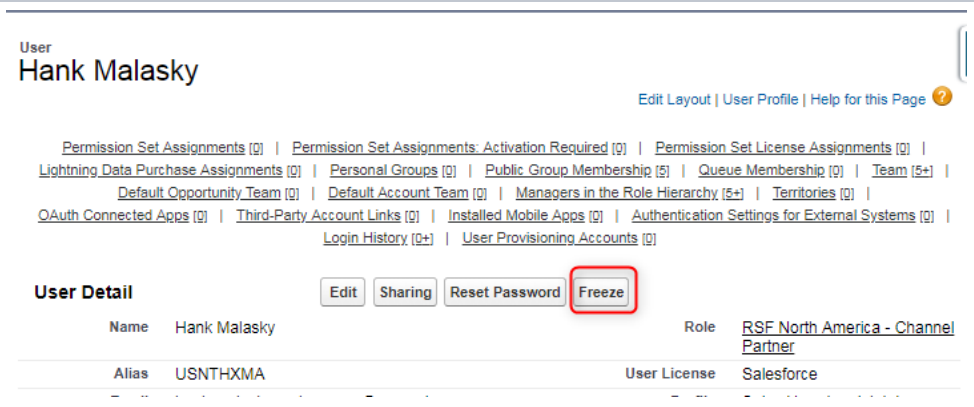
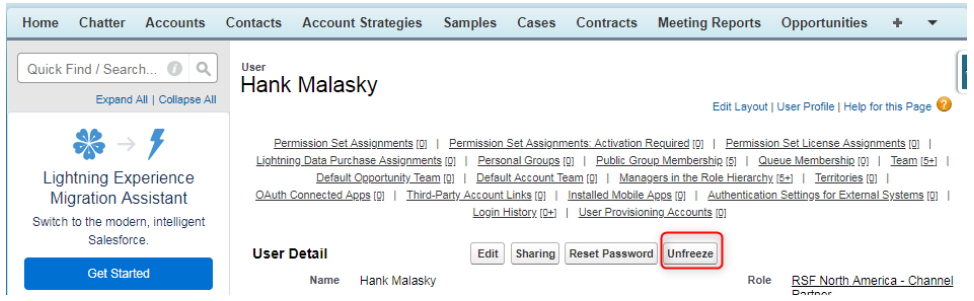
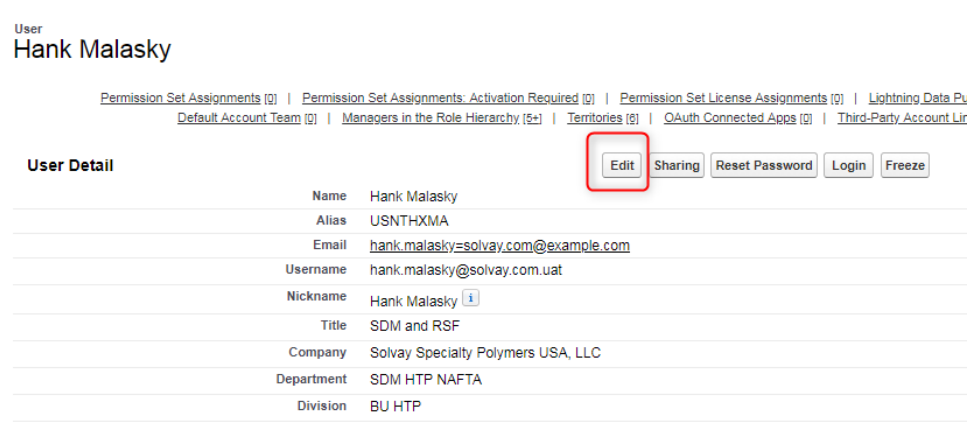
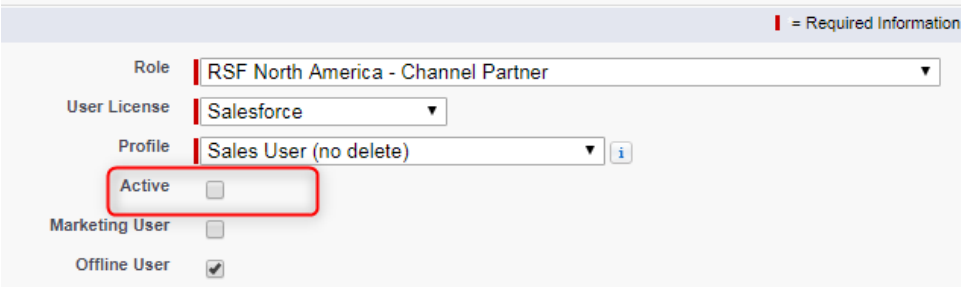
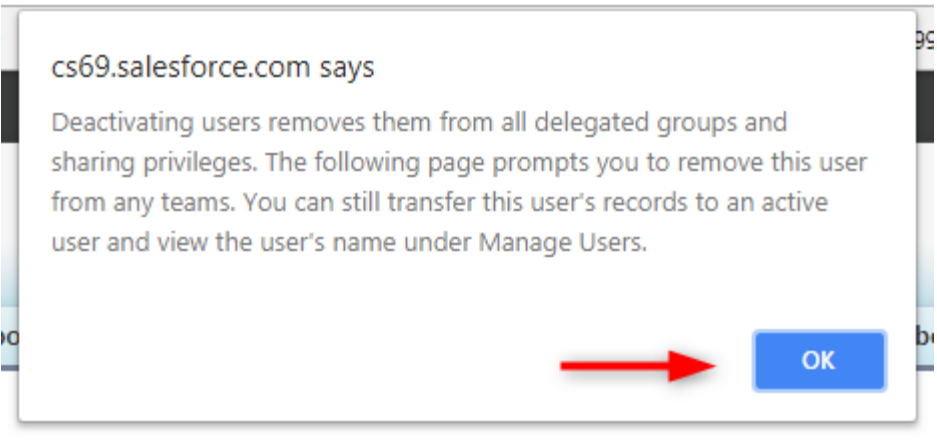
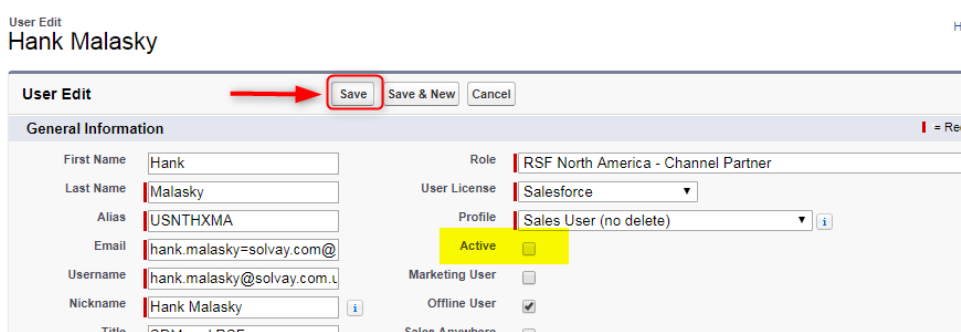
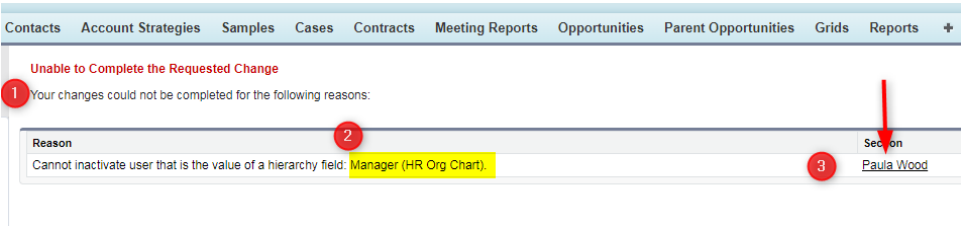


