PTP_Helpdesk_Vendor Maintenance- Invoice Level Changes

PTP	Tower: PTP	**Process Map No & Title** PTP-Day1-8.2 Direct - VM - Invoice level changes	PTP_Helpdesk_Vendor Maintenance- Invoice Level Changes

DOCUMENT CONTROL INFORMATION	
Program/Project Name	
Date Draft Approved	
Effective Date	31-August-2020
Prepared By (G)	
Reviewed By ()	
Approved By ()	
Document Stage (Draft / Approved)	Approved
Version Number	1.0
SOP Storage Location	Vendor Maintenance

REVISION HISTORY				
Version	**Date**	**Edited By**	**Approved By**	**Summary of Changes**
2.0	06.28.2021			Genpact pre-approved approvers for vendor# 4000431 for Invoice Level Changes
3.0	12.27.2022			manager name change page no. 5,6, 19 & 30
3.1	04.19.2024			manager name change page no. 5,6, 19 & 30
3.1	02.21.2025			manager name change page no. 5,6, 19 & 30

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1.CONTEXTUAL OVERVIEW

1.1 End to End Process Overview:

Genpact Global Vendor Maintenance Team is part of Genpact Global Supplier Relation Team (Pharmaceutical). This SOP covers the request and changes received from various Internal teams for "Invoice Level Changes" required for amendment in invoices related to "Day term/Due date, Discount Term & Invoice Block or Unblock" request from following teams.

- **Genpact Global PTP Team** – Request changes during regular invoice processing.
- **Genpact Global Supplier Relation Team** - Request changes received from Suppliers.
- **Accounting Team –** Request received for invoicing an accounting adjustment for accurate invoicing. Request received.
- **White Glove Supplier Relation Team -** Request for white gloves suppliers received.
- **Specialty Pharmaceutical Service Team –** Request for Title Model Suppliers received.

After reviewing and making changes in SAP for the requested invoices Genpact Global Vendor Maintenance Team needs to respond back to the above requests.

1.1 TOOLS/SYSTEMS REQUIRED

Name	Description	Path
SAP ECC	ERP – To perform the changes requested on Invoice Level	
Cute PDF	To merge multiple documents for backup file	
MS Office-Excel	To be used in order to prepare spreadsheet for Suppliers	
MS Office Outlook–GMB	Generic Mailbox to receive Stakeholders	
CORA AP Helpdesk Module	AP Helpdesk workflow to receive & resolve queries.	

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1.2 INPUTS & OUTPUTS

Critical Process Inputs

Item	Description	Source (e.g., Related SOPs) / Contact details	File Location/Path	Required (Y/N)
E-mail	Receive E-mails from & Genpact Stakeholders for Invoice Level Changes	GMB/ CORA AP Helpdesk Module		Y

Critical Process Output

Item	Description	Source (e.g., Related SOPs) / Contact details	File Location/Path	Required (Y/N)
Respond to the requestor by e-mail	Final invoice level changes confirmation provided & Genpact Stakeholders	GMB & CORA AP Helpdesk Module		Y

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1.3 ROLES & RESPONSIBILITIES

Team	Roles & Responsibilities
Genpact Global Vendor Maintenance Team	To perform the invoice level changes and confirm back to the requestor
Genpact Global Supplier Relation Team	Responsible to resolve queries of Suppliers in reference to their unpaid invoices & as per requirement, team requesting the Invoice Level Changes with reason of change with backup
Genpact Global PTP Team	Responsible for the processing of Supplier Invoices & as per requirement, team requesting the Invoice Level Changes with reason of change with backup
Accounting Team	Managing Supplier contract information to help Genpact Global Vendor Maintenance Team & as per requirement, team requesting the Invoice Level Changes
Specialty Pharmaceutical Service Team	Taking care of Title Model Suppliers to support them & as per requirement, team requesting the Invoice Level Changes
Supplier Relation Team	Working with White Gloves Suppliers to support them & as per requirement, team requesting the Invoice Level Changes

1.4 DEFINATION

Process Acronyms	Description
GMB	Group Mailbox
VM	Vendor Maintenance
SAP	System Applications and Products
AP	Accounts Payable

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1.5 PROCESS MAPS

2 INVOICE LEVEL CHANGES

Genpact Global Vendor Maintenance analyst receive request via CORA AP Helpdesk Module from Genpact Global PTP Team, Genpact Global Supplier Relation Team, Accounting Team, Supplier Relation Team & Specialty Pharmaceutical Service Team in reference to make the Invoice Level changes, e.g. change in Day Term (Due Date), Discount Term, Placing and Removal of B Block. Genpact Global Vendor Maintenance analyst performs the invoice level changes and confirm back to the requestor.

