

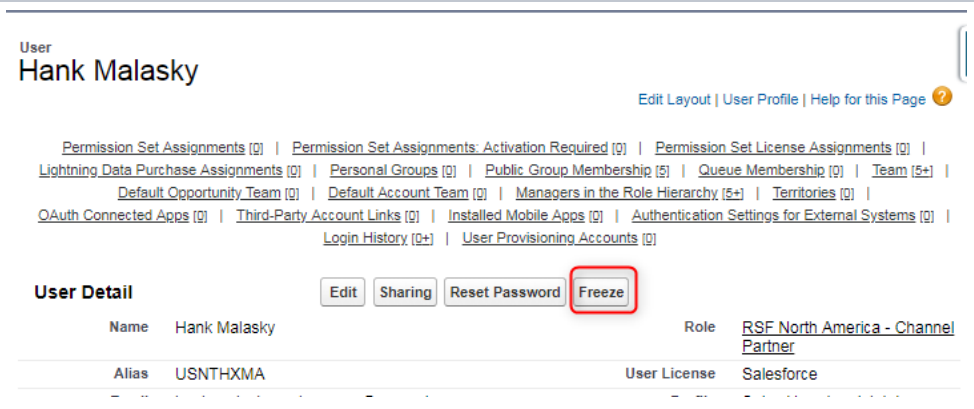
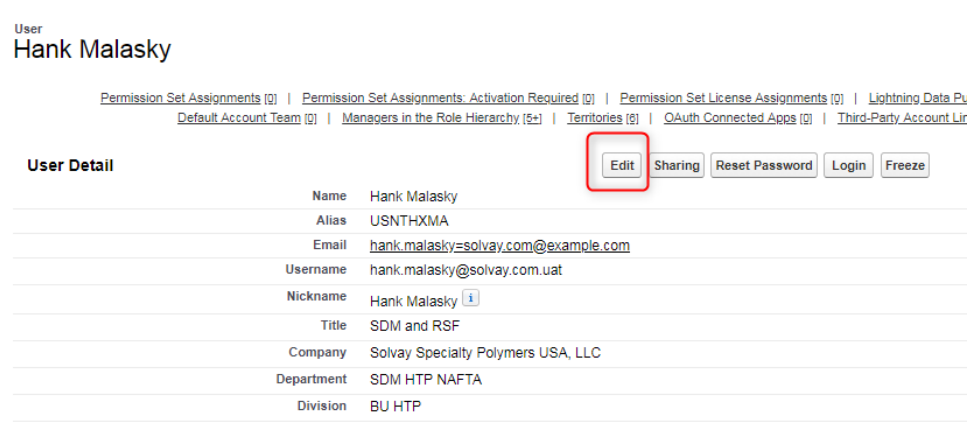
# SPP - User Deactivation

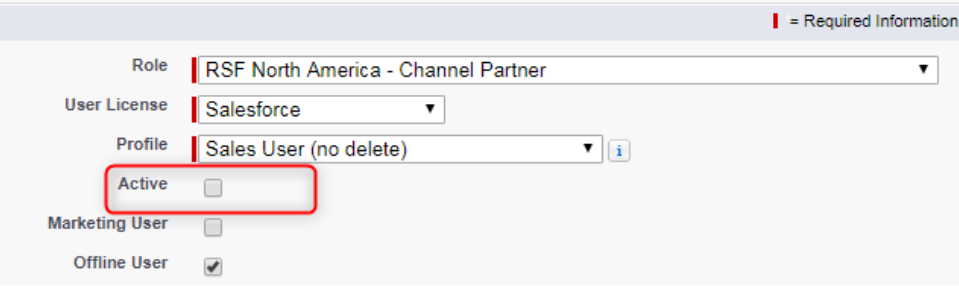
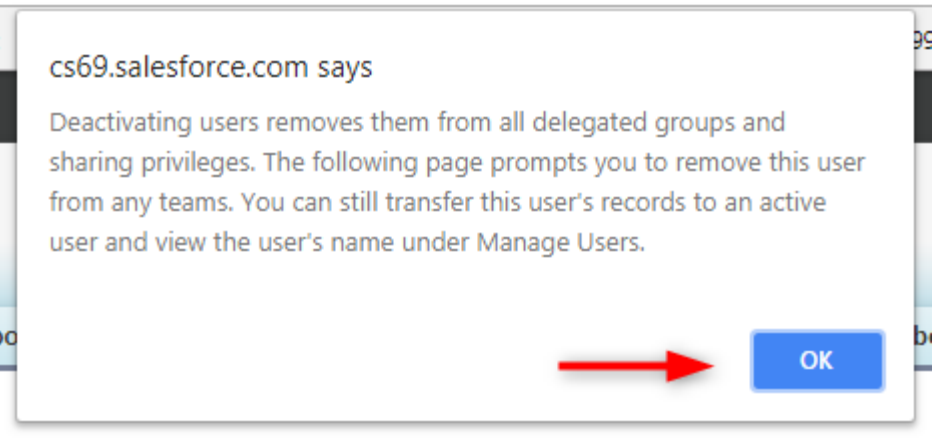
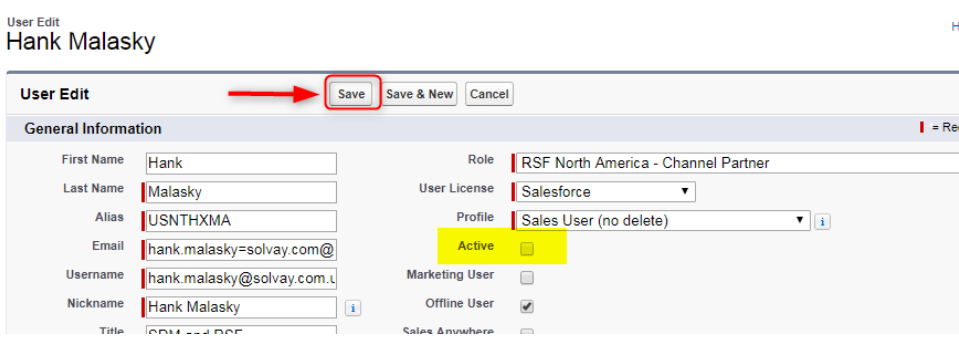
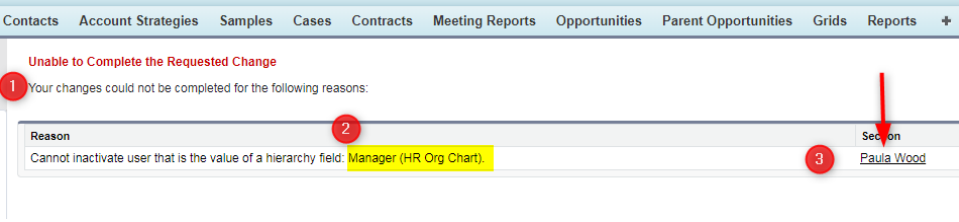
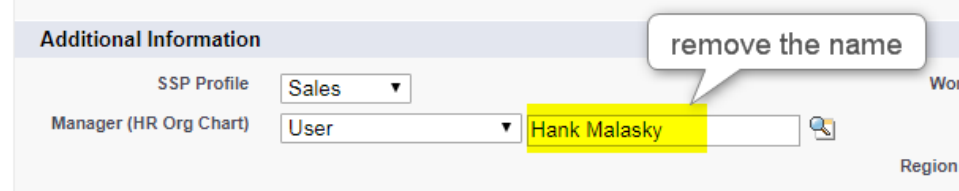
| Objective and Scope                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Table of Contents                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The purpose of this User Deactivation Operation Procedure (OP) is to provide a step by step procedure for User deactivation in the iCare CRM application, in compliance with Solvay Security Policies.</p> <p>This procedure applies to:</p> <ul style="list-style-type: none"><li>iCare CRM Salesforce.com IS solution</li><li>All iCare CRM end Users and their GBU User Responsible</li><li>IT users: both Solvay internal employees working for IS and external IT subcontractors</li></ul> | <ul style="list-style-type: none"><li>Objective and Scope</li><li>Key Roles and Responsibilities</li><li>General Guidelines</li><li>Procedure</li><li>Annex<ul style="list-style-type: none"><li>Communication templates</li></ul></li></ul> |