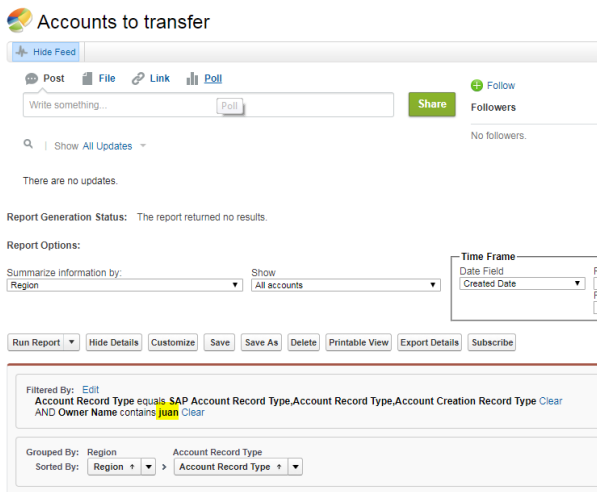
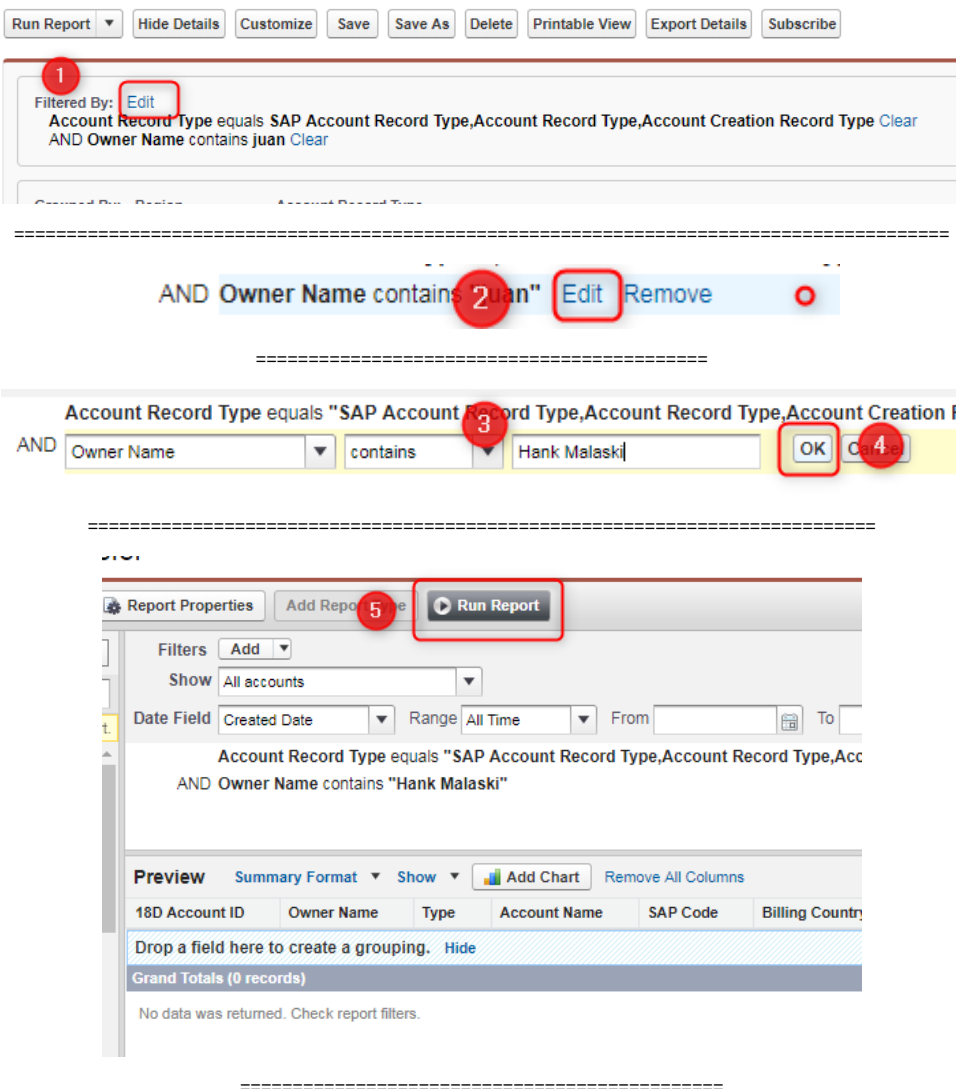
2.1	Freeze User (this action can be reverted at any moment)	 User Hank Malasky Edit Layout User Profile Help for this Page ? Permission Set Assignments (0) Permission Set Assignments: Activation Required (0) Permission Set License Assignments (0) Lightning Data Purchase Assignments (0) Personal Groups (0) Public Group Membership (5) Queue Membership (0) Team (5+) Default Opportunity Team (0) Default Account Team (0) Managers in the Role Hierarchy (5+) Territories (0) OAuth Connected Apps (0) Third-Party Account Links (0) Installed Mobile Apps (0) Authentication Settings for External Systems (0) Login History (0+) User Provisioning Accounts (0) User Detail Edit Sharing Reset Password Freeze Name Hank Malasky Role RSF North America - Channel Partner Alias USNTHXMA User License Salesforce
2.2	[Optional] : Unfreeze User	 Home Chatter Accounts Contacts Account Strategies Samples Cases Contracts Meeting Reports Opportunities + Quick Find / Search... ? Expand All Collapse All  Lightning Experience Migration Assistant Switch to the modern, intelligent Salesforce. Get Started User Hank Malasky Edit Layout User Profile Help for this Page ? Permission Set Assignments (0) Permission Set Assignments: Activation Required (0) Permission Set License Assignments (0) Lightning Data Purchase Assignments (0) Personal Groups (0) Public Group Membership (5) Queue Membership (0) Team (5+) Default Opportunity Team (0) Default Account Team (0) Managers in the Role Hierarchy (5+) Territories (0) OAuth Connected Apps (0) Third-Party Account Links (0) Installed Mobile Apps (0) Authentication Settings for External Systems (0) Login History (0+) User Provisioning Accounts (0) User Detail Edit Sharing Reset Password Unfreeze Name Hank Malasky Role RSF North America - Channel Partner
2.1	Slide down to identify the manager of the user to deactivate	Time Zone (GMT-04:00) Eastern Daylight Time (Amer Locale English (United States) Language English i Currency USD - U.S. Dollar Delegated Approver Manager Steve King Approval Request Emails Only if I am an approver Federation ID
2.3	[Optional]	Email the manager to confirm/validate the user's deactivation
3	Click the button 'Edit'	 User Hank Malasky Permission Set Assignments (0) Permission Set Assignments: Activation Required (0) Permission Set License Assignments (0) Lightning Data Pu Default Account Team (0) Managers in the Role Hierarchy (5+) Territories (6) OAuth Connected Apps (0) Third-Party Account Lin User Detail Edit Sharing Reset Password Login Freeze Name Hank Malasky Alias USNTHXMA Email hank.malasky@solvay.com@example.com Username hank.malasky@solvay.com.uat Nickname Hank Malasky i Title SDM and RSF Company Solvay Specialty Polymers USA, LLC Department SDM HTP NAFTA Division BU HTP

