

1.0 PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to describe the process for creating and maintaining partner financial master data. Customer Finance adds internal data and credit limit to the credit view. Customers cannot be approved until a customer approval form has been approved by the designated form or person.

2.0 SCOPE

This SOP applies to changes made to customer data in the Company Code view and the Credit Management view in the global ERP system.

3.0 ROLES AND RESPONSIBILITIES

Role	Responsibility
Management	<ul style="list-style-type: none">• Ensure that this procedure is followed• Ensure that staff receive training
Staff	<ul style="list-style-type: none">• Complete required training
Customer Finance	<ul style="list-style-type: none">• Complete required training• Collect credit information for input
ERP Business COE (Master Data Management)	<ul style="list-style-type: none">• Establish and enforce policies and procedures to maintain control and uniformity over the usage and definition of Master Data Objects as defined in GP0122• Determine data audit reporting and practices for Master Data Object data integrity and accuracy• Monitor change management processes for product related or regulated data elements through CCMS workflow

4.0 REFERENCES

This GSOP refers to the current version of the following documents:

SOP-00129 Global ERP Master Data Management
415.12 Customer Approval—CEE
950.23 Customer Approval—Nordic Area
954.02 Customer Approval—The Netherlands
955.03 Customer Approval—UK/Republic of Ireland
956.04 Customer Approval—Belgium/Luxembourg
957.03 Customer Approval—Spain
958.08 Customer Approval—Portugal
959.02 Customer Approval—Germany
960.05 Customer Approval—Austria
963.06 Customer Approval—France

964.02 Customer Approval—Switzerland

965.03 Customer Approval—Italy

5.0 GENERAL

5.1 Important Concepts

Not Applicable

5.2 Definitions

Term	Definition
Alternate payer	Partner that pays Amgen for another customer's A/R
Bill-to customers	Partner Amgen sends the invoice to
End customer/drop ship	Partner that receives the product or credit not directly from Amgen
Payer	Partner that pays Amgen and has an A/R account
Ship-to customers	Partner who receives the product
Sold-to customers	Partner Amgen has a contractual agreement with

5.3 Abbreviations

Abbreviation	Definition
A/R	Accounts Receivable
CCMS	Change Control Management System
CMA	Customer Master and Alignment (U.S. only)
COE	Center of Expertise
EU	European Union

5.4 Equipment

Not Applicable

5.5 Materials

Not Applicable

5.6 Safety Precautions

Not applicable

6.0 PROCEDURE

6.1 Company Code and Credit Management

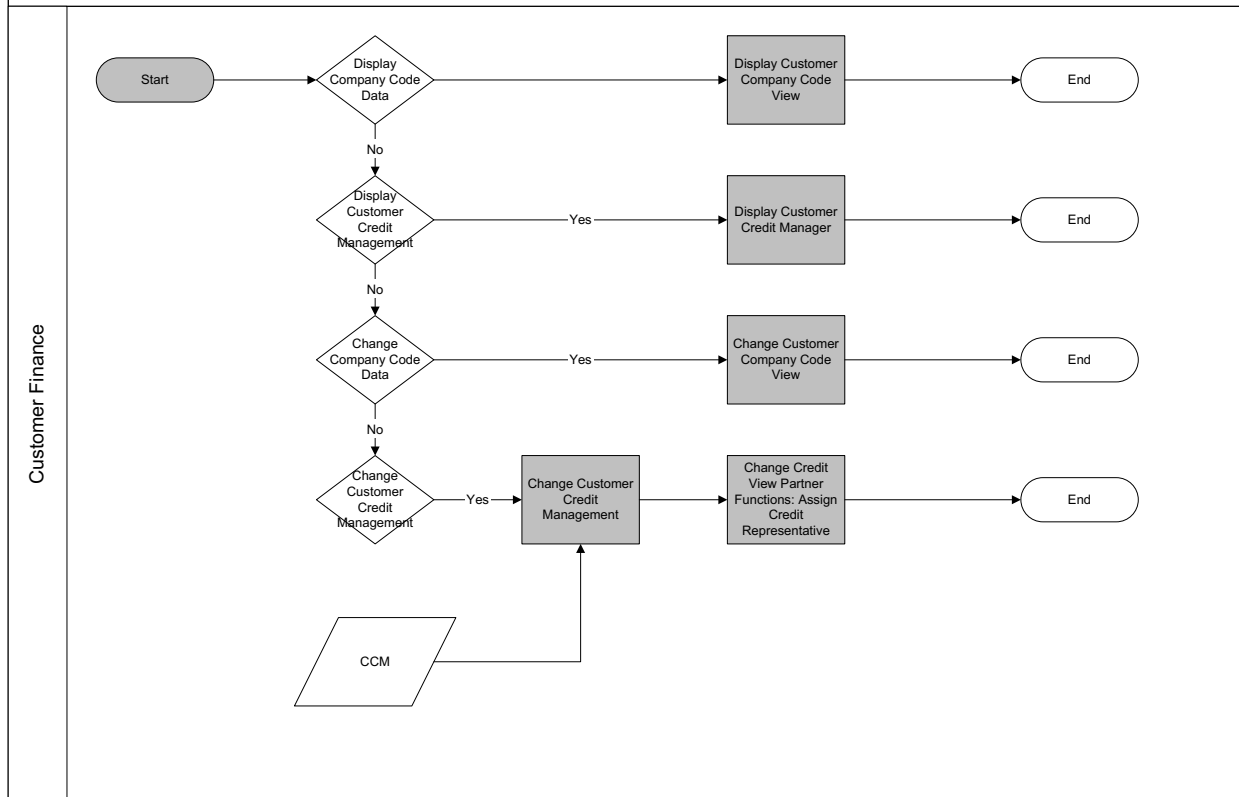
This procedure follows the Partner Maintenance Finance: Company Code and Credit Management procedure in Appendix 1.

- 6.1.1 Maintain the following data objects and attributes as a work request from Customer Service:
 - Company code data
 - Customer credit data
 - Customer credit management
- 6.1.2 Collect credit information for input.
 - 6.1.2.1 Input credit information.
- 6.1.3 Change Credit/Views Partner function.
 - 6.1.3.1 Review information from Change Control Management System (CCMS).
 - 6.1.3.2 Assign Corporate Credit Representative.
- 6.1.4 Notify the work stream administrative team of proposed changes to data objects or attributes shared with other teams.
- 6.1.5 Notify the Master Data Center of Expertise (COE) team of proposed changes to fields or tables.

APPENDIX 1

Partner Maintenance Finance: Company Code and Credit Management

Partner Maintenance Finance: Company Code View and Credit Management



DOCUMENT HISTORY

Change	Justification
1. 1.0 Purpose—expanded	Revised to include Customer Finance
2. 5.3 Abbreviations—expanded	Revised to include all pertinent abbreviations throughout the document
3. Migrated to new CDMS template	Required for North America ERP implementation