Create Debit or Credit Note - Description

This workflow is a part of the "Order to Shipment" workflow. What you see in the "Create debit or credit note" is the process flow on how various customer master data is changed in SAP and involved stakeholders.

The following Business Area's are involved in the "Create debit or credit note"
- Supply Chain Operations
- Corporate Finance

In the "Create debit or credit note" there are the following Functional Groups
- Supply Chain Operation
- Corporate Finance

The " Create debit or credit note" have the following Functions involved in their flow:
- CSL EMA
- Corporate Tax
- FIL_Sec_Debotor

If you have any questions, comments, changes or need to interact with the accountable of the "Create debit or credit note", these are the responsible (Novozymes contact acronyms are applied):
- CBXJ
- HVIJ

The Resource/Role involved in the "Create debit or credit note", are:
- CSR
- Tax controller
- Accountant

The combined information of the " Create debit or credit note" is the following:

Flow Task/Process	Business Area	Functional Group	Function	Responsible	Role
Create credit or debit note	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Create credit or debit note	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Create credit or debit note	Corporate Finance	Corporate Finance	Corporate Tax	HVIJ	Tax controller
Create credit or debit note	Corporate Finance	Corporate Finance	FIL_Sec_Debtor		Accountant

Customer	Front office CSR	FIN (HJSN)	Fil SSC_Debtor

Front office CSR:

Need to create debit note

Need to create credit note

Link from Follow-up on payments
Link from Change Order (when freight changes after shipment is in progress)

Check information completeness

Missing fininacial information → Provide missing financial information

Complete information

Debit note required

Credit note required

Create debit memo and debit note

Create credit memo

Debit note sent to customer

Credit note approval workflow started

Link to Credit note approval workflow (or add in this process)

Credit note approved / rejected

Note: the credit note is generated by the system, no need for manual action.

Notify customer about credit rejection

Rejected — X — Approved — Always

Credit note must be cleared against invoice

Customer notified about rejection

Notify about clearing

Send credit note to customer

Clear invoice and credit note

Credit note sent to customer

Invoice and credit note cleared