![MTS]	QMS Procedure MTS Systems Corporation – MTS Test	Document Number: **FS-AD 3239**	Rev.: **A**
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Procedure Owner(s) – list Functions: **Internal Service Coordinator/ Service Administration**		Revision's Training Requirements – select one or both (per section #9): **Awareness _ Formal X**	

CONTENTS

1   PURPOSE

1.1   Provide instruction on how to properly create a credit memo against a service order.

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

2.1   This procedure applies to all Internal Service Coordinator/Service Administration personnel.   This process will be used if the service order billing confirmation was processed/ invoiced incorrectly and a credit is required to reduce the amount owed MTS by the customer or to cancel out the original invoice so that a new invoice can be processed.

3   DEFINITIONS AND ACRONYMS

3.1   **Contact**: Person/End user contacting MTS for assistance.

3.2   **Sub-Line Item**: The service products (activities) to be delivered under the Header line item. Each has its own component and price.

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4   GRAPHIC (IF NEEDED)

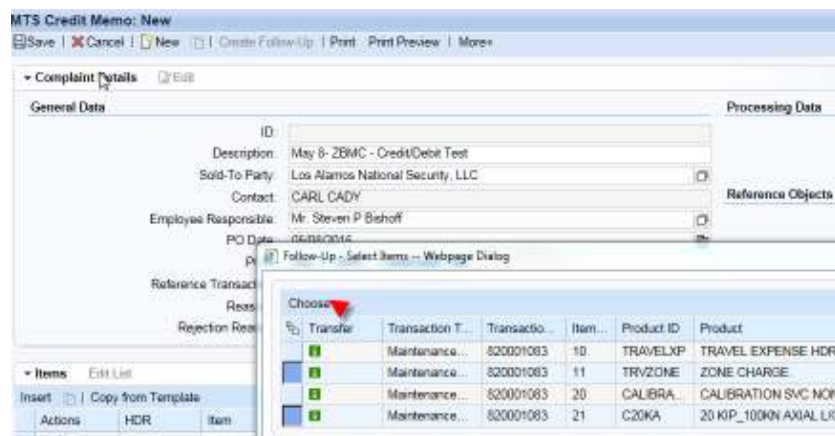## 5   RESPONSIBILITIES

5.1   **Internal Service Coordinator/ Service Administration**: Obtain necessary approval and process credit in CRM.

5.2   **Regional Service Manager**: Approve or decline credit memo request.

5.3   **Global Service Administration Manager**: Approve or decline credit memo request.

6   PROCEDURE

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

6.2   Enter the service order number in the Service Order ID field and click [Search].

6.3   Choose the appropriate order from the Result List.

6.4   Click [Create Follow-Up] and select the "MTS Credit Memo" Transaction Type Description.

6.5   Highlight the line item(s) that you will be crediting and click [Choose].

NOTE: Only sub-line items should be chosen for credits.

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6.6   Select the appropriate "Reason" category for the credit.

6.7   Update the "Pricing" on each line item by selecting the "Edit" icon and opening the Price Detail assignment block.

6.8   Confirm that any applicable tax is represented.

6.9   Confirm Billing Block is set on the order.

6.10   Save the order.

6.11   Email the Regional Service Manager for approval if the credit is being issued at the request of the FSE.

6.12   Email the Global Service Administration Manager for approval if the credit is being issued due to an administrative correction.

6.13   Once authorization is received, attach a copy of the approval to the credit memo request, remove the billing block and change order status to "Released".

6.14   Confirm the ECC Debit Memo was created accurately and the billing blocks have been removed

6.15   Change the status of the CRM Credit Memo Request to "Complete"

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

Required Record

8   REFERENCE FORMS / TEMPLATES / DOCUMENTS

Form / Template / Document Title	Location

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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.

Functions/Groups that require Awareness to this procedure:

- Awareness: List here the function(s) or group(s) that needs to be aware of this procedure.
- Formal: List here the function(s) or group(s) that requires Formal training.

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10   REVISION HISTORY & APPROVAL

Revision History			
Rev	**Description of Change**	**Author**	**Effective Date**
1	Original Release	M Bintliff	3/1/2016

Approval of Current Revision		
Name / Function	**Signature**	**Date**
Michelle Bintliff/ Global Service Administration Manager	*Michelle Bintliff*	3/1/2016