3.1	Uncheck the box 'Active'	
3.2	Ignore the warning; Click OK	
3.3	Save again	
3.4	- If Unable to Complete the Requested Change - check the reason - identify the field to update - go on the users page (on the far right of the screen) - Otherwise go to 3.5	
3.4.1	Slide down to "Additional Information" Section and empty the field named "Manager (HR Org Chart)"	

3.4.2	Save	User Edit Paula Wood User Edit Save Save & New Cancel General Information First Name Paula Role RSF North America - KAM/ Last Name Wood User License Salesforce Alias USNTPYW Profile Sales User (no delete)
3.4.3	Uncheck "Active" box	User Edit Hank Malasky User Edit Save Save & New Cancel General Information First Name Hank Role RSF North America - Channel Partner Last Name Malasky User License Salesforce Alias USNTHXMA Profile Sales User (no delete) Email hank.malasky=solvay.com@ Active ☒ Username hank.malasky@solvay.com.u Marketing User ☐ Nickname Hank Malasky Offline User ☒ Title SDM and RSF Sales Anywhere User ☐ Company Solvay Specialty Polymers II Knowledge User ☐ Uncheck the box again
3.4.4	Save	User Edit Hank Malasky User Edit Save Save & New Cancel General Information First Name Hank Role RSF North America Last Name Malasky User License Salesforce Alias USNTHXMA Profile Sales User (no delete) Email hank.malasky=solvay.com@ Active ☐ Username hank.malasky@solvay.com.u Marketing User ☐ Nickname Hank Malasky Offline User ☒ Title SDM and RSF Sales Anywhere User ☐
3.4.5	Ignore the warning	cs69.salesforce.com says Deactivating users removes them from all delegated groups and sharing privileges. The following page prompts you to remove this user from any teams. You can still transfer this user's records to an active user and view the user's name under Manage Users. OK

