

Order to Cash (OTC) - 2022

Sugar - Exports

Standard Operating Procedures



Description	Name	Signature
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Date of approved		07-10-2022

Introduction

Back ground:

EID Parry (India) Limited is having 2 Strategic Business Units (i) Sugar and (ii) Nutraceutical. Each division is having various products and different mode of sales. **This document covers the SOP for Sugar Division Exports.**

Sugar division is having six sugar factories and one distillery unit located in Tamil Nadu (Nellikuppam, Pugalur & Sivaganga), Karnataka (Haliyal, Bagalkot & Ramdurg) and AP (Sankili). Product invoicing and dispatch is being carried out at factory and C&F locations.

Product Categories & Segment where the products are marketed:

Sugar Division revenue generating product include Sugar, Power, Distillery, by products and Scrap sales.

Sugar products include S30, M30, White Premium, Refined sugar, Amrit, Jaggery, raw sugar.

Sugar Exports.

INDEX

Sl. No	Nature of Transaction	Page No.
1	Sales Budget	5
2	Quantity and Price determination	7
3	Master creation in SAP	
3A	Customer Master	10
3B	Sale Order	12
3	Export Intermediaries	16
5	Shipment Plan	19
6	Invoice generation	23
7	Receipt of payment	28
8	Credit notes / Debit notes	30

S1 > Sales Budgets

Process Detail

Process Step	Process Description	Performed by	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output / Documents Generated	RACI								
Export Sales Budget	Sales Budgets are prepared for every year and broken down into month wise budgets	Sales Department for Sugar. Head-Sales & Marketing	Corporate Office		OTC-L-1 Annual sales plan is prepared by Head of Sales & Marketing for Sugar Products based on production plan received from Corporate Finance team and it is reviewed by CFO, CEO and MD before submission to BGMC, Senior Leadership Team, Statutory Board for necessary approval. A detailed sales planning process is performed during the period November to March for the upcoming financial year. Rolling forecast is also performed on a quarterly basis based on prevailing scenario.		Sales Budget	<table border="1"> <tr> <td>R</td> <td>Sales Team</td> </tr> <tr> <td>A</td> <td>Head Mktg / Head commercial</td> </tr> <tr> <td>C</td> <td>CFO /CEO/MD</td> </tr> <tr> <td>I</td> <td>BoD</td> </tr> </table>	R	Sales Team	A	Head Mktg / Head commercial	C	CFO /CEO/MD	I	BoD
R	Sales Team															
A	Head Mktg / Head commercial															
C	CFO /CEO/MD															
I	BoD															
					OTC-L-2 Annual sales plan is prepared by Senior VP and											

Process Step	Process Description	Performed by	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output Documents Generated	RACI								
Export Sales Monitoring	<p>Head – Sales and Marketing will finalise the export deal with customer by considering the material available at respective plant.</p> <p>Upon finalisation of deal, the same will intimate to Commercial Team for execution.</p>	Sales Department	Corporate Office		<p>approved by BGMC, SLT and Board of Directors before start of the financial year and circulated to the various department heads.</p> <p>OTC-L-4 Sales Head presents the monthly sales performance to the BGMC in the subsequent month.</p> <p>Any shortfall in meeting the target is discussed in a monthly review meeting at the BGMC.</p> <p>Rolling sales forecasts are also prepared on a quarterly basis based on changing forecasts</p>		Sales MIS	<table border="1"> <tr> <td>R</td> <td>Sales Team</td> </tr> <tr> <td>A</td> <td>Head Marketing/Head Commercial</td> </tr> <tr> <td>C</td> <td>CFO</td> </tr> <tr> <td>I</td> <td></td> </tr> </table>	R	Sales Team	A	Head Marketing/Head Commercial	C	CFO	I	
R	Sales Team															
A	Head Marketing/Head Commercial															
C	CFO															
I																

