	QMS Procedure MTS Systems Corporation – MTS Test	Document Number: **FS-AD 3250**	Rev.: **A**
Title: **Process to use ZVMC funds to pay for a Project or a separate Time-Based ZVMC service plan.**		Page #: **1 of 6**	
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1   PURPOSE

1.1   To provide instruction on how to properly allocate funds from a ZVMC contract to be used for the purchase of a Project or separate <u>time-based</u> ZVMC service plan. The result will be that the funds are called-off the current contract and credited to the customer A/R record. The project or time-based ZVMC service plan will be invoiced as usual and paid for with the credit issued from this contract.

2   SCOPE – APPLIES TO WHERE & WHEN THE PROCEDURE IS USED

2.1   This procedure applies to all Service Contract Administrators and will be used to charge an existing ZVMC contract for a project or separate time-based ZVMC service plan

3   DEFINITIONS AND ACRONYMS

3.1   **SAP CRM**: CRM system used to enter information.

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4   GRAPHIC (IF NEEDED)

5   RESPONSIBILITIES

5.1   **Contract Administrator**: Responsible for creation of new contracts, balance analysis, add/remove funds, and appropriate rollover (credit/debit) of funds from expiring contract to the new contract.

6   PROCEDURE

6.1   From the left navigation bar, choose "Service Contracts > Search > Service Contracts."

6.2   Enter the *Service plan* number in the Service Contract ID field and press the Enter key.

6.3   Click on the appropriate New ZVMC contract from the Result List to view the order.

6.4   Click [Create Follow Up] and select one of the following:.

6.4.1   "Credit Memo" order type

IMPORTANT NOTE: If offered, do NOT select any product to copy into the credit. Simply Click on the X in the upper right hand corner to close the box.

6.5   Select an Order Reason as required.

6.6   Enter service product "VALUEADD" in the items section (should be the only line item on the order).

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6.7   Select the service plan number from the contract determination box.

6.8   Change the Line Item description to indicate the action being taken;

Insert		Copy from Template		
Edit	Item	Ref	Product ID	Qty	Product
	10		VALUEADD		Purchase of Project 55555

6.9   Update the pricing to reflect the appropriate value to cover payment of the project/ new time-based Service Plan

6.10   Change the status of the order to Released and click [Save].

6.11   Create a follow-up task as appropriate to confirm when the Project/Service Plan is ready to be invoiced.

6.12   Once the subsequent Project or Service Plan is ready for billing, Edit the order to remove the billing block;

   6.12.1   Click on the Billing section of the credit memo and select [Reset Billing Block]

6.13   Reconfirm that the value listed on the order is accurate

6.14   Edit the credit memo to remove the billing block;

   6.14.1   Click on the Billing section of the credit memo and select [Reset Billing Block]

6.15   Change status to "Completed" and Click [Save].

Note: The order will replicate to ECC and need to be invoiced from the Billing Due List. The resulting credit invoice will be printed but **should be pulled and NOT sent to the customer**.   This credit to the customer A/R account will be used to pay for the invoice issued from the Project/ new Service Plan.

7	ASSOCIATED QUALITY RECORDS – AS STATED IN THE QUALITY RECORDS LIST

Required Record

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8   REFERENCE FORMS / TEMPLATES / DOCUMENTS

Form / Template / Document Title	Location

9   CURRENT REVISION'S TRAINING REQUIREMENTS

Training requirements are determined by the document owner.

1. Select Awareness **and/or** Formal training requirements.
2. List (below) the functions or groups that require the training.

Select (mark X)	Training Type	Training Definition
	Awareness	Awareness training is conducted by communication, which is sent/delivered by the approver/author/owner of the document to the affected employees/groups.
X	Formal	Formal training requires the approver/author/owner to collect/store evidence that the affected employees/groups were trained.

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Functions/Groups that require Awareness to this procedure:

- Awareness: List here the function(s) or group(s) that need to be aware of this procedure.
- Formal: Service Administration.

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10   REVISION HISTORY & APPROVAL

Revision History			
Rev	**Description of Change**	**Author**	**Effective Date**
A	Initial Release	M Bintliff	11/13/17

Approval of Current Revision		
Name / Function	**Signature**	**Date**
Michelle Bintliff/ Global Service Administration Manager	*Michelle Bintliff*	11/27/2017