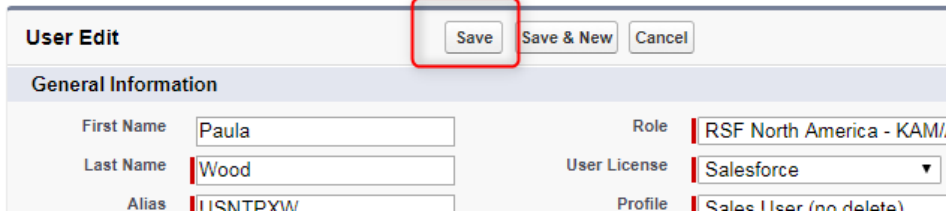
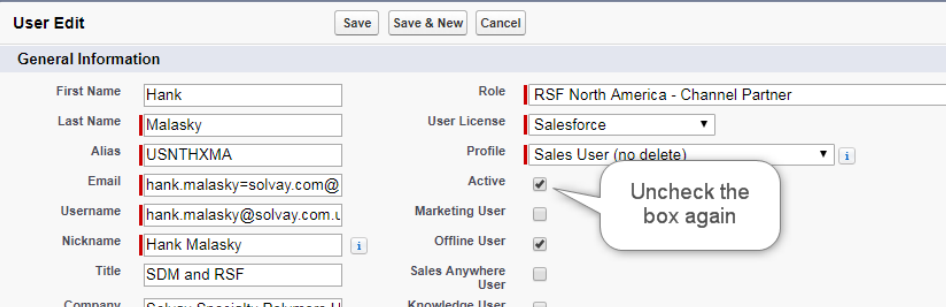
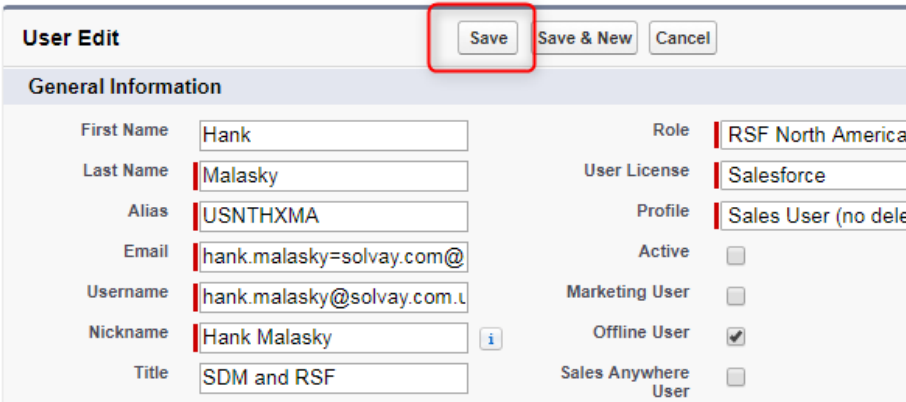
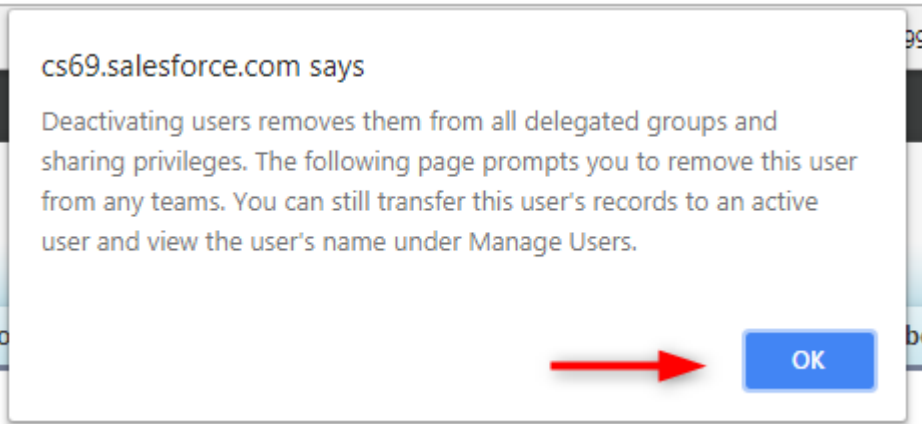
| Key Roles and Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Abbreviations | Definitions                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------------------------------------|
| <ul style="list-style-type: none"><li><b>User direct manager</b> Direct manager of the user, responsible to request the access request or Removal to CORE CRM.</li><li><b>GBU User Responsible</b> Person in the GBU in charge of centralizing and creating the IS request, can be the Data Steward, CRM Champions, listed in <a href="#">CORE CRM Key User List</a></li><li><b>IS CRM Build - Security team</b> Team in charge of maintaining the authorization concept for the CRM of the Solvay Group in All Environments.</li><li><b>IS CRM Adoption team</b> Team in charge of Critical Users /Access Daily Operations in PROD and UAT Environments.</li><li><b>IS CRM Support (CGI)</b> External Provider team in charge of Access Management Daily Operations in PROD and UAT Environments</li></ul> | CRM           | Customer Relationship Management system          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | SBS           | Solvay Business Services                         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | IS            | Information Services                             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | GBU           | Global Business Unit                             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Freshdesk     | Ticketing system used for IS tickets management  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | GUDsis        | Global User Database Solvay information services |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | SISO          | Solvay Information Security Organization         |