S2 > Quantity and price determination

Process Detail

Process Step	Process Description	Performed by	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output Documents Generated	RACI								
Quantity Determination	<p>The quantity to be sold is determined based on the budgets.</p> <p>In the case of Exports, when there is a subsidy provided by the Government, or release order mechanism, the sales volume is defined by DFPD.</p> <p>In the case of Export through OGL route, there is no restriction on sales volume and actual sales are based on achieving the targeted price and availability of stock in each of the factories.</p>	Head – Sales & Marketing	Corporate Office		<p>OTC-L-3</p> <p>The following parameters are taken into consideration during sales forecasting:</p> <ul style="list-style-type: none"> - Cane availability - Recovery rate - Sugar Production - Sugar availability in our unit as well as marketing area - Capacity expansion plans - Customer base - Segment wise sales <p>Other Control: In SAP limits are fixed based on the release quota volumes as allotted by DFPD for overall EID sales.</p>	Sales Budget		<table border="1"> <tr> <td>R</td> <td>AVP(S)</td> </tr> <tr> <td>A</td> <td>Head</td> </tr> <tr> <td>C</td> <td>Marketing</td> </tr> <tr> <td>I</td> <td></td> </tr> </table>	R	AVP(S)	A	Head	C	Marketing	I	
R	AVP(S)															
A	Head															
C	Marketing															
I																

Process Step	Process Description	Performed by	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output Documents Generated	RACI								
Price Determination /for Exports:	<p>If subsidy is available from the Government, the prices are considered after adding the subsidy and ensuring that the price derived is over and above the cost of the product.</p> <p>In the case of export sales through the OGL route, the prices are agreed based on the international prevailing prices.</p> <p>if the agreed terms are CIF, the freight is adjusted to the price to examine if the selling price is above the cost of production.</p> <p>Necessary forward covers are taken by the treasury team if the sales are made to our subsidiary company M/s PSRIPL on credit basis.</p>	Head – Sales & Marketing	Corporate Office		<p>Other Control: Business plan document. Global price & domestic realisation.</p>	Sales Budget		<table border="1"> <tr> <td>R</td> <td>Sales Department</td> </tr> <tr> <td>A</td> <td>AVP(S)</td> </tr> <tr> <td>C</td> <td></td> </tr> <tr> <td>I</td> <td></td> </tr> </table>	R	Sales Department	A	AVP(S)	C		I	
R	Sales Department															
A	AVP(S)															
C																
I																

Process Step	Process Description	Performed by	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output Documents Generated	RACI
Approval of Quantity	The Export sale quantity determined based on Export Quota, Material physically available in respective unit for exports & price prevailing in international market.	Head – Sales & Marketing	Corporate Office		OTC_M_07 Sugar is a seasonal industry where production happens in 4 to 5 months in a year and sales happens throughout the year. Hence, the stock limit in units are linked to rolling business forecast.			R AVP(S) A Head Marketing C / Head I Commercial
					OTC_L_38 Based on available stock and market conditions, the Head Sales & Marketing to decide will decide on the quantity to be allocated. Hence Export Contract is signed only based on company's availability to supply.			

S3 (a) > Creation of Customer Mater in SAP

Process Detail														
Process Step	Process Description	Performed By	Location	SAP Code	IFC Control Reference	Accounting Entries / Output Documents Generated / RACI								
Customer Master Creation	<p>New customer details such as name, address, and contact details, Star Export certificate, IEC Code & their International bank details are obtained.</p> <p>User department create the master creation request in SAP. Send the details to SSC team with supporting documents.</p> <p>SSC team verify the details with supporting document and approve the master creation in SAP.</p>	Sales Executive	Corporate Office	XD01	<p>OTC_H_01 User department will create Customer code, There is maker and checker control in place.</p> <p>Any changes to the customer are verified by SSC team. After such verification the changes are approved and released.</p> <p>Other Control: In the case of advance payment: Customer master is created accordingly.</p> <p>In the case of credit extension: The credit terms are discussed internally</p>	<table border="1"> <tr> <td>R</td> <td>SE</td> </tr> <tr> <td>A</td> <td>User head / SSC head</td> </tr> <tr> <td>C</td> <td></td> </tr> <tr> <td>I</td> <td>Department</td> </tr> </table>	R	SE	A	User head / SSC head	C		I	Department
R	SE													
A	User head / SSC head													
C														
I	Department													

								between Head Sales & Marketing and SBU Finance Head , then move forward for fixing of applicable credit period.		
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S3(b) > Creation of Sale order in SAP

