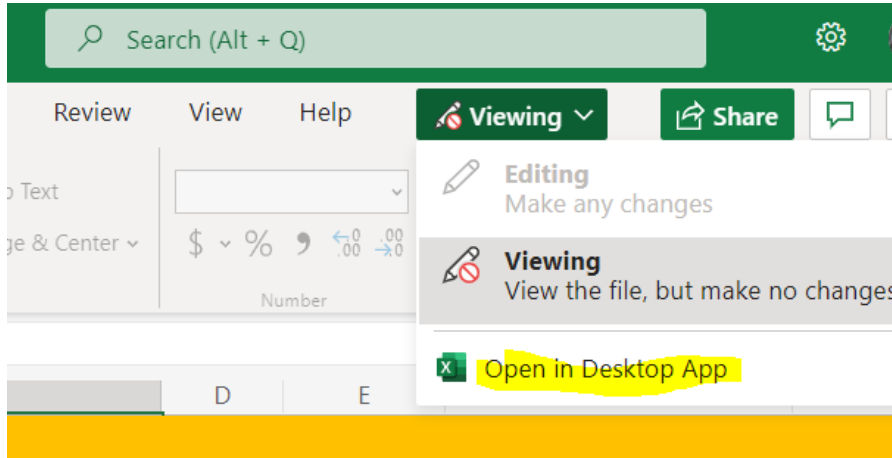







New Manual Transaction Request Process (Request submission)

- The link below will take you to the Customer Financial Assistant. From there, you will select the option for *Billing*, then select *Credit Memo or Manual Bill Request*. Download the Excel form before you begin to enter data or once on the form open in Desktop App before you begin entering data.

[Customer Financial Assistant](#)



- Complete all required fields on the form marked with a red . After acceptable data is entered, a green  will show.

Transaction Request Details		
Contact Name	LaQuita	
Contact Phone	7708602232	
Contact Email	LaQuita White	
Request Type	Select a credit or invoice	<div style="border: 1px solid black; padding: 5px;"> <p>Enter your email address Please enter your email address for status updates related to this request. This should be your entire email address (example: abc@abc.com). If not entered properly, you will NOT receive status updates!</p> </div>
Product Type	Select a product (business)	
Request Currency	Select a transaction currency	

- Comments and details regarding the reason for the request should only be entered in the comments section on the form. Comments entered in the body of the email upon form submission **will not** be visible to the approver.

Request Submission Comments

Add any comments to justify the request and assist with processing. Comments are required for ABL Invoice and OSRAM Invoice (manual bill) requests.

The order meet freight requirements and should not have billed freight.

All comments should be added to the comment section above on this form.
!! DO NOT ADD ANY APPROVALS OR COMMENTS IN THE EMAIL BODY - THEY WON'T BE SEEN !!

- Based on the reason code chosen for your request, when entering the lines at the bottom of the form, verbiage will show in red or blue to guide you with entry. Dialog boxes also pop-up to assist with what type of data is acceptable for each field.

One or more lines indicated with a red "X" are either missing the QTY or the DSP - both are required for each entered line. Please correct before submitting.

Tip: For Pricing Issues, DSP and RNC fields should be entered as the difference to credit and not the old or new value.

LITLN	CI CODE	QTY	DSP	RNC	Commission Total	Distributor Total
1.000	*284971		25		0.00	0
					0.00	0
					0.00	0
					0.00	0
					0.00	0
					0.00	0

Please enter the Distributor Selling Price (DSP) for this line. For Pricing Issues, DSP should be entered as the difference to credit and NOT the old or new value.

- If your request is related to CIP, please mark the field yes in the box on the form.

(if applicable)		OFFICIAL AQD USE ONLY	
Purchase Order (PO) # Example	<input checked="" type="checkbox"/>	CIP Yes	Split: No
RA # (if applicable) 1234567		CIP Distributor Credit 5000.00	Split Agency 1 #: (Enter agency #) 0%
GL # (if applicable) (Enter full GL # including dashes)		CIP Commission Impact 4500.00	Split Agency 2 #: (Enter agency #)
Total Commission Impact 4500.00			Enter first Agency # Enter the agency number for the first split agency here.
Total Credit to Distributor 5000.00			

DO NOT add any lines in the table below. CIP requests do not include lines, anything entered in the Lines table below will be IGNORED!