| General Guidelines                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>This Operational Procedure follows the same Key principles as described in the <a href="#">SBS-P-DAPP-00x-yyy-CORE CRM User Access Management</a>:</p> <ul style="list-style-type: none"><li>Any request related to Users, has to be initiated by the User's direct manager.</li><li>The User's direct manager is in charge of reporting any kind of change related to the user that can have an impact on access rights: change of job, leaving, retirement.</li><li>All Requests should be record in IS Ticketing System, Freshdesk.</li><li>All situations not described in this document shall be treated as exceptions and individually evaluated with IS CRM Build - Security team.</li></ul> |

| Procedure |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1         | Log in to the <a href="#">SSP CRM</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2         | <div><div><p>Search for the User using his /her name or email<br/>Click on the user's name<br/>On the User's profile page, click on the icon and then on 'User Detail'</p></div><div><div><div>Chatter &gt; People &gt; Hank Malasky</div><div><div></div><div><div>FeedOverviewRecognition</div><div><div><div><div><div><div>Post</div><div>File</div><div>Link</div><div>Poll</div></div><div>Share with Hank Malasky and your company</div><div>Share</div></div></div><div><div>Send a messageFollow</div><div><div>User Detail</div><div>Edit Profile</div><div>Help for this Page</div></div></div></div><div><div>Sort By Latest Posts</div><div>There are no updates.</div></div></div></div></div></div></div></div> |

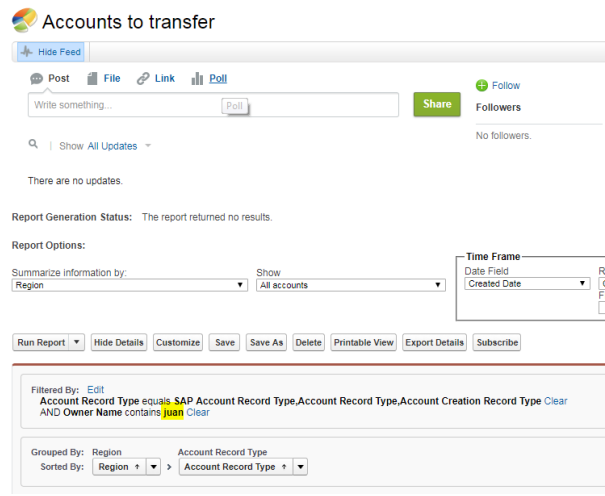
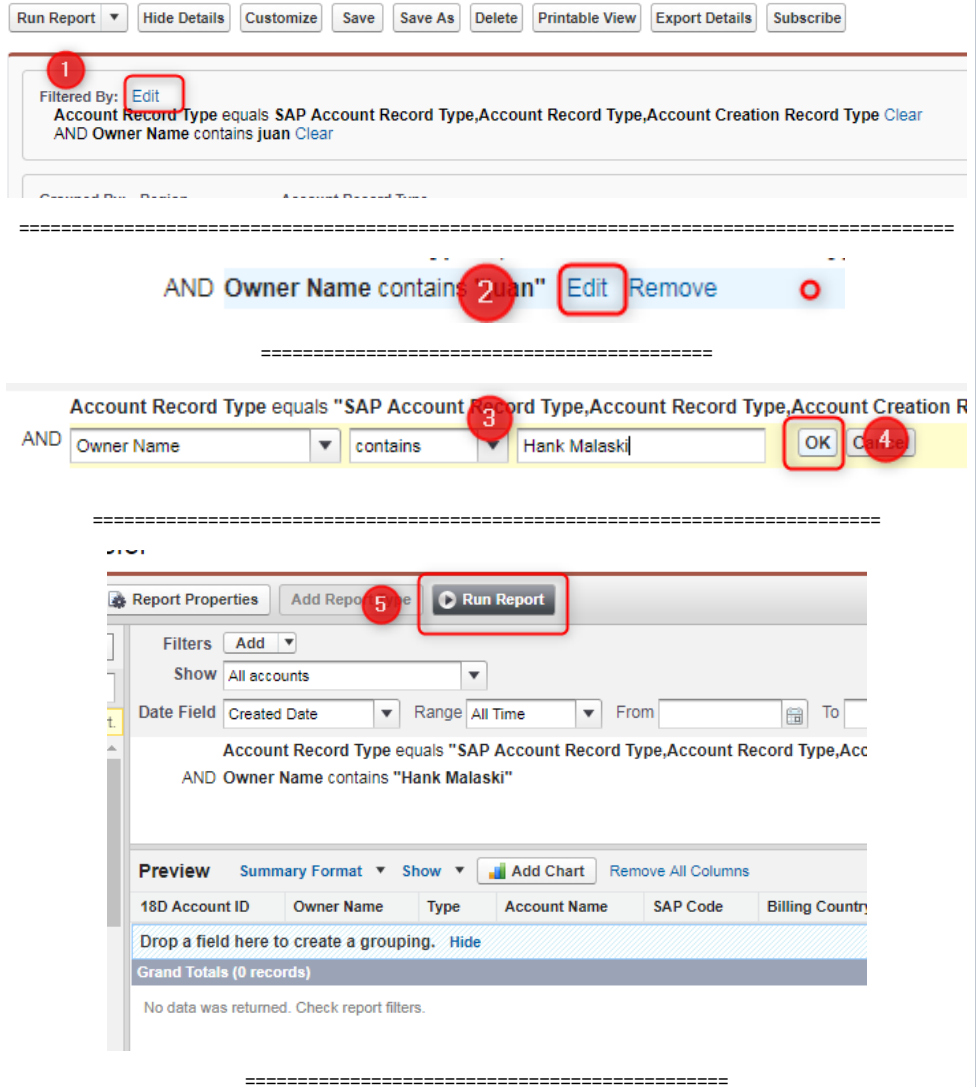
|     |                                                              |                                                                                                                                                                                                                                      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

