	QMS Procedure **MTS Systems Corporation – MTS Test**	Document Number: **FS-AD 3240**	Rev.: **A**
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Procedure Owner(s) – list Functions: **Internal Service Coordinator/ Service Administratio**		Revision's Training Requirements – select one or both (per section #9): **Awareness _ Formal X**	

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1   PURPOSE

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

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

2.1   This procedure applies to all Internal Service Coordinators/ Service Adminstration personne. This process would be used to correctly invoice an order if the billing confirmation was not correctly processed or to reverse a credit memo created in error.

3   DEFINITIONS AND ACRONYMS

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

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

3.3   **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 Administrator**: Create Debit memo in reference to the original order as needed based on individual requirement for an additional invoice on the order. Usually used to correct billings after a credit is processed.

6   PROCEDURE

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

6.2   Enter the service orer number in the Service Contract ID field and click [Enter].

6.3   Choose the appropriate order from the Result List.

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

6.5   Select the appropriate customer contact record. Highlight the line item(s) that you will be debiting and click [Choose].

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

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

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   Remove billing block if required.

6.10   Change the order status to Released and Save the order

6.11   Confirm that the debit memo request in ECC is accurate with no billing blocks.

6.12   Change the status of the CRM debit memo request to "Complete" .

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

Required Record

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

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		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.

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

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