3.4.6	Uncheck Active box	User Edit Hank Malasky User Edit Save Save & New Cancel General Information First Name Hank Last Name Malasky Alias USNTHXMA Email hank.malasky=solvay.com@ Username hank.malasky@solvay.com.u Nickname Hank Malasky Title SDM and RSF Company Solvay Specialty Polymers II Role RSF North America - Channel Partner User License Salesforce Profile Sales User (no delete) Active ☒ Marketing User ☐ Offline User ☒ Sales Anywhere User ☐ Knowledge User ☐ Uncheck the box again
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4	The next step is to remove the user from the installed packages (Grid Buddy) Go to Setup » Build » Installed Packages.	blocked URL																																																																																																											
4.1	Search & Find	Installed Packages On AppExchange you can browse, test drive, download, and install pre-built apps and components right into your salesforce.com environment. Learn More about Installing Packages. Apps and components are installed in packages. Any custom apps, tabs, and custom objects are initially marked as "In Development" and are not deployed to your users. This allows you to test and customize before deploying. You can deploy the components individually using the other features in setup or as a group by clicking Deploy. Depending on the links next to an installed package, you can take different actions from this page. To remove a package, click Uninstall. To manage your package licenses, click Manage Licenses. <table><thead><tr><th colspan="10">Installed Packages</th></tr><tr><th>Action</th><th>Package Name</th><th>Publisher</th><th>Version Number</th><th>Namespace Prefix</th><th>Status</th><th>Allowed Licenses</th><th>Used Licenses</th><th>Expiration Date</th><th>Install Date</th></tr></thead><tbody><tr><td>Uninstall</td><td> Salesforce and Chatter Apps</td><td>Salesforce.com</td><td>1.17</td><td>sf_chtr_apps</td><td>Free</td><td>N/A</td><td>N/A</td><td>N/A</td><td>12/10/2017:15</td></tr><tr><td colspan="10">Description This package contains Connected Applications for the officially supported Salesforce apps for iOS and Android and Chatter applications on yo</td></tr><tr><td>Uninstall</td><td> Knowledge Tree</td><td>The Cloud Corporation</td><td>1.32</td><td>kt</td><td>Active</td><td>Unlimited</td><td>0</td><td>Does not Expire</td><td>20/10/2017:15:37</td></tr><tr><td colspan="10">Description A collection of Salesforce.com Administrator tools.</td></tr><tr><td colspan="10">- Role Tree: Visualise and easily administer your role hierarchies</td></tr><tr><td>Uninstall</td><td> Data Cleanser Mobile</td><td>Stratus Cloud Solutions</td><td>2.7</td><td>dcm</td><td>Active</td><td>Unlimited</td><td>0</td><td>Does not Expire</td><td>22/12/2017:18:53</td></tr></tbody></table> Uninstall Manage Licenses GridBuddy AppBuddy Description GridBuddy. Multi-object data management for Salesforce.	Installed Packages										Action	Package Name	Publisher	Version Number	Namespace Prefix	Status	Allowed Licenses	Used Licenses	Expiration Date	Install Date	Uninstall	Salesforce and Chatter Apps	Salesforce.com	1.17	sf_chtr_apps	Free	N/A	N/A	N/A	12/10/2017:15	Description This package contains Connected Applications for the officially supported Salesforce apps for iOS and Android and Chatter applications on yo										Uninstall	Knowledge Tree	The Cloud Corporation	1.32	kt	Active	Unlimited	0	Does not Expire	20/10/2017:15:37	Description A collection of Salesforce.com Administrator tools.										- Role Tree: Visualise and easily administer your role hierarchies										Uninstall	Data Cleanser Mobile	Stratus Cloud Solutions	2.7	dcm	Active	Unlimited	0	Does not Expire	22/12/2017:18:53																											
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4.3	Remove License	Home Chatter Accounts Contacts Account Strategies Samples Cases Contracts Meeting Reports Opportunities + Quick Find / Search... Expand All Collapse All Lightning Experience Migration Assistant Switch to the modern, intelligent Salesforce. Get Started Salesforce Mobile Quick Start Home Administer - Manage Users - Manage Apps - Manage Territories - Company Profile - Security Controls - Domain Management - Communication Templates - Translation Workbench - Data Management - Mobile Administration - Desktop Administration - Lightning for Outlook and Sync <i>New!</i> - Lightning for Gmail and Sync <i>New!