Note-

(a) Genpact Global Vendor Maintenance analyst send the request to Pharma Supervisor / Manager for approval incase pre-approval is not provided in the request received from Genpact Global PTP Team & Genpact Global Supplier Relation Team.

(b) Genpact Global Vendor Maintenance analyst also receives request via CORA AP Helpdesk Module from Genpact Team only for Vendor in reference to made the Invoice Level changes, e.g. change in Day Term (Due Date), Discount Term, Placing and Removal of B Block. Invoice Level Changes to this vendor considered as pre-approved request, there is no further approval required from Pharma Supervisor / Manager.

Type of Invoice Level Change Request -

1. **Day Term/Due Date Change: -** Date on which invoices are due for payment. This category of request generates when there is need to change the day term. As per request, Genpact Global Vendor Maintenance analyst perform the changes in Day Term of invoices in SAP.

2. **Discount Term Change**: - To calculate the discounted amount of the invoices. This category of request generates when there is need to change the discount term. As per request, Genpact Global Vendor Maintenance analyst perform the changes in discount term of invoices in SAP.

3. **Placing & Removing of B Block: -** Placing B Block means that Supplier invoices are blocked for the payment, due to dispute on Supplier invoices, Incorrect bank details & Duplicate processing. After removing B Block, Supplier invoices are ready for payment. This category of request always received from Stakeholders. As per request, Genpact Global Vendor Maintenance analyst perform the Blocking or Unblocking of Invoices in SAP.

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2.1 CHANGES ON SINGLE INVOICE

These requests come from Genpact Global PTP Team, Genpact Global Supplier Relation Team, Accounting Team, Supplier Relation Team & Specialty Pharmaceutical Service Team to make the changes on single invoice.

Steps to login into CORA AP Helpdesk module and check the request

Step 1: - Genpact Global Vendor Maintenance analyst login into Cora AP Helpdesk Module.

Open URL:

Step 2: - Enter credentials and system will take user to CORA AP Helpdesk Module home page.

Step 3: - On home page, need to click on Helpdesk icon available at the top ribbon.

Step 4: - After clicking on Helpdesk tab Genpact Global Vendor Maintenance analyst able to view all helpdesk cases. As per their respective queues – Assigned and Unassigned.

All Cases: List of all cases

My Cases: The cases assigned or accepted by the user will be available in this view.

Unassigned: The cases which are not assigned to any of the users or not yet accepted.

Shared Cases: The cases which are assigned to a user of a queue, all the other users of that queue would see their colleague's cases in the shared cases.

For example, if there is a Queue with 3 users and the case is assigned to one of the users of that queue, the others two would see that case in their shared view.

Closed Cases: All cases which are closed or completed will appear in this queue.

Step 5: - Genpact Global Vendor Maintenance analyst able to see Invoice Level Change request from & Genpact Internal Teams. Need to click on Invoice Level Change request.

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Step 6: - Once case will be open. Left side there will be a e-mailbox and right side, all case details. To work on case Genpact Global Vendor Maintenance analyst need to click on accept icon in CORA AP Helpdesk Module.

Step 7: - E-mails are in ascending order. All emails from & Genpact Internal Team are available here, check e-mail and identify the request.

Note- If e-mail has not completed information about invoice level change then Genpact Global Vendor Maintenance Analyst ask the Genpact/ requestor to confirm the same. If request received from Genpact Global PTP Team or Genpact Global Supplier Relation Team, then proper reason of invoice level changes & backup should be mentioned along with invoice copy on e-mail.