Process Detail

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Reference	Control	Accounting Entries	Output Documents Generated	RACI								
Sales creation / release	<p>Sale order will be created based on order confirmed by Head – Sales & marketing.</p> <p>Export orders released by Manager commercial by considering Customer, dispatch plant, price, product etc.,</p>	Executive-Commercial	Corporate Office		OTC_H_11	Invoice will be generated based on SO, SAP will not allow any changes to Invoice. For any changes to be made in SO, there is Maker & checker.			<table border="1"> <tr> <td>R</td> <td>SE</td> </tr> <tr> <td>A</td> <td>Sales - Manger</td> </tr> <tr> <td>C</td> <td></td> </tr> <tr> <td>I</td> <td></td> </tr> </table>	R	SE	A	Sales - Manger	C		I	
R	SE																
A	Sales - Manger																
C																	
I																	

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Reference	Control	Accounting Entries	Output Documents Generated	/ RACI
					only after approvals. Invoice cannot be changed once SO is released / approved				
					OTC_L_16 Once SO is created, for any changes done by marketing SO will be blocked automatically. It should be unblocked by SSC team after Proper Approvals so there is Maker-Checker mechanism in place.				
					OTC_L_24 There is clear Segregation of duties, SO will be created at HO after cross checking by SSC,				

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Reference	Control Accounting Entries	Output Documents Generated	/ RACI
					<p>Invoices generated at Plant level. SAP will not allow to change Invoice whatever in SO will be reflected in Invoice.</p> <p>OTC_L_29</p> <p>Multiple Invoice for Partial quantities is possible, till Qty in SO will get exhausted. So Creation of duplicate Invoice is not possible in SAP since Invoice is Linked with SO.</p>			

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Reference	Control	Accounting Entries	Output Documents Generated	RACI								
Cancellation of Sales Order	If, shipment is cancelled for whatsoever reason, the sale order will be cancelled with due approval of Head – Sales & Marketing.	Sales Executive	Corporate Office	VA01	Other Control: In case Deal has expired, a new Deal is created at a price which is currently prevailing. Head Sales & Marketing approval is obtained to extend deal in SAP.				<table border="1"> <tr> <td>R</td> <td>SE</td> </tr> <tr> <td>A</td> <td>Manager Sales</td> </tr> <tr> <td>C</td> <td></td> </tr> <tr> <td>I</td> <td></td> </tr> </table>	R	SE	A	Manager Sales	C		I	
R	SE																
A	Manager Sales																
C																	
I																	

S4 > Exports - Intermediaries

Process Detail

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Reference	Control	Accounting Entries	Output Documents Generated	RACI								
C&F Contracts	<p>Quotations are invited from C&F contractors having experience in handling cargo type.</p> <p>EID will explore the C&F on account of their experience in the industry and service level benchmarking</p> <p>After negotiation and finalization the customer master is created for such contractor, and issued SAP based Service PO to the contractors</p> <p>Any sum claimed by such C&F will be reimbursed upon special approval from Commercial Head.</p> <p>During the tenure of contract, any price fluctuation will be addressed thru Head – Commercial and the same will be intimated to Head – Sales & Marketing.</p>	Manager - Commercial	Corporate			<p>Other Control:</p> <p>Minimum 3 quotations will be obtained from various providers for finalising Lease bidder</p> <p>C&F – Agent request seeking price increase with appropriate reason</p> <p>Manager commercial will initiate the proposal and approval of the same by Head – Commercial.</p>			<table border="1"> <tr> <td>R</td> <td>ESE</td> </tr> <tr> <td>A</td> <td>Sales - Manger</td> </tr> <tr> <td>C</td> <td>SBU - finance</td> </tr> <tr> <td>I</td> <td></td> </tr> </table>	R	ESE	A	Sales - Manger	C	SBU - finance	I	
R	ESE																
A	Sales - Manger																
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Process Step	Process Description	Performed By	Location	SAP TCode	IFC Reference	Control	Accounting Entries	Output Documents Generated	RACI								
Surveyors	<p>For all Ex- factory shipment, the buyer will provide the surveyors at their cost and EID Parry will facilitate their operation in EID Plant.</p> <p>For FOB – Shipments, the company will arrange the reputed surveyors at plant as well as at Port.</p> <p>Surveyors will ensure quality certification before shipments of the cargo.</p> <p>During the dispatches, guidelines provided by quality department at plant as to be followed.</p> <p>MIS will be forwarded by surveyors to Manager – Commercial on the day-to-day activity's status.</p> <p>Surveyors will ensure stuffing of the cargo in container as per the requirement of the buyer.</p>	Manager - Commercial							<table border="1"> <tr> <td>R</td> <td>ESE</td> </tr> <tr> <td>A</td> <td>Sales - Manger</td> </tr> <tr> <td>C</td> <td>SBU - finance</td> </tr> <tr> <td>I</td> <td></td> </tr> </table>	R	ESE	A	Sales - Manger	C	SBU - finance	I	
R	ESE																
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Process Step	Process Description	Performed By	Location	SAP TCode	IFC Reference	Control	Accounting Entries	Output Documents Generated	RACI								
Godown/Warehouse	<p>Requirements are identified based on port of shipment.</p> <p>Periodicity of lease is negotiated with agents.</p> <p>After finalization of rent, agreement is entered into with warehouses</p> <p>Any requirement on account of either extension of existing warehouse or seeking for new warehouse, the Commercial Manger will propose the transaction with Commercial Head .</p>	Commercial – Manager.				<p>Other control:</p> <p>Port licenced C&F will be considered, quotation will be obtained and negotiated for price fixation.</p>			<table border="1"> <tr> <td>R</td> <td>ESE</td> </tr> <tr> <td>A</td> <td>Head – Sales & Marketing</td> </tr> <tr> <td>C</td> <td></td> </tr> <tr> <td>I</td> <td></td> </tr> </table>	R	ESE	A	Head – Sales & Marketing	C		I	
R	ESE																
A	Head – Sales & Marketing																
C																	
I																	