|       |                                                                                                                                                                                                                                                                                                                                                   |                                                                                      |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 3.1   | Uncheck the box 'Active'                                                                                                                                                                                                                                                                                                                          |    |
| 3.2   | Ignore the warning; Click OK                                                                                                                                                                                                                                                                                                                      |    |
| 3.3   | Save again                                                                                                                                                                                                                                                                                                                                        |   |
| 3.4   | <ul style="list-style-type: none"> <li>If <b>Unable to Complete the Requested Change</b></li> </ul> <ol style="list-style-type: none"> <li>check the reason</li> <li>identify the field to update</li> <li>go on the users page (on the far right of the screen)</li> </ol> <ul style="list-style-type: none"> <li>Otherwise go to 3.5</li> </ul> |  |
| 3.4.1 | Slide down to "Additional Information" Section and empty the field named "Manager (HR Org Chart)"                                                                                                                                                                                                                                                 |  |

|       |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.4.2 | Save                 | <p>User Edit<br/><b>Paula Wood</b></p>  <p><b>User Edit</b> Save Save &amp; New Cancel</p> <p><b>General Information</b></p> <p>First Name Paula Role RSF North America - KAM/</p> <p>Last Name Wood User License Salesforce</p> <p>Alias USNTPYW Profile Sales User (no delete)</p>                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3.4.3 | Uncheck "Active" box | <p>User Edit<br/><b>Hank Malasky</b></p>  <p><b>User Edit</b> Save Save &amp; New Cancel</p> <p><b>General Information</b></p> <p>First Name Hank Role RSF North America - Channel Partner</p> <p>Last Name Malasky User License Salesforce</p> <p>Alias USNTHXMA Profile Sales User (no delete)</p> <p>Email hank.malasky=solvay.com@ Active <input checked="" type="checkbox"/></p> <p>Username hank.malasky@solvay.com.u Marketing User <input type="checkbox"/></p> <p>Nickname Hank Malasky Offline User <input checked="" type="checkbox"/></p> <p>Title SDM and RSF Sales Anywhere User <input type="checkbox"/></p> <p>Company Solvay Specialty Polymers II Knowledge User <input type="checkbox"/></p> |
| 3.4.4 | Save                 | <p>User Edit<br/><b>Hank Malasky</b></p>  <p><b>User Edit</b> Save Save &amp; New Cancel</p> <p><b>General Information</b></p> <p>First Name Hank Role RSF North America</p> <p>Last Name Malasky User License Salesforce</p> <p>Alias USNTHXMA Profile Sales User (no delete)</p> <p>Email hank.malasky=solvay.com@ Active <input type="checkbox"/></p> <p>Username hank.malasky@solvay.com.u Marketing User <input type="checkbox"/></p> <p>Nickname Hank Malasky Offline User <input checked="" type="checkbox"/></p> <p>Title SDM and RSF Sales Anywhere User <input type="checkbox"/></p>                                                                                                                 |
| 3.4.5 | Ignore the warning   |  <p>cs69.salesforce.com says</p> <p>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.</p> <p>OK</p>                                                                                                                                                                                                                                                                                                                                                                                              |