</i> - Email Administration Package Details GridBuddy Back to Previous Page <table><thead><tr><th>Package Name</th><td>GridBuddy</td><th>Publisher</th><td>AppBuddy</td></tr><tr><th>Status</th><td>Active</td><th>Allowed Licenses</th><td>310</td></tr><tr><th>Expiration Date</th><td>Does not Expire</td><th>Used Licenses</th><td>276</td></tr></thead></table> for an easy search A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All Licensed Users Add Users Remove Multiple Users <table><thead><tr><th>Action</th><th>Full Name</th><th>Role</th><th>Active</th><th>Profile</th></tr></thead><tbody><tr><td>Remove</td><td>Abbate, Rina</td><td>Technofon PM</td><td>✓</td><td>Product Manager (no delete)</td></tr><tr><td>Remove</td><td>Ahmed, Shavei</td><td>Jueller Task Force</td><td>✓</td><td>Sales User (no delete)</td></tr><tr><td>Remove</td><td>Alexander, Brian</td><td>Additive Manufacturing / 3D Printing</td><td>✓</td><td>BDM User (no delete)</td></tr><tr><td>Remove</td><td>Ando, Kiyomi</td><td>Japan HC/CC SDM</td><td>✓</td><td>Sales User (no delete)</td></tr><tr><td>Remove</td><td>Ardito, Mark</td><td>SDM Electric & Electronic - Natta</td><td>✓</td><td>Sales User (no delete)</td></tr><tr><td>Remove</td><td>Arroyo, Eliud</td><td>RSF North America - Channel Partner</td><td>✓</td><td>Sales User (no delete)</td></tr><tr><td>Remove</td><td>Ashbacher, Valerie</td><td>RSF North America - Channel Partner</td><td>✓</td><td>Sales User (no delete)</td></tr><tr><td>Remove</td><td>Axelrad, Shari</td><td>CTD Americas - C&C, Healthcare, Aircraft</td><td>✓</td><td>TM User (no delete)</td></tr><tr><td>Remove</td><td>Azzariti, Francescantonio</td><td>PVDF/ECTFE Business Line Mgr</td><td>✓</td><td>Management User (no delete)</td></tr><tr><td>Remove</td><td>Baccaro, Ryan</td><td>Avalium Team</td><td>✓</td><td>Sales User (no delete)</td></tr><tr><td>Remove</td><td>Baert, Thierry</td><td>SDM Batteries - EMEA</td><td>✓</td><td>TM User (no delete)</td></tr><tr><td>Remove</td><td>Baleno, Brian</td><td>BDM Industrial & Environment</td><td>✓</td><td>Sales User (no delete)</td></tr><tr><td>Remove</td><td>Bastogavel, Raymond</td><td>Marketing Manager - Industrial & Environment</td><td>✗</td><td>Market Manager (no delete)</td></tr><tr><td>Remove</td><td>Benjamin, Edgar</td><td>CTD Americas - Automotive and E&E</td><td>✓</td><td>TM User (no delete)</td></tr><tr><td>Remove</td><td>Bertasa, Anna Maria</td><td>Marketing Manager - Healthcare</td><td>✓</td><td>Market Manager (no delete)</td></tr><tr><td>Remove</td><td>Bertucci, Alan</td><td>RSF North America - Channel Partner</td><td>✓</td><td>Sales User (no delete)</td></tr><tr><td>Remove</td><td>Blisset, Johan</td><td>RSF EMEA Strategic Key Account Management</td><td>✓</td><td>BDM User (no delete)</td></tr><tr><td>Remove</td><td>Brown, Daniel</td><td>Technofon PM</td><td>✓</td><td>Product Manager (no delete)</td></tr></tbody></table> User is Inactive	Package Name	GridBuddy	Publisher	AppBuddy	Status	Active	Allowed Licenses	310	Expiration Date	Does not Expire	Used Licenses	276	Action	Full Name	Role	Active	Profile	Remove	Abbate, Rina	Technofon PM	✓	Product Manager (no delete)	Remove	Ahmed, Shavei	Jueller Task Force	✓	Sales User (no delete)	Remove	Alexander, Brian	Additive Manufacturing / 3D Printing	✓	BDM User (no delete)	Remove	Ando, Kiyomi	Japan HC/CC SDM	✓	Sales User (no delete)	Remove	Ardito, Mark	SDM Electric & Electronic - Natta	✓	Sales User (no delete)	Remove	Arroyo, Eliud	RSF North America - Channel Partner	✓	Sales User (no delete)	Remove	Ashbacher, Valerie	RSF North America - Channel Partner	✓	Sales User (no delete)	Remove	Axelrad, Shari	CTD Americas - C&C, Healthcare, Aircraft	✓	TM User (no delete)	Remove	Azzariti, Francescantonio	PVDF/ECTFE Business Line Mgr	✓	Management User (no delete)	Remove	Baccaro, Ryan	Avalium Team	✓	Sales User (no delete)	Remove	Baert, Thierry	SDM Batteries - EMEA	✓	TM User (no delete)	Remove	Baleno, Brian	BDM Industrial & Environment	✓	Sales User (no delete)	Remove	Bastogavel, Raymond	Marketing Manager - Industrial & Environment	✗	Market Manager (no delete)	Remove	Benjamin, Edgar	CTD Americas - Automotive and E&E	✓	TM User (no delete)	Remove	Bertasa, Anna Maria	Marketing Manager - Healthcare	✓	Market Manager (no delete)	Remove	Bertucci, Alan	RSF North America - Channel Partner	✓	Sales User (no delete)	Remove	Blisset, Johan	RSF EMEA Strategic Key Account Management	✓	BDM User (no delete)	Remove	Brown, Daniel	Technofon PM	✓	Product Manager (no delete)
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4.4	Ticket closure	Once you have removed the license, notify the requester via email that the user has been deactivated, and then close the ticket.																																																																																																											