S4 > Shipments Plan

Process Detail

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Reference	Control	Accounting Entries	Output Documents Generated	RACI								
Shipment Schedule	<p>Buyer will send vessel Nomination Delivery order (DO) along with C&F Name, Vessel name and date of shipment, gate open date along with quantity to be loaded</p> <p>Commercial will forward the said DO to appointed CHA and with the request to pick the request containers as per schedule.</p> <p>Commercial will surveyors and dispatch unit for deciding of logistics and supervisors.</p>	Manager - Commercial				<p>Other Control: Delivery order (DO) issued by buyers. Confirmation mail from Commercial team to CHA, Surveyors and plant</p>			<table border="1"> <tr><td>R</td><td>ESE</td></tr> <tr><td>A</td><td>Warehouse Manger</td></tr> <tr><td>C</td><td>Sales - Manger</td></tr> <tr><td>I</td><td></td></tr> </table>	R	ESE	A	Warehouse Manger	C	Sales - Manger	I	
R	ESE																
A	Warehouse Manger																
C	Sales - Manger																
I																	
Dispatch	<p>Logistics team will arrange vehicles as per mail received from Commercial Department.</p> <p>Vehicles will be loaded as per loading SOP under the supervision of surveyors.</p> <p>For Rack movement – The</p>	<p>Warehouse Executive</p> <p>For Rail movement: Manager commercial.</p>	Plant			<p>OTC_H_03</p> <ul style="list-style-type: none"> Security person maintains a manual register to record vehicle details when they enter and exit the factory. Vehicle number, Driver 		<p>E- waybill & Railway receipt. Lorry receipt to be obtained from Transporter</p>	<table border="1"> <tr><td>R</td><td>WE</td></tr> <tr><td>A</td><td>Warehouse Manger</td></tr> <tr><td>C</td><td></td></tr> <tr><td>I</td><td></td></tr> </table>	R	WE	A	Warehouse Manger	C		I	
R	WE																
A	Warehouse Manger																
C																	
I																	

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Reference	Control	Accounting Entries	Output Documents Generated	RACI
	<p>commercial manager will arrange for Rack placement at respective rack loading point by considering the capacity of the shipments and port of discharge.</p> <p>Plants make shipment to port to the C&F Agents and raise delivery order and PGI.</p> <p>Movement of goods -</p> <p>(1) Road - direct delivery to port location</p> <p>(2) Road - Rail - Road - Movement originates from plant with Road and transfer of goods from Road to Rail and later once again change to Road to deliver the goods</p>				name, mobile number, Pass in number(issued by customer) is entered and vehicle is verified by security team at the time of entry into factory premises. <ul style="list-style-type: none"> Invoice issued by warehouse team, weighment slip is verified by security team at the of allowing vehicle outside the factory. <p>Security performs reconciliation of quantity of materials loaded into vehicle based on weighment slip and invoice in addition to verification done by warehouse team</p> <p>OTC_H_10</p> <p>The security persons at the gate checks vehicles when they enter and exit the factory. Godowns are</p>				