|       |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.4.6 | Uncheck Active box | <div> <div>User Edit</div> <div>Hank Malasky</div> <div> <div>User Edit</div> <div> <div>Save</div> <div>Save &amp; New</div> <div>Cancel</div> </div> <div>General Information</div> <div> <div> <div>First Name</div> <div>Hank</div> </div> <div> <div>Last Name</div> <div>Malasky</div> </div> <div> <div>Alias</div> <div>USNTHXMA</div> </div> <div> <div>Email</div> <div>hank.malasky=solvay.com@</div> </div> <div> <div>Username</div> <div>hank.malasky@solvay.com.u</div> </div> <div> <div>Nickname</div> <div>Hank Malasky</div> </div> <div> <div>Title</div> <div>SDM and RSF</div> </div> <div> <div>Company</div> <div>Solvay Specialty Polymers II</div> </div> </div> <div> <div> <div>Role</div> <div>RSF North America - Channel Partner</div> </div> <div> <div>User License</div> <div>Salesforce</div> </div> <div> <div>Profile</div> <div>Sales User (no delete)</div> </div> <div> <div>Active</div> <div><input checked="" type="checkbox"/></div> </div> <div> <div>Marketing User</div> <div><input type="checkbox"/></div> </div> <div> <div>Offline User</div> <div><input checked="" type="checkbox"/></div> </div> <div> <div>Sales Anywhere User</div> <div><input type="checkbox"/></div> </div> <div> <div>Knowledge User</div> <div><input type="checkbox"/></div> </div> </div> </div> <div>Uncheck the box again</div> </div> |
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| 4                                                                                                                                                           | <p>The next step is to remove the user from the installed packages (Grid Buddy)</p> <p>Go to Setup » Build » Installed Packages.</p> | <p>blocked URL</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                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                          |           |                                |                       |               |                                     |        |                        |        |                    |                                     |                                                                    |                        |        |                |                                          |   |                     |        |                           |                              |                                                                    |                             |        |               |              |   |                        |        |                |                      |           |                                      |                         |               |                              |        |                     |        |                     |                                              |   |                            |        |                 |                                   |   |                     |        |                     |                                |   |                            |        |                |                                     |   |                        |        |                |                                           |   |                      |        |                     |              |   |                             |
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-------------------------------|-----------|--------------------------------|-----------------------|---------------|-------------------------------------|--------|------------------------|--------|--------------------|-------------------------------------|--------------------------------------------------------------------|------------------------|--------|----------------|------------------------------------------|---|---------------------|--------|---------------------------|------------------------------|--------------------------------------------------------------------|-----------------------------|--------|---------------|--------------|---|------------------------|--------|----------------|----------------------|-----------|--------------------------------------|-------------------------|---------------|------------------------------|--------|---------------------|--------|---------------------|----------------------------------------------|---|----------------------------|--------|-----------------|-----------------------------------|---|---------------------|--------|---------------------|--------------------------------|---|----------------------------|--------|----------------|-------------------------------------|---|------------------------|--------|----------------|-------------------------------------------|---|----------------------|--------|---------------------|--------------|---|-----------------------------|
| 4.1                                                                                                                                                         | Search & Find                                                                                                                        | <div><h3>Installed Packages</h3><p>On AppExchange you can browse, test drive, download, and install pre-built apps and components right into your salesforce.com environment. <a href="#">Learn More about Installing Packages</a>.</p><p>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.</p><p>Depending on the links next to an installed package, you can take different actions from this page.</p><p>To remove a package, click <b>Uninstall</b>. To manage your package licenses, click <b>Manage Licenses</b>.</p><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> <a href="#">Salesforce and Chatter Apps</a></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>12/10/2011: 7:15</td></tr><tr><td colspan="10">Description<br/>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> <a href="#">Knowledge Tree</a></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>20/10/2011: 15:37</td></tr><tr><td colspan="10">Description<br/>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> <a href="#">Data Cleanser Mobile</a></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>22/12/2011: 18:53</td></tr></tbody></table><div><div>=====</div><div><div>Uninstall   Manage Licenses</div><div> <b>GridBuddy</b></div><div>AppBuddy</div></div><div>Description<br/>GridBuddy. Multi-object data management for Salesforce.</div></div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Installed Packages |                             |           |                  |               |                 |                   |     |                 |                 | Action        | Package Name | Publisher | Version Number | Namespace Prefix | Status | Allowed Licenses | Used Licenses | Expiration Date | Install Date | Uninstall | <a href="#">Salesforce and Chatter Apps</a> | Salesforce.com | 1.17          | sf_chtr_apps       | Free | N/A                    | N/A    | N/A              | 12/10/2011: 7:15                     | Description<br>This package contains Connected Applications for the officially supported Salesforce apps for iOS and Android and Chatter applications on yo |                      |        |              |                 |   |                        |        |              |                                   | Uninstall | <a href="#">Knowledge Tree</a> | The Cloud Corporation | 1.32          | kt                                  | Active | Unlimited              | 0      | Does not Expire    | 20/10/2011: 15:37                   | Description<br>A collection of Salesforce.com Administrator tools. |                        |        |                |                                          |   |                     |        |                           |                              | - Role Tree: Visualise and easily administer your role hierarchies |                             |        |               |              |   |                        |        |                |                      | Uninstall | <a href="#">Data Cleanser Mobile</a> | Stratus Cloud Solutions | 2.7           | dcm                          | Active | Unlimited           | 0      | Does not Expire     | 22/12/2011: 18:53                            |   |                            |        |                 |                                   |   |                     |        |                     |                                |   |                            |        |                |                                     |   |                        |        |                |                                           |   |                      |        |                     |              |   |                             |
| Installed Packages                                                                                                                                          |                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| Uninstall                                                                                                                                                   | <a href="#">Salesforce and Chatter Apps</a>                                                                                          | Salesforce.com                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    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| Description<br>This package contains Connected Applications for the officially supported Salesforce apps for iOS and Android and Chatter applications on yo |                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| Uninstall                                                                                                                                                   | <a href="#">Knowledge Tree</a>                                                                                                       | The Cloud Corporation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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| Description<br>A collection of Salesforce.com Administrator tools.                                                                                          |                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| - Role Tree: Visualise and easily administer your role hierarchies                                                                                          |                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| 4.2                                                                                                                                                         | Click on the button "Manage Licenses".                                                                                               | <div><div>Allows you to generate a vCard on the fly through Accounts, Contacts, Leads, User.</div><div><div>Uninstall   <b>Manage Licenses</b></div><div> <b>GridBuddy</b></div><div>AppBuddy</div></div><div>Description<br/>GridBuddy. Multi-object data management for Salesforce.</div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 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| 4.3                                                                                                                                                         | Remove License                                                                                                                       | <div><div>Home Chatter Accounts Contacts Account Strategies Samples Cases Contracts Meeting Reports Opportunities +</div><div><div>Quick Find / Search...</div><div>Expand All   Collapse All</div><div> Lightning Experience Migration Assistant<br/>Switch to the modern, intelligent Salesforce.<br/>Get Started</div><div>Salesforce Mobile Quick Start</div><div>Home</div><div>Administer<ul style="list-style-type: none"><li>Manage Users</li><li>Manage Apps</li><li>Manage Territories</li><li>Company Profile</li><li>Security Controls</li><li>Domain Management</li><li>Communication Templates</li><li>Translation Workbench</li><li>Data Management</li><li>Mobile Administration</li><li>Desktop Administration</li><li>Lightning for Outlook and Sync <i>New!</i></li><li>Lightning for Gmail and Sync <i>New!</i></li><li>Email Administration</li></ul></div></div><div><div>Package Details</div><div><b>GridBuddy</b></div><div>Back to Previous Page</div><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><div>for an easy search</div><div>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</div><div><div>Licensed Users</div><div>Add Users Remove Multiple Users</div><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 &amp; 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&amp;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 &amp; Environment</td><td>✓</td><td>TM User (no delete)</td></tr><tr><td>Remove</td><td>Bastogavel, Raymond</td><td>Marketing Manager - Industrial &amp; 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&amp;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>Billiet, Johan</td><td>RSF EMEA Strategic Key Account Management</td><td>✓</td><td>BDM User (no delete)</td></tr><tr><td>Remove</td><td>Bischoff, Christian</td><td>Technofon PM</td><td>✓</td><td>Product Manager (no delete)</td></tr></tbody></table><div>User is Inactive</div></div></div></div> | 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 | ✓      | TM 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 | Billiet, Johan | RSF EMEA Strategic Key Account Management | ✓ | BDM User (no delete) | Remove | Bischoff, Christian | Technofon PM | ✓ | Product Manager (no delete) |
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| Remove                                                                                                                                                      | Abbate, Rina                                                                                                                         | Technofon PM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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| Remove                                                                                                                                                      | Ahmed, Shavei                                                                                                                        | Jueller Task Force                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                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| Remove                                                                                                                                                      | Alexander, Brian                                                                                                                     | Additive Manufacturing / 3D Printing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              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| Remove                                                                                                                                                      | Ando, Kiyomi                                                                                                                         | Japan HC/CC SDM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| Remove                                                                                                                                                      | Ardito, Mark                                                                                                                         | SDM Electric & Electronic - Natta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 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| Remove                                                                                                                                                      | Ashbacher, Valerie                                                                                                                   | RSF North America - Channel Partner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               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| Remove                                                                                                                                                      | Axelrad, Shari                                                                                                                       | CTD Americas - C&C, Healthcare, Aircraft                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          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| Remove                                                                                                                                                      | Azzariti, Francescantonio                                                                                                            | PVDF/ECTFE Business Line Mgr                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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| Remove                                                                                                                                                      | Baccaro, Ryan                                                                                                                        | Avalium Team                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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| Remove                                                                                                                                                      | Baert, Thierry                                                                                                                       | SDM Batteries - EMEA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              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| Remove                                                                                                                                                      | Baleno, Brian                                                                                                                        | BDM Industrial & Environment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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| Remove                                                                                                                                                      | Bastogavel, Raymond                                                                                                                  | Marketing Manager - Industrial & Environment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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| Remove                                                                                                                                                      | Benjamin, Edgar                                                                                                                      | CTD Americas - Automotive and E&E                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 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| Remove                                                                                                                                                      | Bertasa, Anna Maria                                                                                                                  | Marketing Manager - Healthcare                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    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| Remove                                                                                                                                                      | Bertucci, Alan                                                                                                                       | RSF North America - Channel Partner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               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| Remove                                                                                                                                                      | Billiet, Johan                                                                                                                       | RSF EMEA Strategic Key Account Management                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         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| 4.4                                                                                                                                                         | Ticket closure                                                                                                                       | <p>Once you have removed the license, notify the requester via email that the user has been deactivated, and then close the ticket.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                    |                             |           |                  |               |                 |                   |     |                 |                 |               |              |           |                |                  |        |                  |               |                 |              |           |                                             |                |               |                    |      |                        |        |                  |                                      |                                                                                                                                                             |                      |        |              |                 |   |                        |        |              |                                   |           |                                |                       |               |                                     |        |                        |        |                    |                                     |                                                                    |                        |        |                |                                          |   |                     |        |                           |                              |                                                                    |                             |        |               |              |   |                        |        |                |                      |           |                                      |                         |               |                              |        |                     |        |                     |                                              |   |                            |        |                 |                                   |   |                     |        |                     |                                |   |                            |        |                |                                     |   |                        |        |                |                                           |   |                      |        |                     |              |   |                             |