**Steps to Login, Research and Changes into SAP ECC**

Step 8: - Login to SAP ECC

Step 9: - Click on My ERP tab
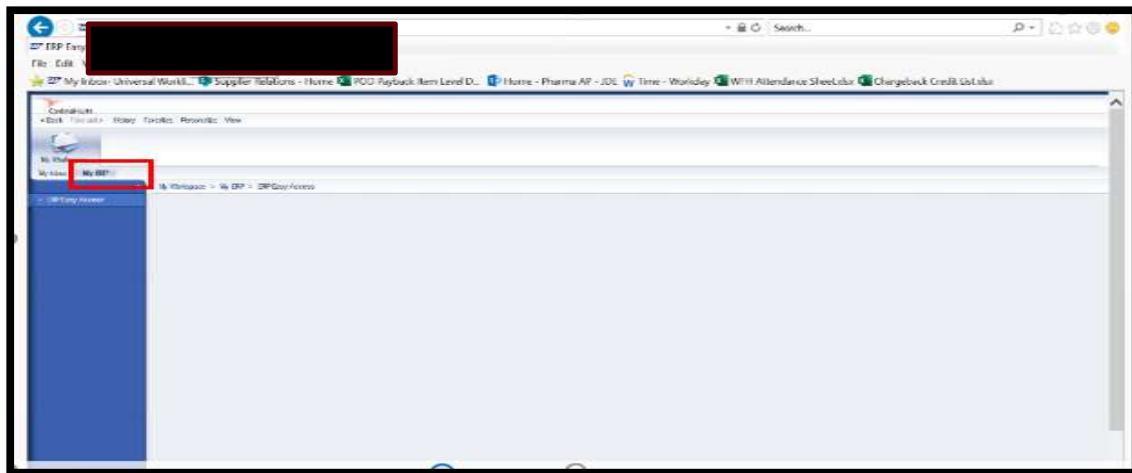
Step 10: - If changes required in an invoice. Use T- Code FB02/FB03 and click Enter button.
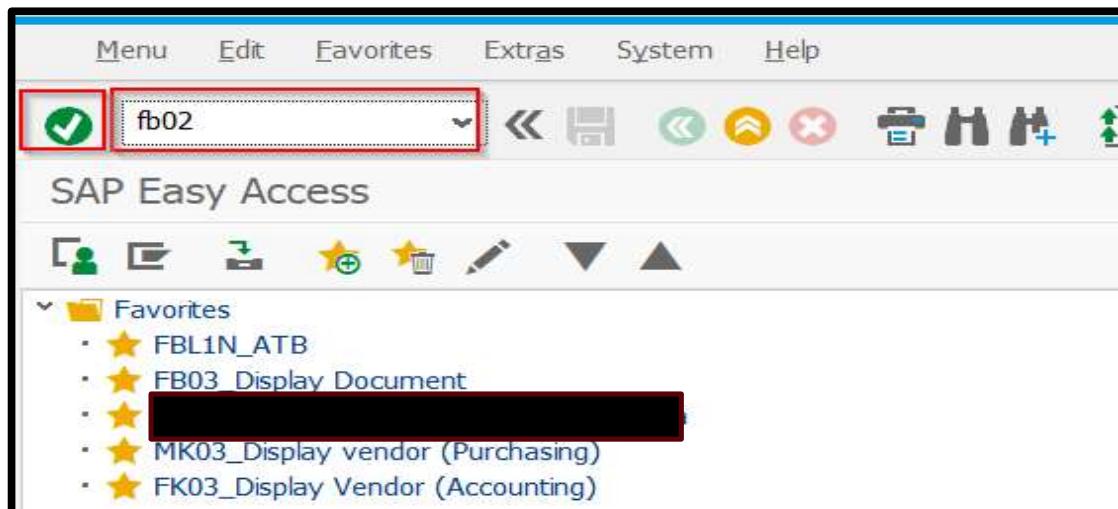
Step 11: - On next screen click on **Document List** option.
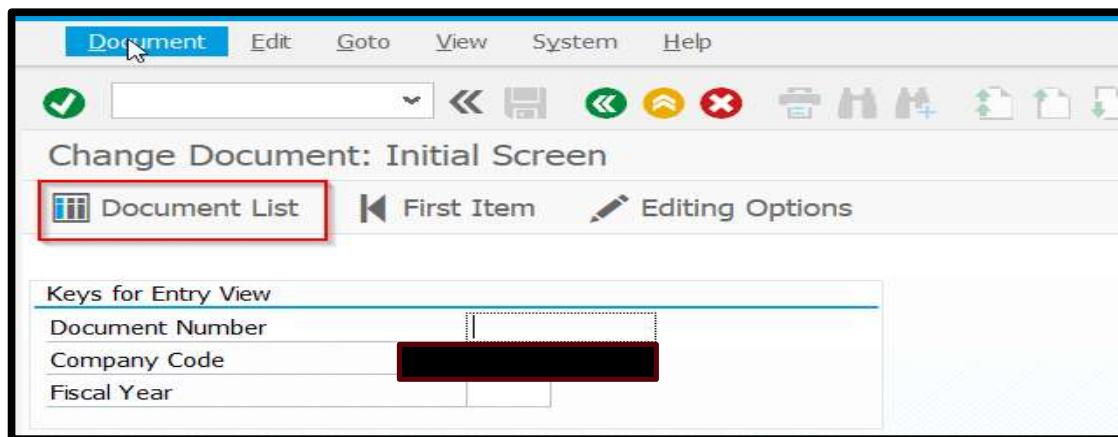
Step 12: - Provide the **company code** and the invoice number with asterisk (*) on the **Reference number** field then click on **execute** button.