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Reference	Control	Accounting Entries	Output Documents Generated	RAICI								
						locked and key is maintained by Godown in charge during non dispatch hours. OTC_L_30 SO>Delivery> Goods Issue>Invoice. While generating Delivery Challan we should mention Lorry No and Details. When there is no Delivery Challan and Invoice, Security will not allow lorry to leave factory.											
Shipment Coordination	<ul style="list-style-type: none"> Supervising operations Coordination with Buyers, C&F Agents, Surveyors Forwarding B/L, Country of origin, Surveyor's report to buyer for approval Prepare commercial invoice in excel Forwarding shipment document with commercial invoice to buyer for 	Commercial Manager						Packing list Commercial Invoice Shipping bill Bills of lading Waybill & Railway receipt.	<table border="1"> <tr> <td>R</td> <td>ESE</td> </tr> <tr> <td>A</td> <td>Warehouse Manger</td> </tr> <tr> <td>C</td> <td>Sales Manager</td> </tr> <tr> <td>I</td> <td></td> </tr> </table>	R	ESE	A	Warehouse Manger	C	Sales Manager	I	
R	ESE																
A	Warehouse Manger																
C	Sales Manager																
I																	

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Reference	Control	Accounting Entries	Output Documents Generated	RACI
	<p>payment</p> <ul style="list-style-type: none"> Coordinate with buyer to receive payment. In case of negotiation with bank, submit shipping document with invoice to Finance Submit shipping documents with export release order to Sugar Directorate for proof of shipment <p>Forward copies of shipping bill, B/L to plants for filing with regional excise authorities for proof of shipment</p>								

S6 > Invoice Generation

Process Detail

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output / Documents Generated	RACI				
Invoices	<p>Invoices will be generated at respective plants as per the sale order issued from HO commercial.</p> <p>Invoice will be handed over to driver / Transporter representative along with E- way bill and packing list.</p> <p>If the movement of goods are thru rail mode, the documents related to movement of goods will be handed over to C&F Agent for Export Shipments.</p> <p>Completion of invoice will be validated by authorised signatory who sign the invoice.</p>	Plant warehouse In charge			OTC_H_11			<table border="1"> <tr><td>R</td></tr> <tr><td>A</td></tr> <tr><td>C</td></tr> <tr><td>I</td></tr> </table>	R	A	C	I
R												
A												
C												
I												
					OTC_L_24							

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output Document Generated	RACI
					<p>OTC_L_16</p> <p>Once SO is created, for any changes done by marketing SO will be blocked automatically. It should be unblocked by SSC team after Proper Approvals so there is Maker- Checker mechanism in place.</p>			
					<p>OTC_L_29</p> <p>Multiple Invoice for Partial quantities is possible, till Qty in SO will get exhausted. So Creation of duplicate Invoice is not possible in SAP since Invoice is Linked with SO.</p>			
					<p>OTC_H_06</p> <p>There is proper SOD in place. Invoice in SAP is generated through the following workflow using Sales order reference: Sales order->Marketing finance release the order -> Outbound delivery no->Billing Document->Invoice Invoices are generated at the unit level from where the goods are</p>			

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output Documents Generated	RACI
					despatched. Receipt entries are made by the SSC team.			
					OTC_H_02 SAP configuration TAXINN will automatically take GST Rate based on the tax code.			
					OTC_M_04 Once invoice is made nobody can change invoice, but they can cancel the invoice and it will go again in approval mechanism			
					Price and quantity cannot be modified during invoice generation as it flows directly from Sales order in SAP			
					OTC_L_25 Invoice in SAP is generated through the following workflow using Sales order reference: .Sales order->Marketing finance clearance->Outbound delivery no->Billing Document->Invoice Hence, incorrect invoice cannot be mapped to incorrect sales			

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output / Documents Generated	RACI
					order. OTC_L_28 Invoice accounting is automatically posted in the books of the company on generation of Invoice. The company ensures that all trucks against which invoices have been raised are moved out of the factory on the same date			
					OTC_L_26 Invoice is captured automatically. Further MM module is closed on last day of the month. Therefore, there is no possibility of backdating of invoice.			
					OTC_L_25 Invoice in SAP is generated through the following workflow using Sales order reference: :Sales order ->Outbound delivery no->Billing Document->Invoice Hence,			