5	Accounts to transfer	SpP Data Steward takes over from here. L1 support team's job is over.
5.1	Identify the accounts	SFDC Report : Accounts to transfer
5.2	Modify Owner Filter	
5.3	In Filter section of the report : 1. Click on Edit 2. Hoover on the field and click "Edit" 3. Change the name 4. OK 5. Run Report 6. Export details 7. Export 8. Done	

Report Generation Status: The report returned no results.

Report Options:

Summarize information by:

Region

Show

All accounts

Time Frame

Date Field

Created Date

Range

Custom

From

Run Report

Hide Details

Customize

Save

Save As

Delete

Printable View

Export Details

Subscribe

Filtered By: [Edit](#)

Account Record Type equals SAP Account Record Type,Account Record Type,Account Creation Record Type [Clear](#)
AND Owner Name contains Hank Malaski [Clear](#)

Accounts to transfer

Export Report

Export File Encoding Unicode (UTF-8)

Export File Format Excel Format .xls

7

Export

Done

Accounts to transfer

Export Report

Export File Encoding Unicode (UTF-8)

Export File Format Excel Format .xls

8

Export

Done

5.4

Report is downloaded on your computer

Run Report

Hide Details

Customize

Save

Save As

Delete

Printable View

Export Details

Subscribe

Filtered By: [Edit](#)

Account Record Type equals SAP Account Record Type,Account Record Type,Account Creation Record
AND Owner Name contains Hank Malaski [Clear](#)

Grouped By: Region

Account Record Type

Sorted By: Region

Account Record Type

18D Account ID Owner Name Type Account Name SAP Code Billing Country (text only) Billing City Billing

