TRACELINK UNIVERSITY

Customer credit and debit adjustments

Credit and debit adjustments are bi-directional transactions that allows buyers and sellers to ensure the accuracy of financial records and reconcile discrepancies between invoices, payments, and inventory. Use the credit and debit adjustment transactions to correct errors or adjust previously recorded financial transactions. In both cases, adjustments are made to the accounts receivable or payable ledger to reflect the corrected balances.

Users can configure post-transformation logic to classify a sent or received credit and debit adjustment transaction as a supplier credit and debit adjustment or customer credit and debit adjustment. For example, if the controlFileHeader/fileSenderNumber attribute in the canonical matches the companyIdentifierType and companyIdentifierValue within the thirdPartyLogisticsInformation attribute in the canonical, the system should create the transaction subtype as Customer Credit Debit Adjustment. If no match is found, the system should instead create the transaction subtype as Supplier Credit Debit Adjustment.

For more information about Customer credit and debit adjustment guidelines, see Credit and debit adjustment transactions.

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Create and submit customer credit and debit adjustments

Create and submit customer credit and debit adjustments. Additionally, customers can begin work on a customer credit and debit adjustment and save it for completion at a later time.

Create and submit a customer credit and debit adjustment

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.

7. Select Customer Credit Debit Adjustments.
8. Select the New button.
9. Enter the credit debit memo number in the Memo Numberfield.
10. Select the Save button.

    The screen refreshes with the saved customer credit debit adjustments in the draft state and with the required sections populated.

11. Select the Edit button.
12. In the Transaction Information section, select Submitted from the Process Status drop drown.

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13. In the Credit Debit Memo Information section fill in the following fields:
    i. Memo Number field – . The unique identifier for the credit debit memo. This field auto populates the value entered New Customer Credit Debit Adjustment screen.
    ii. Date of Adjustment field – The credit or debit adjustment date.
    iii. Adjustment Type drop-down – Identifies whether the transaction credit or debit adjustment.
    iv. Credit Debit Handling Code drop-down – A numeric or alphanumeric code used to identifies action to be taken by all parties for credit or debit adjustment.
    v. Credit Debit Amount field – The value associated with a credit or debit transaction.
    vi. Currency drop-down – The 3-letter ISO currency code that the line items included in the credit and debit adjustment.
    vii. Credit Debit Adjustment Identifier field – The unique identifier used to track and reconcile financial adjustments applied to an invoice or transaction.
    viii. Action drop-down – A brief description stating the purpose of the transaction.
14. In the Reference Transactions section:
    a. Select the Add + icon. At least one reference transaction line item is required to submit a credit and debit adjustment.
    b. In the Add Transaction Reference panel, fill in the following fields under Reference Transaction Information:
        i. Transaction Type drop-down – The type of transaction.
        ii. Transaction Value type-ahead field – The unique identifier of the transaction.

            If the value does not match the available options, the value must be entered manually.
        iii. Transaction Date field - The transaction date.

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c. Select Apply.

The new reference transaction line item is added to the transaction reference table.

15. In the Service, Promotion, Allowance, or Charge section fill in the following fields:
    i. Allowance, or Charge Indicator drop-down – Identifies credit or charges as discounts or additional charge.
    ii. Charge Type drop-down – The type of credit or charge.
    iii. Charge Quantity field - The quantity linked with a service, promotion, allowance, or charge.
    iv. Charge Currency Code drop-down - The 3-letter ISO currency code that the line items included in the service, promotion, allowance, or charge.
    v. Charge Amount field - The credit charge amount.
    vi. Charge Unit of Measure drop-down - The unit in which the service, promotion, allowance, or charge is measured.
    vii. Charge Description field - A brief description of a service, promotion, allowance, or charge.
16. In the Customer and Supplier section, fill in the following fields under Customer group:
    i. Company type-ahead field – The name of the company sending the customer credit and debit adjustment. This field pulls from the Owner's company and location master data.

    The remaining Customer fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owner's master data, the company name must be entered manually.

    ii. Address 1 field – The address of the particular location.
    iii. Address 2 field – Any additional address information.