|     |                                                                                                                                                                                                                                                                                        |                                                                                     |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 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 : <ol style="list-style-type: none"> <li>1. Click on Edit</li> <li>2. Hoover on the field and click "Edit"</li> <li>3. Change the name</li> <li>4. OK</li> <li>5. Run Report</li> <li>6. Export details</li> <li>7. Export</li> <li>8. Done</li> </ol> |  |

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

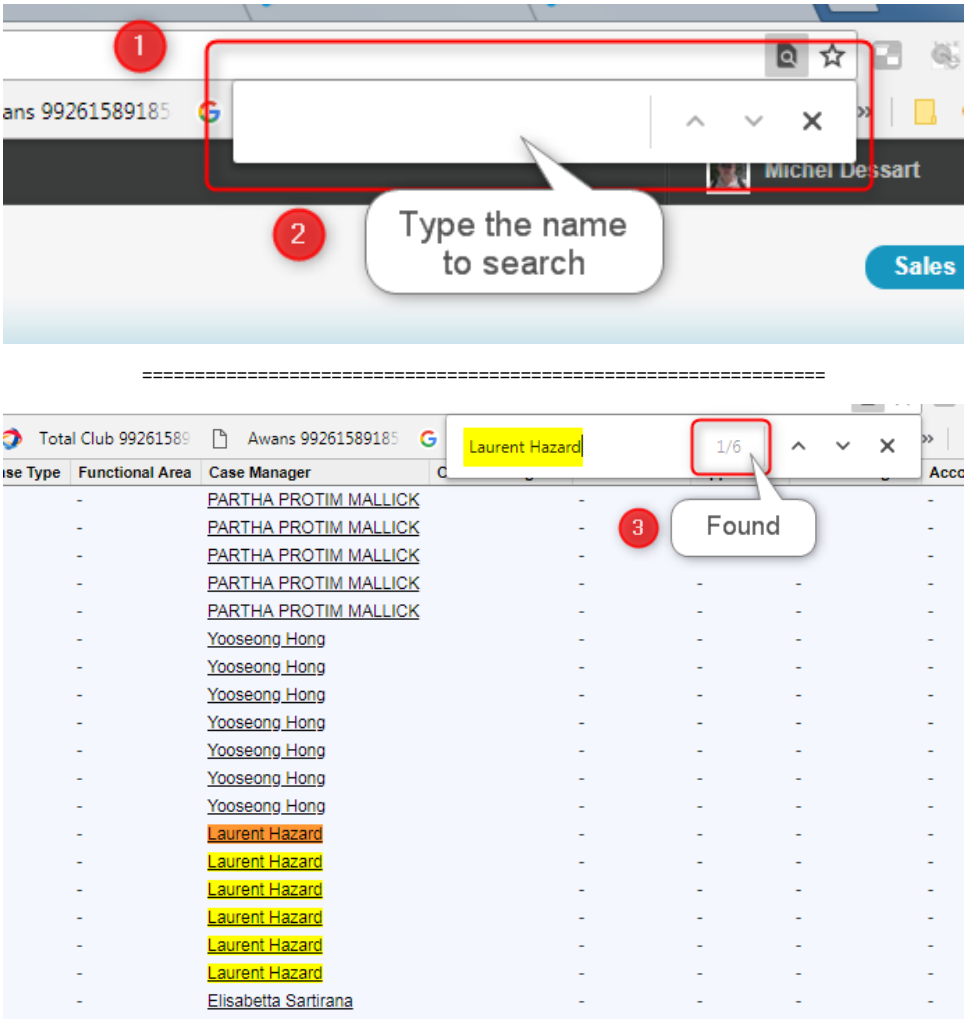
Grand Totals (0 records)