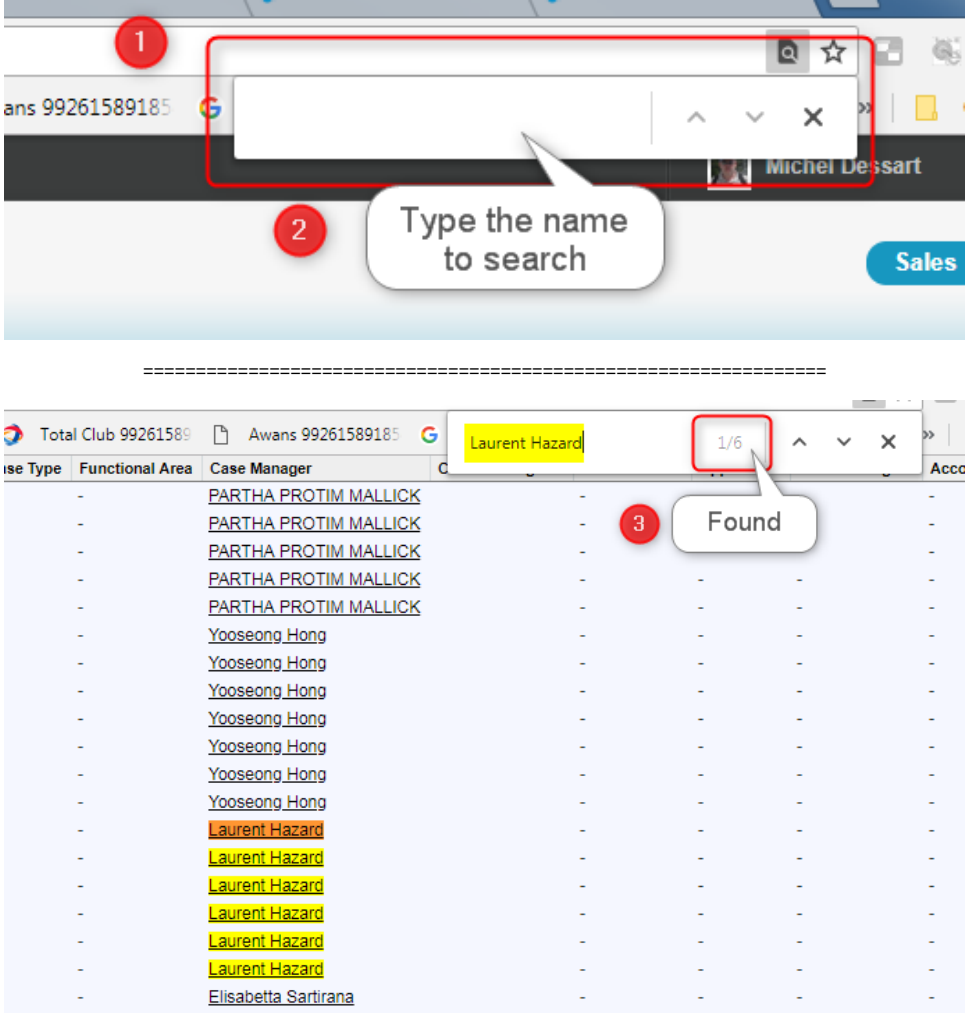
Grand Totals (0 records)

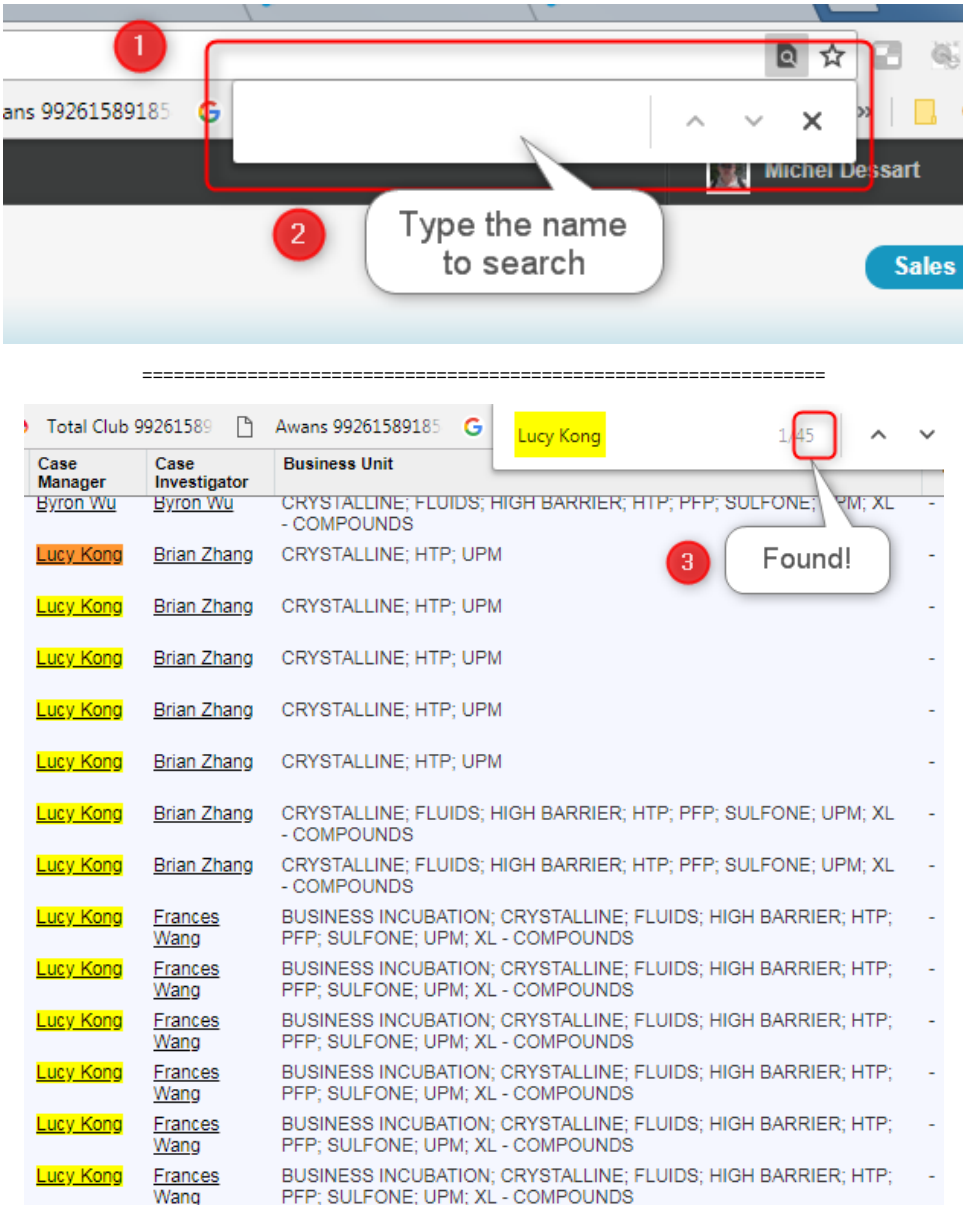
Check rows to filter, then drill down by: --None