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iv. Country drop-down – The two-letter country code with country name for this location.
v. State field – The state or region for this location.
vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.
ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
xi. Party ID Value field – The value associated with the identifier type.

17. In the Customer and Supplier section, fill in the following fields under Supplier group:
    i. Company type-ahead field – The name of the company receiving the customer credit and debit adjustment. This field pulls from the Owner's company and location master data.

       The remaining Supplier fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owner's master data, the company name must be entered manually.

    ii. Address 1 field – The address of the particular location.
    iii. Address 2 field – Any additional address information.
    iv. Country drop-down – The two-letter country code with country name for this location.
    v. State field – The state or region for this location.
    vi. City field – The city for this location.
    vii. Postal Code field – The postal code for this location's main address.
    viii. Contact Telephone Number field – The company or location's phone number.

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ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
xi. Party ID Value field – The value associated with the identifier type.

18. In the Remit To Entity and Bill To Entity section, fill in the following fields under Remit To Entity group:
    i. Company type-ahead field – The name of the company receiving the payment for an invoice or financial obligation. This field pulls from the Owner's company and location master data.

       The remaining Remit to Entity fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owner's master data, the company name must be entered manually.

    ii. Address 1 field – The address of the particular location.
    iii. Address 2 field – Any additional address information.
    iv. Country drop-down – The two-letter country code with country name for this location.
    v. State field – The state or region for this location.
    vi. City field – The city for this location.
    vii. Postal Code field – The postal code for this location's main address.
    viii. Contact Telephone Number field – The company or location's phone number.
    ix. Contact Fax Number field – The company or location's fax number
    x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
    xi. Party ID Value field – The value associated with the identifier type.
19. In the Remit To Entity and Bill To Entity section, fill in the following fields under Bill To Entity group:
    i. Company type-ahead field – The name of the company responsible for

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paying an invoice. This field pulls from the Owner's company and location master data.

The remaining Bill to Entity fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owner's master data, the company name must be entered manually.

ii. Address 1 field – The address of the particular location.
iii. Address 2 field – Any additional address information.
iv. Country drop-down – The two-letter country code with country name for this location.
v. State field – The state or region for this location.
vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.
ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
xi. Party ID Value field – The value associated with the identifier type.

20. In the **Line Items** section:
    a. Select the Add + icon. At least one line item is required to submit a customer credit debit adjustments.
    b. In the Add Line Items panel, do the following:
        i. In the Item Information section, fill in the following fields:
            - Line field – The number to identify the line item by (e.g. 50).
            - Product/Service Type drop-down – The product or service code type (e.g. IN-Product Code). If the item code type is not present in the Owner's product master data then the item code type must be entered manually.

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- Product/Service Value field – The product or service code value. If the item code number is not present in the Owner's product master data then the item code value must be entered manually.
- Adjustment Reason Code drop-down – The code indicating the reason for credit or debit adjustment.
- Quantity field – The quantity related to credit or debit adjustment for a line item.
- Unit of Measure drop-down – The unit in which the line item is measured.
- Currency drop-down – The 3-letter ISO currency code that the line items included in the purchase order are priced with.
- Adjustment Amount field – The value associated with a credit or debit transaction.

ii. In the Service, Promotion, Allowance, or Charge section, fill in the following fields:

- Allowance, or Charge Indicator drop-down – Key identifies credit or charges as discounts or additional charge.
- Charge Type drop-down – The code for type of credit or charge.
- Charge Quantity field - The quantity linked with a service, promotion, allowance, or charge.
- Charge Unit of Measure drop-down - The unit in which the service, promotion, allowance, or charge is measured.
- Credit Charge Amount field - The credit charge amount.
- Credit Charge Currency Code drop-down - The 3-letter ISO currency code that the line items included in the service, promotion, allowance, or charge.
- Credit Charge Description field - A brief description of a service, promotion, allowance, or charge.

c. Select Apply.

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The new line item is added to the customer credit debit adjustments.

d. Select a item information line row and then select the branch icon and fill in the following fields under Reference Information section:
    i. Transaction Type drop-down – The type of transaction for the nested line item.
    ii. Transaction Value field – The value or any unique identifier of the transaction for the nested line item.
    iii. Transaction Date field - The transaction date for the nested line item.
e. Select Apply.