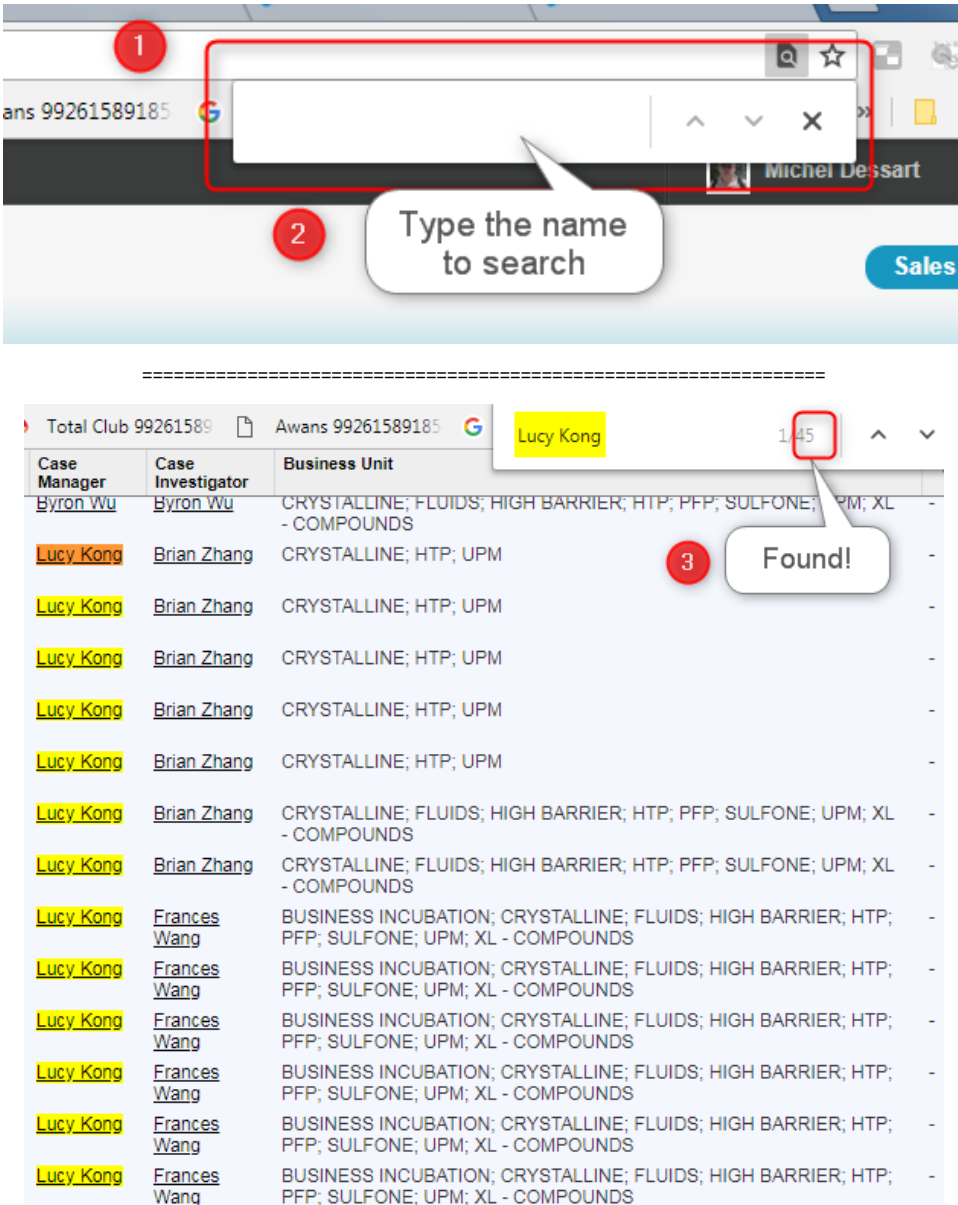
Check rows to filter, then drill down by: --None