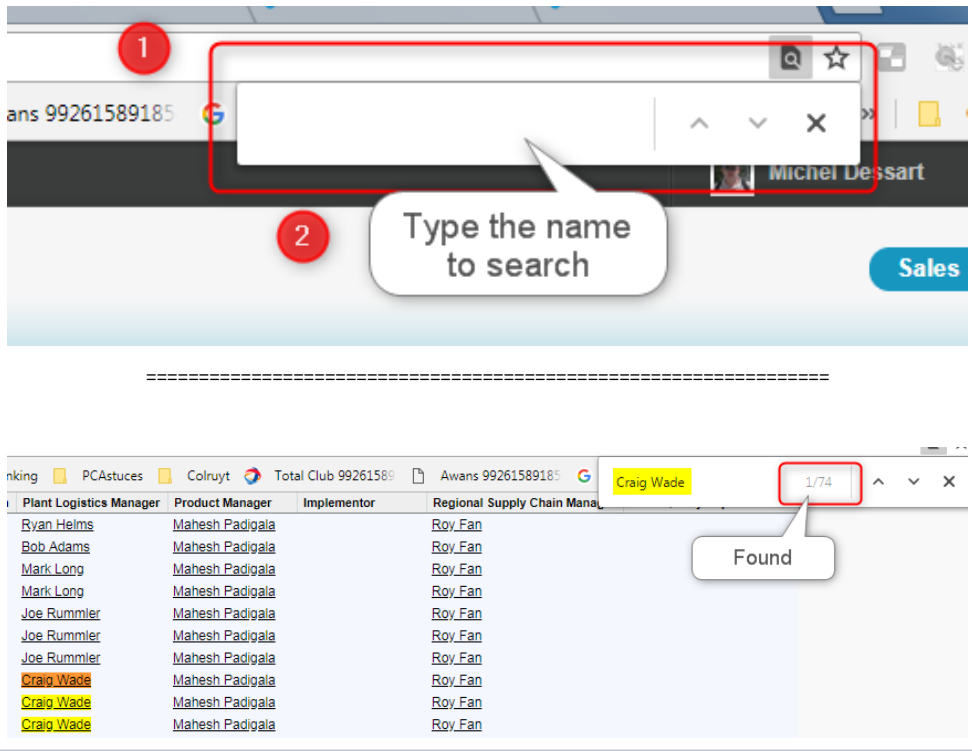
Drill Down

report15282803184....xls

5.5	Email report to manager (identified in point 2.1) and require the identification of new owner	Time Zone (GMT-04:00) Eastern Daylight Time (Amer Locale English (United States) Language English  Currency USD - U.S. Dollar Delegated Approver Manager <u>Steve King</u> Approval Request Emails Only if I am an approver Federation ID
6	Opportunities to transfer	
6.1	Identify the Opportunities	SFDC Report : Dev pool Opportunities to transfer
6.2	Change Name in Owner filter; then proceed the same way as described before in points 5.2 5.5	
7	CTD Rep on Account Page	
7.1	Identify the Accounts with a CTD Rep	SFDC Report : Accounts with CTD Rep
	Change Name in CTD Rep filter ; then proceed the same way as described before in points 5.2 5.5	
8	TRS Case Routing Matrix	Open the report named TRS Cases Routing Matrix and search the presence of deactivated User

8.1	1. Activate the Search function, strike the 2 keys <Ctrl>+<F> of your keyboard 2. Type the name to search in the box (top right corner of your screen) 3. User found	 The screenshot shows a web application interface. At the top, there's a search bar with a magnifying glass icon. A red circle '1' points to the search bar. A red circle '2' points to the search bar with a callout bubble saying "Type the name to search". Below the search bar, there's a table with columns: "Case Type", "Functional Area", "Case Manager", and "Acco". The table lists several users, including "PARTHA PROTIM MALLICK" and "Yooseong Hong". The user "Laurent Hazard" is highlighted in yellow. A red circle '3' points to the "1/6" indicator, with a callout bubble saying "Found".
8.2	Notify the Manager (As identified in point 2.1)	
9	Complaint Routing Matrix	Open the report named "Complaint Routing Matrix" and search the presence of deactivated User

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Annex

Communication templates

#1 - User Replacement Information Request

Dear [Name of GBU User Responsible],

We have been requested to deactivate [Name of User to be deactivated]'s access to the CORE CRM. However, his/her user is critical for some system customizations/functionalities.

In order for us to proceed and ensure the appropriate actions are taken to guarantee correct system function, could you please indicate his/her replacement?

Thank you in advance,

CORE CRM Support Team