

Exception & Goodwill Approval Matrix

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1. Overview

This matrix defines the authorization levels required for credits and price adjustments that fall outside of standard contractual promotions. These are categorized as "Goodwill" or "Clinical Exceptions" within the EMEA Work Instructions.

2. Authorized Exception Scenarios

The following scenarios are pre-approved for exception processing, provided they meet the approval thresholds in Section 3:

- **Contractual Confusion:** Errors where a customer signed an APEX agreement but was eligible for CuCo tiers.
- **System/Operational Issues:** Technical failures in SAP or SFDC that prevented a valid discount.
- **Clinical Deficiency:** Product-related issues (PSA) requiring a rebate rather than replacement.
- **Administrative Error:** Incorrect data entry by Align staff during order submission.

3. Approval Hierarchy & Thresholds

Total credit value is calculated based on the net adjustment amount (excluding VAT).

Authority Level	Credit Threshold (EUR)	Processing Time (SLA)
Customer Success Manager	Up to €1,000	24 Hours
Commercial Ops Manager	€1,001 – €5,000	48 Hours

Finance Director	€5,001 – €25,000	72 Hours
VP Commercial, EMEA	Over €25,000	5 Working Days

4. Validation Logic for AI Agents

To automate the approval routing, the system must perform the following:

1. **Scenario Match:** Identify the "Reason for Credit" in the SFDC Ticket.
2. **Value Calculation:** Aggregate the total credit amount across all Sales Orders in the batch.
3. **Routing:** If the total value exceeds the threshold of the requestor, the system must flag the ticket for the appropriate higher Authority Level.
4. **Work Instruction Compliance:** Ensure the batch contains at least **10 invoices** as per EMEA Batch Credit guidelines.

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