Step 13: - This shows all invoices with the same invoice number under the company code provided. Double click on **invoice number** that needs to be changed.

Step 14: - Double click on **Name of the Supplier.**

Step 15: - Process the change as per the request.

Step 16: - If the due date was provided in the request instead of the day terms. Calculate the day difference in between **(>> New Due Date - Document Date = New Day Term)**. Once the day difference or the day terms calculated. Fill it in the first box of the Days/percent field.

Step 17: - If need to update discount term change as per requester, update the discount term in second box of "Days/percent" field.

Step 18: - If need to place or remove B block as per requester. For Placing & Removing of B Block click on **match code box** in the **Payment Block** field.

Step 19: - To place B block on the invoice. Double click on "**B Blocked for Payment"** and save the details by key Ctrl+S.

Step 20: - To remove/unblock B block from the invoice. Double click on "**Free for payment**" and save the details by key Ctrl+S.
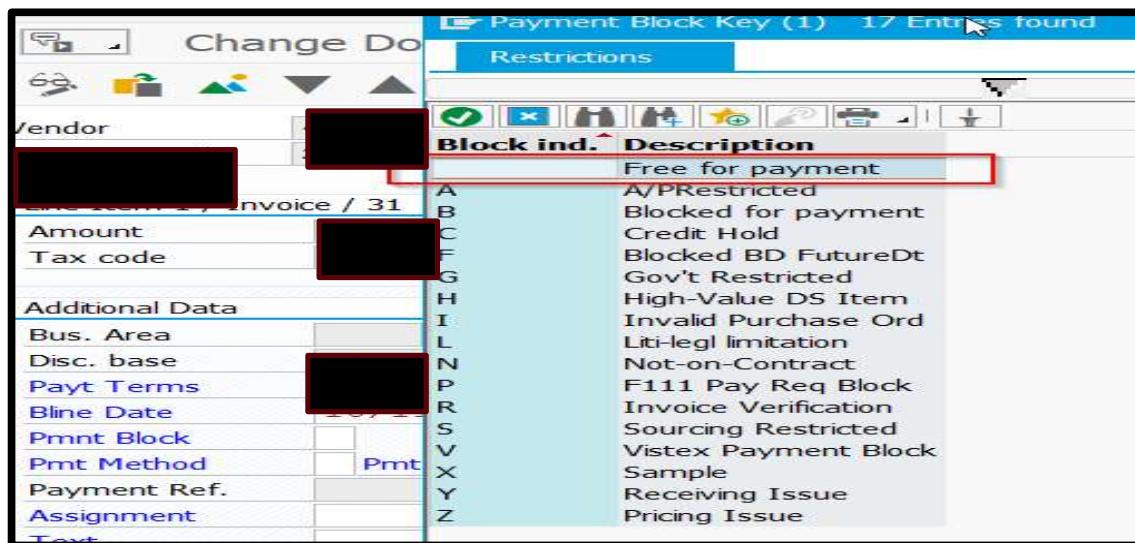
Step 21: - The page will be routed back to the **Document List** page with a message at the bottom that "**Changes have been saved".**

Steps to respond back to requestor in CORA AP Helpdesk Module

Step 22: - Go to Cora AP Helpdesk Module. In e-mailbox section, click on reply icon.