    The reference information is added to line item.

f. Select the item information row drop down to view the reference information in a table.

21. In the Notes section, select the Add + icon to enter any additional comments or instructions.
22. To submit the customer credit debit adjustments:

    To save the customer credit debit adjustments in a Draft state and finish it later, ensure the Move To button is not selected and then select the Save button in the draft state.

    a. Select the Move To button at the top of the screen.

        The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

    b. Select the Save button.

        The customer credit debit adjustments is submitted.

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Tips

- Select the Add + icon, to add a new line item, where available.
- Select the Delete − icon, to remove an individual line item, where available.
- Select the branch icon, to add a new line item in the inserted table, where available.
- New customer credit debit adjustmentss can also be created by selecting the New button on the Customer Credit Debit Adjustments Details screen for an existing customer credit debit adjustments.

Submit a draft customer credit and debit adjustment

Complete and submit a saved customer credit debit adjustments in the draft state.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer from the left menu.
   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Customer Credit Debit Adjustments.
8. Select the Filter button to find the credit and debit adjustments in Draft state.

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9. Select the Memo Number link in the results table.

10. Select the Edit button.

11. In the Transaction Information section, select Submitted from the Process Status drop drown.
12. Confirm the credit and debit adjustment details and select the Edit icon associated with that line item to modify the fields if required.

13. Select the Move To button at the top of the screen.

    The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

14. Select the Save button.

    The customer credit debit adjustments is submitted.

Tips

- Select the memo number row and then select the Delete icon on the top of the Search Customer Credit Debit Adjustments screen, to delete a customer credit and debit adjustment in the draft state.

A deleted transaction cannot be retrieved.

Create new discussions and add comments to existing discussions

Owner and Partner can start discussions or add comments directly from a subtype view page. This allows authorized users from owner and partner companies to collaborate in the context of the transaction they are viewing.

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Start a Discussion from a Subtype View Page

Perform this task to add new discussion directly from the subtype record being viewed.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Navigate to the subtype record you want to discuss.
7. Open the subtype record to display its view page.
8. Select the Add Discussion button.
   The new discussion page opens in a new tab.
9. Start the discussion using one of the following options:

    i. In the Transaction section, select the transaction ID link to review and update the related transaction automatically referenced from the subtype record.

    ii. Select the New button to initiate a new discussion for the transaction, if required.
    This creates a new, independent discussion thread for the transaction. The new discussion will not be a continuation of any existing discussion associated with the subtype record, and prior discussion details from the

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subtype record will not automatically carry forward into the new thread.

10. Enter the discussion details. For detailed field descriptions, see Create and Submit a Discussion.

11. Select the Save button.
    The new discussion is now associated with the transaction from the originating subtype view page.

Add a Comment from a Subtype View Page

Perform this task to add a comment to an existing discussion associated with transaction being viewed.

1. Select the Main Menu  icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Navigate to the subtype record related to the discussion you want to comment on.
7. Open the subtype record to display its view page.
8. Select the Add Comment button.
   The Discussion Search page opens in a new tab within the context of the selected transaction.
9. Find the discussion to update using one of the following options.

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i. Review and update the discussions already associated with the transaction.

ii. Select the Filter button, enter the search criteria, and apply the filter. From the filtered results, select the discussion to review and update. For detailed field descriptions, see Search and View All Discussions.

iii. If the existing discussion is not appropriate, select the New button to start a new discussion for the associated transaction. For detailed field descriptions, see Create and Submit a Discussion.

10. Select the discussion to update.
11. Enter comment.
12. Select the Save button.
    The comment is added to the selected discussion and remains associated with the related transaction.

Search and view customer credit and debit adjustments

Search for and view customer credit and debit adjustments

Perform this task to search for and view the details of the customer credit and debit adjustment sent or received by customers or suppliers. Viewing the details of a customer credit and debit adjustment enables customers or suppliers to quickly access order information (e.g. the quantity for each line item in an order) in TraceLink without having to search through the actual B2B message.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the

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header.