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output Documents Generated	RACI
					incorrect invoice cannot be mapped to incorrect sales order. OTC_L_27 Majority of the sales are made on ex-works basis. Hence revenue is recognized on preparation of invoice which is prepared by Sales person once Gate pass has been approved by the Go-down Manager. In case of CIF contracts also, which are insignificant, sales are considered for the vehicles which have moved out of the factory. Other control: Normally, all exports are covered under Letter of Undertaking executed before GST office for export duty free shipments for all plants. i.e. technically all exports covered as "Free Exports"			

S7 > Receipt of payment

Process Detail

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output Documents Generated	RACI								
Receipt of Payment from Customer	<p>Customers shares / details through e-mail of RTGS payments made</p> <p>Treasury will confirm the payment receipt from foreign banking channel partner.</p> <p>The same will be shared with Team SSC, upon confirmation of the same from SSC team, Receipt is accounted by SSC and customer clearance done by SSC</p>	Marketing Manager & SSC Receivable			<p>O2C_L_36</p> <p>Company accepts payments only through bank transfer or cheque. There is also proper SOD, where SSC team takes care of accounting for receipts and follow up of receivables and sales team does not play role in collection accounting.</p> <p>O2C_L_37</p> <p>Company accepts payments only through bank transfer or cheque. There is also proper SOD, where SSC team takes care of accounting for receipts and follow up of receivables and sales team does not play role in collection accounting.</p> <p>Check is made on UTR number basis. Further, periodic bank reconciliation will also throw out collection accounting errors.</p>		<p>Payment Reference/ Bank Statement Reference</p>	<table border="1"> <tr> <td>R</td> <td>Export – Co Ordinator</td> </tr> <tr> <td>A</td> <td>Head Sales & Marketing</td> </tr> <tr> <td>C</td> <td></td> </tr> <tr> <td>I</td> <td></td> </tr> </table>	R	Export – Co Ordinator	A	Head Sales & Marketing	C		I	
R	Export – Co Ordinator															
A	Head Sales & Marketing															
C																
I																

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output Documents Generated	RACI
						<p>Payment's receipt is checked by SSC team and shared the same with Commercial Team.</p> <p>Other Control: Sales order is created only upon confirmation from SSC department has been received</p>		

S8 > Credit Notes

Process Detail

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output / Document Generated	RACI								
Credit Note to Customer	<p>All credit note request are received at corporate office (such as for quality / quantity issues) are checked for correctness.</p> <p>Commercial Manger will initiate the process with Commerical Head for differencial pricing on account logistics, CHA, Shortage if any.</p> <p>For Price difference, the same will be approved by Head – Sales & Marketing.</p> <p>Shipment quantity related to PSRIPL (Excess / short) Treatment- check with Imran</p>	Commercial Manger	Corporate Office		<p>OTC_H_05</p> <p>For any credit notes, documents will be initiated by Marketing team - The Team lead will send it to Marketing Head- Then once he approves it will come to SSC team, who will get the approval from Finance Head/ SSC Head then only Entry will be posted.</p> <p>OTC_M_06</p> <p>All credit note entries are made through SSC after getting the necessary approval.</p> <p>Other Control:</p> <p>Mail from buyer with a request to issue of Credit note with reason for seeking</p>			<table border="1"> <tr><td>R</td><td>SE</td></tr> <tr><td>A</td><td>Sales Manger</td></tr> <tr><td>C</td><td>Head - SSC</td></tr> <tr><td>I</td><td>Head – Sales & Marketing</td></tr> </table>	R	SE	A	Sales Manger	C	Head - SSC	I	Head – Sales & Marketing
R	SE															
A	Sales Manger															
C	Head - SSC															
I	Head – Sales & Marketing															

Process Step	Process Description	Performed By	Location	SAP TCode	IFC Control Reference	Accounting Entries	Output Documents Generated	RACI
					<p>Report from surveyors.</p> <p>Contract entered with buyer.</p> <p>SSC executive obtains mail approval from Head Sales & Marketing / Head Commercial for processing credit notes/write offs to customer accounts.</p> <ul style="list-style-type: none"> Bank reconciliation is performed on a weekly basis by Finance department and BRS team highlights the unadjusted differences to Finance manager 			