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Step 23: - Write an email to requestor with detail of changes.

Step 24: - Click on send.

Step 25: - Close the case in Cora AP Helpdesk Module. In User Action tab select "Closed", in Pending reason tab select "Resolved" & update the Closure Comment box with case details.

2.2 CHANGES ON MULTIPLE INVOICES

These requests come from Genpact Global PTP Team, Genpact Global Supplier Relation Team, Accounting Team, Supplier Relation Team & Specialty Pharmaceutical Service Team to make the changes on multiple invoices.

Note- Some Suppliers are interested in giving extra discount percentage (%) on their invoices if pay the invoices earlier than due dates. In such instances following are the responsibilities of / Genpact Supplier Relation Team & Genpact Global Vendor Maintenance Team.

Responsibilities of Supplier Relation Team:

1. / Genpact Supplier Relation Team required information: The list of invoices supplier would like to be processed early, new due date which Supplier want, the current discount % and day terms of the Supplier, and the new discount % Supplier are offering.

2. Pull all open invoices by T- code FBL1N from SAP and check if there are deductions processed for these invoices. This should also be considered for the next step.

3. Send all the information to Supplier Relation Manager and Genpact Global Supplier Relation Supervisor Supplier Relation Manager will provide the proposal and request approval regarding cash flow by showing the full $$ impact of the early payment with invoices related deductions to Finance Team Genpact Global Supplier Relation Supervisor need to be looped in the e-mail for Vendor Maintenance instructions.

Responsibilities of Genpact Global Vendor Maintenance Team:

1. Supplier Relation Manager has secured approval from Finance Team and will send the approval e-mail including spreadsheet with the calculation proposed in the proposal to Genpact Global Vendor Maintenance Team.

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2. Genpact Global Vendor Maintenance analyst will change the due dates and discount terms on Supplier invoices and deduction invoices through FBL1N. If the Supplier invoices and deduction invoices are on R block, Genpact Global Vendor Maintenance analyst will send the report to Exception Team for removal of R Block.

3. Exception Team will run a report to clears the R blocks. After confirmation of R block removal from Exception Team, Genpact Global Vendor Maintenance analyst will close the request.

If the Supplier do not offer additional discount terms, Genpact Global Vendor Maintenance analyst will not consider the request for early payment.

Steps to login into CORA AP Helpdesk module and check the request

Step 1: - Follow the steps from 1 to 7 under activity 2.1

Steps to Login, Research and Changes into SAP ECC

Step 2: - Login to SAP ECC

Step 3: - Click on My ERP tab

Step 4: - Use T- Code FBL1N and click Enter.

Step 5: - Provide the **Head Office Number (Vendor Account Number), Company Code** and select **Open Items**. Ensure that date provided in Open Items is the current date.

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Step 6: - All Vendor open line Items display.

Step 7: - Click on Reference Column and apply **Filter** by clicking on filter button to search for required invoice numbers.

