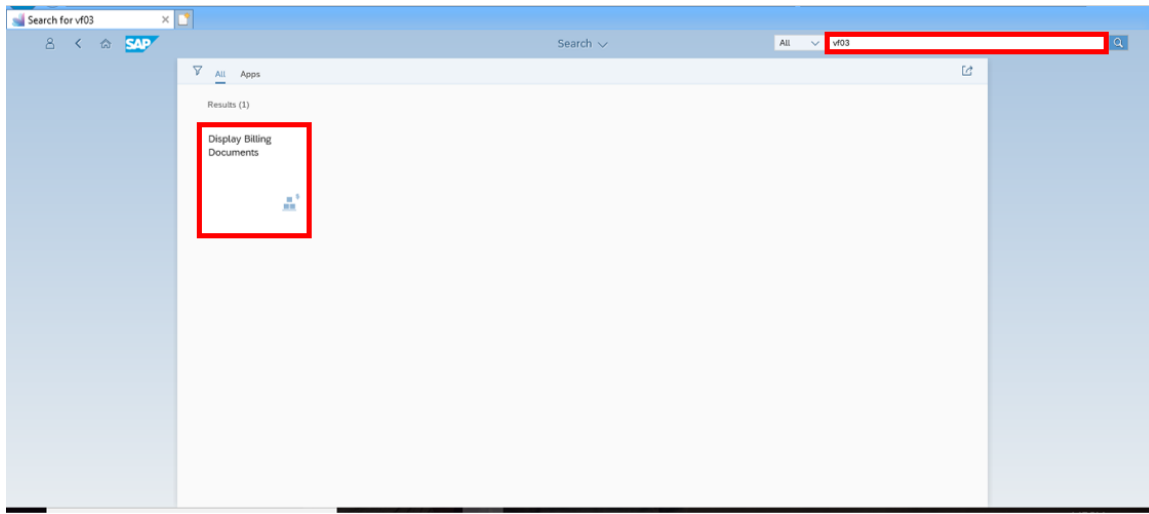
Item	Material	Reqmnt Segment	Target Quantity	UoM	Net Value	Doc....	Item Description	Customer Material	ITCa
10	115468		1	GLF	5,40	USD	PIBB XTRA (5.5+1) 2.5GA(9.5LT)CDBB 1L5		LN

A notification is displayed at the bottom-left corner of the screen confirming that the debit memo request is saved and the order number is created successfully.

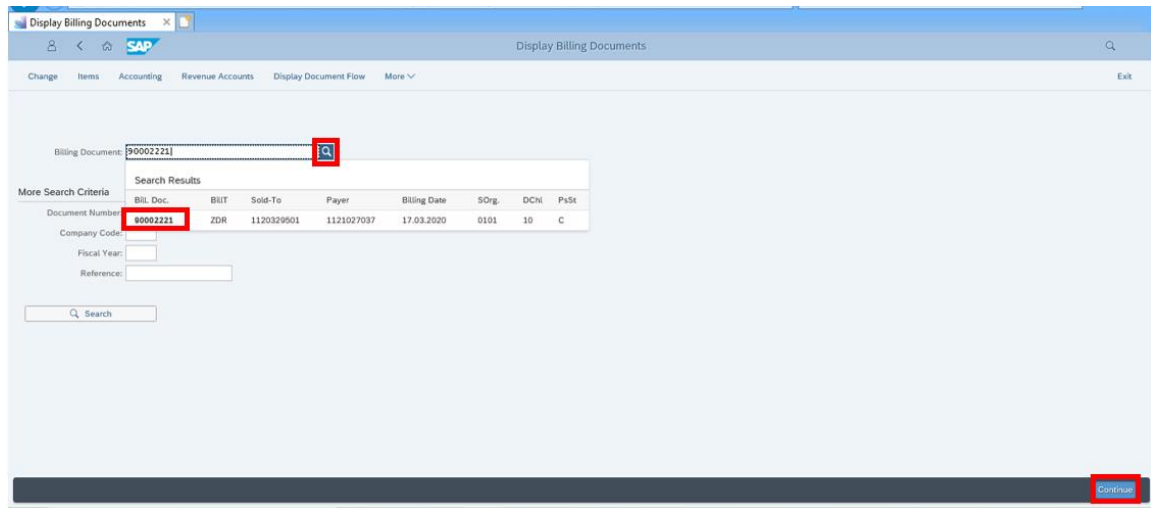
The screenshot shows the same SAP 'Create Debit Memo Req CI: Overview' interface. The 'Billing Block' is now set to 'Check Debit Memo'. A notification at the bottom left of the screen states: 'Debit Memo Req CI 70002731 has been saved.' The 'Save' button is highlighted with a red box.

## Billing and Accounts Receivables: Credit and Re-bill

16. To display the billing document, navigate to the Fiori home page. In the **Search** field, enter **vf03** as the transaction code and then click the **Display Billing Documents** tile.



17. The **Display Billing Documents** page is displayed.
- In the **Billing Document** field, click the search icon.
  - From the **Search Results**, select the appropriate billing document number.
  - Click the **Continue** button.





## Billing and Accounts Receivables: Credit and Re-bill

The **Debit Memo CI 90002221 (ZDR) Display: Overview of Billing Items** page is displayed. The selected debit memo billing item details are shown.

The screenshot shows the SAP interface for displaying a debit memo. The header includes the document number '90002221', the net value '5,40 USD', the payer 'John Doe Vetrans Payer / MAIN STREET 123 / SAINT LOUIS MO 631...', and the billing date '17.03.2020'. Below the header is a table with the following data:

Item	Material	Item Description	Billed Quantity	SU	Net Value	Curr...	Tax Amount	Req. Segment	Stock Segment	Cost
<input type="checkbox"/>	10 115468	PIBB XTRA (9.5+1) 2.5GA(9.5LT)CC	1	GLF	5,40	USD	1,86			0,00

**5.4. Share with the Customer**

Once the new invoice with correct details is created, the ABC COMPANY Billing team sends the original invoice with credit details and the new invoice with correct details to the customer via e-mail, fax, or workflows.

## 6. Abbreviations/Acronyms

Short Form	Full Form
AR	Accounts Receivables

## 7. Outputs

Output Name	Output Type	Output Location
Invoice Processing Process	NA	SAP S/4 HANA

# Version History

Version	Date	Change Owner	Change Request No.	Change Details
1.0	Month in words/Date/Year	Name of the change owner	Change request ID	Change description