4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer or Commerce - Supplier from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Customer Credit Debit Adjustments.
8. Select the Filter button.
9. Fill in one or more of the following fields to filter the results:
   i. Multi Field Search field - Searches across multiple indexed fields using a single keyword, including Text, Text Area, Email, URL, and Lookup fields.
   ii. Memo Number field – . The unique identifier for the credit debit memo.
   iii. State drop-down – The state of the customer credit debit adjustments:
      - Draft – The transaction is in the draft state.
      - Submit – The transaction has been created.
      - Processing – The application is getting ready to handle incoming transactions by doing some initial tasks, such as copying the files it receives.
      - Processed – The application changes the standard information into a format that is easy to use and specific to your transaction.
      - Preparing to Send – The application is getting ready to send out a transaction and is doing some initial tasks, like copying the necessary information for the process.
      - Sending –The application sends out business transactions to the buyer or supplier.
      - Sent – The transaction is successfully completed and shared with the receiving party.
   iv. Supplier type-ahead – Displays only if the menu item is Sent Customer

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Credit Debit Adjustments The name of the company the customer credit and debit adjustment was sent to.

If the name of the company is not present in the Owner's master data then the company's name must be entered manually.

v. Customer type-ahead – Displays only if the menu item is Received Customer Credit Debit Adjustments The name of the company the customer credit and debit adjustment was received from.

If the name of the company is not present in the Owner's master data then the company's name must be entered manually.

vi. Last Modified drop-down – The period of time in which the customer credit debit adjustments was last updated:

- Today – The transaction was modified within the last few hours.
- Yesterday – The transaction was updated within the past 24 hours.
- Last Week – The transaction was modified in the last 7 days.
- Last Month – The transaction was modified in the last 30 days.
- Last 3 Months – The transaction was modified in the last 90 days.
- Last 6 Months – The transaction was modified in the last 180 days.
- Custom Range – Select a specific period of time that the transaction was modified in from the calendar.

10. Select Apply.

    A list of customer credit debit adjustmentss displays based on the filter results.

11. Select the link for the customer credit debit adjustments from the results table.

    The View Customer Credit Debit Adjustments screen displays.

12. To view all fields for each line item, select the View icon on the Customer

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Credit Debit Adjustments Details screen.

Reprocess and resubmit customer credit and debit adjustments

Reprocess customer credit and debit adjustments

Reprocess the return authorization request if the Processing Status is set to Paused with Error on the Search Business Transaction screen. Use the following procedure to resolve any error messages encountered while submitting customer credit and debit adjustments.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer from the left menu.
   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Customer Credit Debit Adjustments.
8. Select the Filter button to find the credit and debit adjustments in Processing, Processed, Preparing to Send, or Sending state.
9. Select the Memo Number link in the results table.
10. View the following fields for error in the Transaction Information section:
    - Process Status - Displays the status of the submitted transaction.
    - Last Transaction Error - Displays the error message.
11. Select the Edit button..

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12. In the Transaction Information section, select Submitted from the Process Status drop drown.
13. Select the Save button.

    The customer credit and debit adjustment request is moved from Processing state to Sending state indicating that the customer credit and debit adjustment is submitted successfully.

⚠ Do not select the Move To button, as it will cause the transaction to skip a workflow state, preventing successful delivery.

Resubmit customer credit and debit adjustments

If a transaction is successfully sent to a partner but an issue occurs on the partner's side (e.g. in their ERP system), the sender can avoid re-entering all the details by rolling back to a previous workflow state and resending the transaction, thus saving time and effort for both parties.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Customer Credit Debit Adjustments.
8. Select a Memo Number in Sent state.
9. Select the Edit button.

   The state of the customer credit and debit adjustment is automatically set

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to Sending state.

10. Select the Move To button at the top of the screen.

    The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

11. Select the Save button.

    The customer credit debit adjustments is submitted.

The status of the customer credit and debit adjustment moves to Sent state.

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The OPUS Ensemble user experience allows you to switch between companies or environments that you have access to with the same user account (identified by an email) without logging into a separate URL.
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Navigate to help documentation and support

Select the Help Center icon in the header to access the one-stop-shop help center for everything related to the network you are currently within (e.g.

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