Step 8: - Click on **Multiple Selection**.
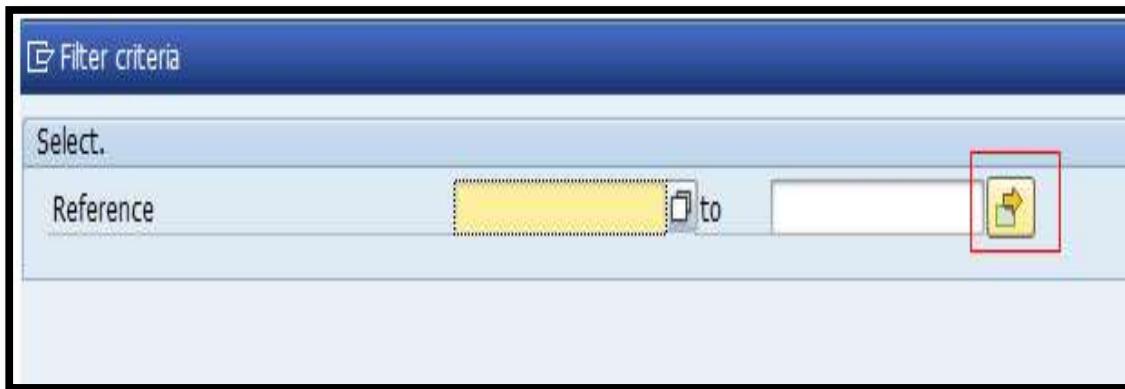
Step 9: - Fill all the Invoice reference numbers on which changes are required then click on **Execute** button.
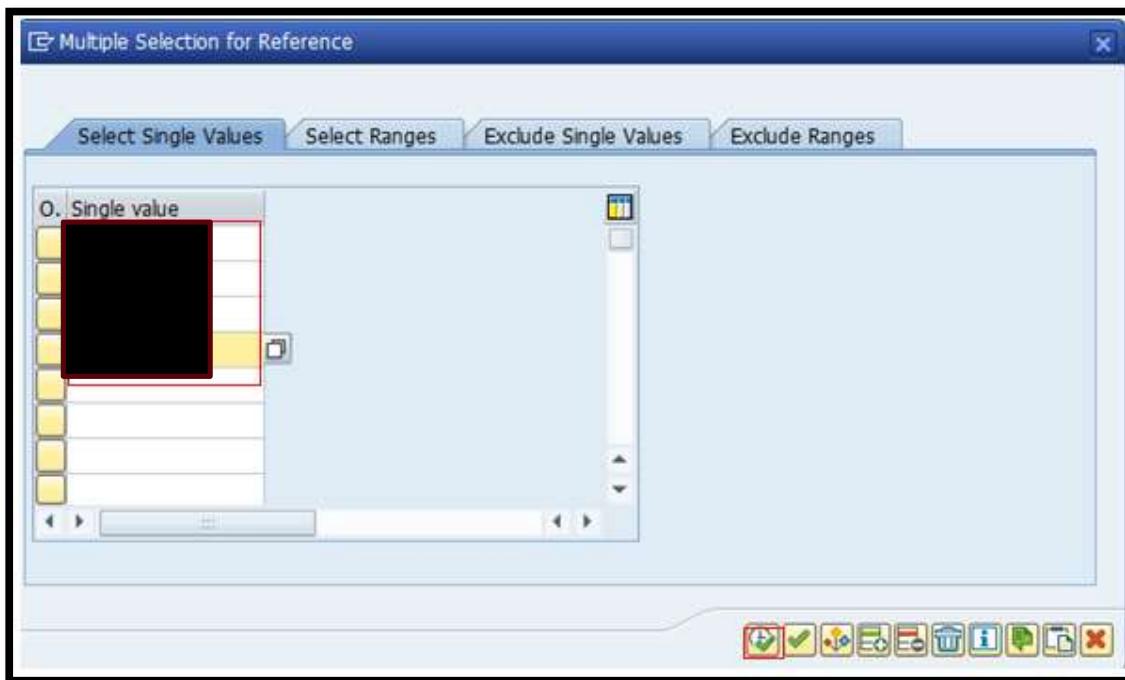
Step 10: - Select all invoices and click on **Mass Change** option.

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Vendor Line Item Display

CoCd	Account	DocumentNo	Reference	Type	Doc. Date	Net due dt	Amount in local cur.
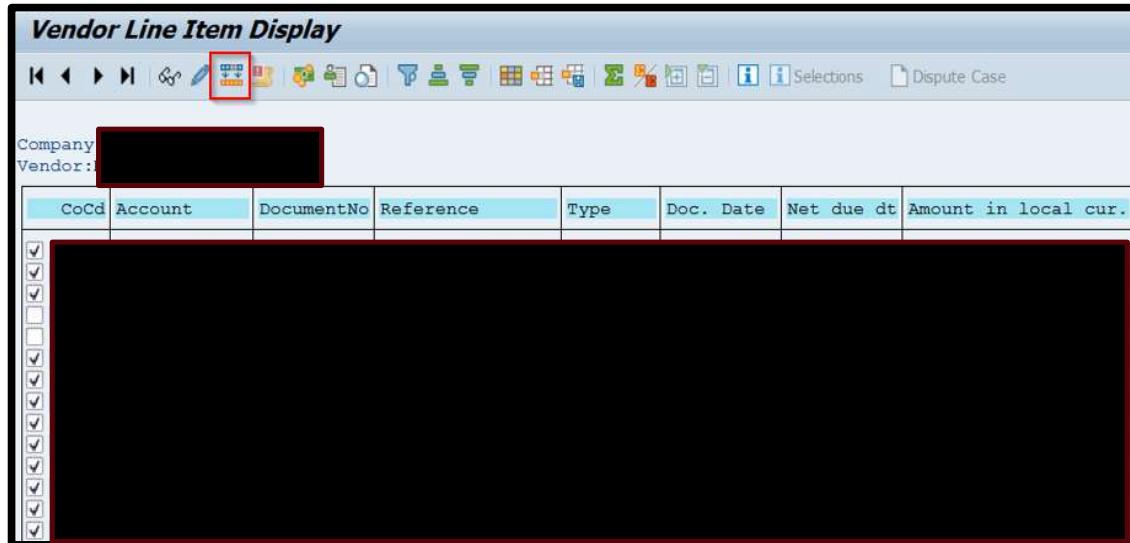
Step 11: - **New Values** screen will be displayed. If need to change **Day Term**, provide the new day terms in the **first box** of the **Conditions** field. Click the **Enter** button.