- At the time of email submission, you can attach other supporting documentation along with the request form. This includes email approvals per DOA. ****For manual bill request, correspondence from the customer acknowledging the charge is required for processing.****

Send

From: LaQuita.White@AcuityBrands.com

To: ABLFinance-ManualTransactionService

Cc:

Bcc:

Subject: Manual Transaction Request Template v3.xlsx



Manual Transaction Request Template v3.xlsx 105 KB

Backup.pdf 115 KB

FW: RE: 968-55590A-02 - GC9336246 - po# P2041817 - Distributor to be invoiced. Outlook item

7. Upon submission of your request, you will receive an email notification with a summary of your request details from ABLFinance-ManualTransaction-Service@AcuityBrands.com. Please note the Request Reference # assigned should you need to communicate with Billing. Review the details to ensure your entry is correct. If you notice the entry is incorrect, send an email to Billing@AcuityBrands.com with the reference # describing your concern.

Your ABL Credit Manual Transaction Request was successfully submitted

 ABLFinance-ManualTransactionService
To  White, LaQuita

 Reply  Reply All  Forward  

Tue 02/01/2022 7:51 AM

Your ABL Credit Manual Transaction Request was successfully submitted and is now pending approval.

You'll receive periodic updates as your request moves through the system. **Please do not reply to this email, it is sent from an unmonitored inbox used to send automated responses.** If needed, an Acuity representative will reach out to you for additional information regarding your request. If you have any concerns with this request, please reach out to your Acuity Customer Care representative and provide the "Request Reference #" below.



Submission Details

Request Reference #: 870
Request Type: ABL Credit
Request Reason: Freight
Request Currency: USD
Agent/SalesPerson #: 999
Customer Account/Seller Reference #: 246812
Request Order #: 999-5555
Request PO #: Example
Total Distributor Credit: (\$500.00)
Submission Comments: The order meet freight requirements and should not have billed freight.
Supporting Attachments Added: 0

Notice: This email is sent from an unmonitored mailbox used to process Manual Transaction Request submissions and send automated responses. This mailbox is not intended for customer support, status follow up, or informational requests regarding a transaction. Replies to this email will not be seen and will only receive an automated response. If you need assistance, please contact Billing@acuitybrands.com.

8. If you receive an unsuccessful submission notification regarding your request, please read the details in the email to determine which actions are needed to successfully resubmit. You can go back to the form you completed to make the corrections and resubmit to ABLFinance-ManualTransaction-Service@AcuityBrands.com.

RE: Manual Transaction Request Template v3.xlsx

 ABLFinance-ManualTransactionService
To  White, LaQuita

 Reply  Reply All  Forward  

Tue 02/01/2022 8:03 AM

Your Manual Transaction Request submission wasn't accepted as it either contained no lines or the Total to Distributor amount was 0 or invalid. Please review the instructions listed below and try submitting again.

Resolution Instructions: Make sure your request has at least one line item in the Lines table with a minimum QTY of 1 and a DSP value greater than 0 and no fields contain "#VALUE!" (which indicates the calculation couldn't be properly populated and is usually caused by pasting in data). Use the popovers to help fill in fields if you don't have a specific LIT LINE to reference. Then resubmit your request.

Need additional help? Please review our [Standard Work Instructions](#) and [FAQs](#) for assistance before submitting requests. If you continue to see this error, have read all instructions, and have validated the above requirements are followed, please contact Billing@AcuityBrands.com.

Notice: This email is sent from an unmonitored mailbox used to process Manual Transaction Request submissions and send automated responses. This mailbox is not intended for customer support, status follow up, or informational requests regarding a transaction. Replies to this email will not be seen and will only receive an automated response. If you need assistance, please contact Billing@acuitybrands.com or your Customer Care representative.

9. As the request is approved and processed, you will receive email notifications ABLFinance-ManualTransaction-Service@AcuityBrands.com with updates. If the request is rejected for any reason, you will receive an email notification with details describing the reason for the rejection.

If you have any questions or suggestions regarding this new process, please reach out to Billing@AcuityBrands.com.