New Values

Payment data
Baseline Date
Conditions   /   /
Payment Block
Payment Method
House Bank

Dunning data
Dunning Area
Last dunned
Dunning level
Dunning block
Dunning key

Additional data
Text
Assignment
Part. Bank Type
Reason code
AR Pledging Ind
Payt Terms
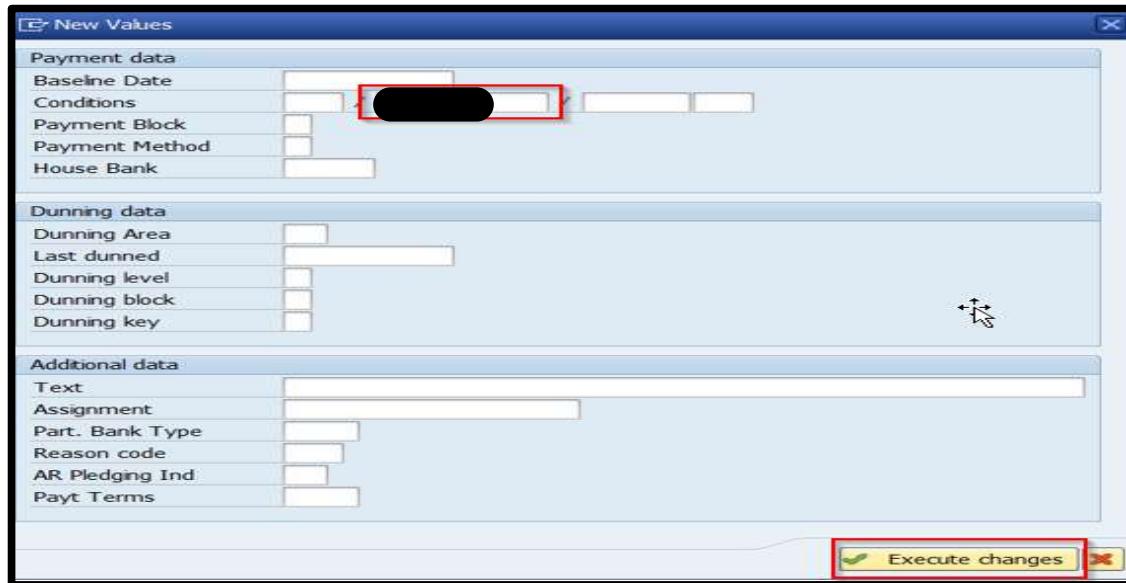
Execute changes

Step 13: - If need to place B block on Invoices. Fill letter **B** in **Payment Block** field or click on the **match code** in the **Payment Block** field and double click on "**B Blocked for Payment**".

Step 14: - If need to remove B block on Invoices. **Payment Block** field must be **blank** or click on the **match code** in the **Payment Block** field and double click on "**Free for payment".**
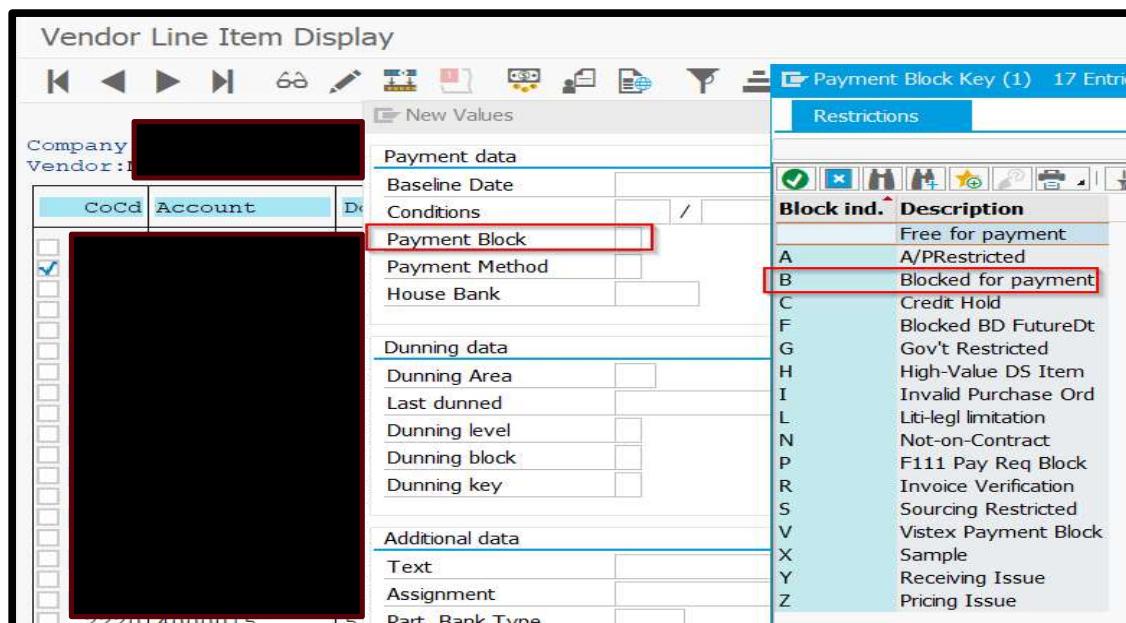
Step 15: - **Vendor Line Item Display** screen will open. Changes on Invoices or Transactions, display in **Blue** font. Revert back to requester by CORA AP Helpdesk Module.

Steps to respond back to requestor in CORA AP Helpdesk Module

Step 16: - Follow the steps from 22 to 25 under activity 2.1

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3-SOX CONTROLS

Not Applicable

4-POLICY & CONTROL

4.1 Segregation of Duties – Documents and Risks

Process step	Activity Code	SOD Description
Not Applicable	Not Applicable	Not Applicable

4.2 SOX Controls

Control No. Per RACF	Control UID	Control Description	Risk
Not Applicable	Not Applicable	Not Applicable	Not Applicable

4.3 Operational Controls

Control No. Per RACF	Control UID	Control Description	Risk

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	Not Applicable		

4.4 Process Risk & Mitigation

Risk and Issues Log			
Reference	**Risks – What Could Go Wrong?**	**Implication**	**Control No. per RACF**
Not Applicable	Not Applicable	Not Applicable	Not Applicable

4.5 Policies

Policy Name	File Location/ Pathname
Not Applicable	Not Applicable

5-PROCESS CADENCE

5.1 Activity Calendar

Activity ID:	Process (Activity)	Description	Activity Objective	Frequency	Workday Due

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1.	Change in Day Term (Due Date), Discount Term, Placing and Removal of B Block by e-mail	Processing vendor maintenance change request for Supplier payment in Genpact Global Vendor Maintenance Analyst's CORA AP Helpdesk Module queue.	As required	Not Applicable

5.2 References

Name/Description of the appendix item	Artifact/Link of the document	Related SOP Activity ID
Not Applicable	Not Applicable	Not Applicable

6-PROCESS CONTACT INFORMATION

6.1 – Issues/ Query related to process or applications/systems

System/Application/Process	Contact Name	Contact Details
SAP	Helpdesk support team	
AWS	Helpdesk support team	

6.2 – Capture escalation contact point for BPO partner Operations team.

Escalations	Contact Name	Contact Details
Level 1 Supervisor		
Level 2 Manager		

6.3 – Key Contact Details

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Role	Contact Name	Contact Details
Level 1 Supervisor		
Level 2 Manager		

7-RECORD RETENTION

Documentation	Electronically/Hard Copy	Stored/Archived
Not Applicable	Not Applicable	Not Applicable