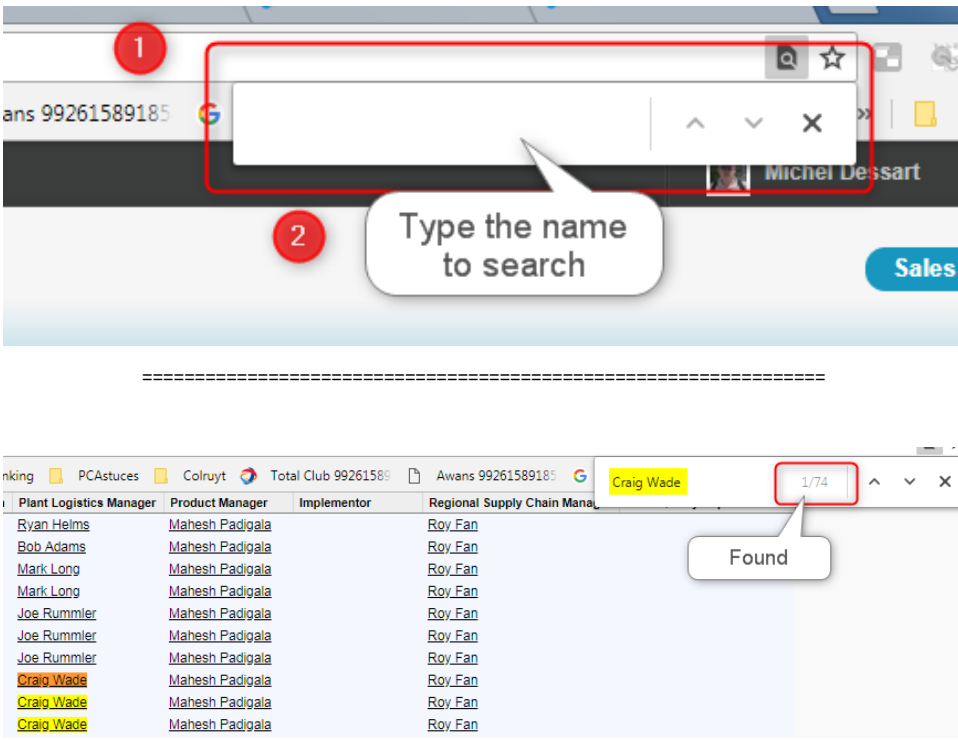
Drill Down

report15282803184....xls

|     |                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5.5 | Email report to manager (identified in point 2.1) and require the identification of new owner   | <div> <div>Time Zone</div> <div>(GMT-04:00) Eastern Daylight Time (Amer</div> </div> <div> <div>Locale</div> <div>English (United States)</div> </div> <div> <div>Language</div> <div>English </div> </div> <div> <div>Currency</div> <div>USD - U.S. Dollar</div> </div> <div> <div>Delegated Approver</div> <div> <div>Manager</div> <div>Steve King</div> </div> </div> <div> <div>Approval Request Emails</div> <div>Only if I am an approver</div> </div> <div> <div>Federation ID</div> </div> |
| 6   | Opportunities to transfer                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6.1 | Identify the Opportunities                                                                      | <a href="#">SFDC Report : Dev pool Opportunities to transfer</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 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                                                            | <a href="#">SFDC Report : Accounts with CTD Rep</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|     | 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 <a href="#">TRS Cases Routing Matrix</a> and search the presence of deactivated User                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|                |                                                                                                                                                                                                                            |                                                                                                                         |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <div>8.1</div> | <div><div>1. Activate the Search function, strike the 2 keys &lt;Ctrl&gt;+&lt;F&gt; of your keyboard</div><div>2. Type the name to search in the box (top right corner of your screen)</div><div>3. User found</div></div> | <div></div>                          |
| <div>8.2</div> | <div>Notify the Manager (As identified in point 2.1)</div>                                                                                                                                                                 |                                                                                                                         |
| <div>9</div>   | <div>Complaint Routing Matrix</div>                                                                                                                                                                                        | <div>Open the report named "<a href="#">Complaint Routing Matrix</a>" and search the presence of deactivated User</div> |

| <p>9.1</p>   | <ol style="list-style-type: none"> <li>1. Activate the Search function, strike the 2 keys &lt;Ctrl&gt;+&lt;F&gt; of your keyboard</li> <li>2. Type the name to search in the box (top right corner of your screen)</li> <li>3. User found</li> </ol> |  <p>ans 99261589185</p> <p>Michel Dessart</p> <p>Sales</p> <p>=====</p> <p>Total Club 99261589 Awans 99261589185 Lucy Kong 145</p> <table border="1"> <thead> <tr> <th>Case Manager</th> <th>Case Investigator</th> <th>Business Unit</th> </tr> </thead> <tbody> <tr> <td>Byron Wu</td> <td>Byron Wu</td> <td>CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; PM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; HTP; UPM</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; HTP; UPM</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; HTP; UPM</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; HTP; UPM</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; HTP; UPM</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Brian Zhang</td> <td>CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> <tr> <td>Lucy Kong</td> <td>Frances Wang</td> <td>BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS</td> </tr> </tbody> </table> | Case Manager | Case Investigator | Business Unit | Byron Wu | Byron Wu | CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; PM; XL - COMPOUNDS | Lucy Kong | Brian Zhang | CRYSTALLINE; HTP; UPM | Lucy Kong | Brian Zhang | CRYSTALLINE; HTP; UPM | Lucy Kong | Brian Zhang | CRYSTALLINE; HTP; UPM | Lucy Kong | Brian Zhang | CRYSTALLINE; HTP; UPM | Lucy Kong | Brian Zhang | CRYSTALLINE; HTP; UPM | Lucy Kong | Brian Zhang | CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS | Lucy Kong | Brian Zhang | CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS | Lucy Kong | Frances Wang | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS | Lucy Kong | Frances Wang | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS | Lucy Kong | Frances Wang | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS | Lucy Kong | Frances Wang | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS | Lucy Kong | Frances Wang | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS | Lucy Kong | Frances Wang | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS | Lucy Kong | Frances Wang | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS |
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| Case Manager | Case Investigator                                                                                                                                                                                                                                    | Business Unit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Byron Wu     | Byron Wu                                                                                                                                                                                                                                             | CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; PM; XL - COMPOUNDS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Lucy Kong    | Brian Zhang                                                                                                                                                                                                                                          | CRYSTALLINE; HTP; UPM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Lucy Kong    | Brian Zhang                                                                                                                                                                                                                                          | CRYSTALLINE; HTP; UPM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Lucy Kong    | Brian Zhang                                                                                                                                                                                                                                          | CRYSTALLINE; HTP; UPM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Lucy Kong    | Brian Zhang                                                                                                                                                                                                                                          | CRYSTALLINE; HTP; UPM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Lucy Kong    | Brian Zhang                                                                                                                                                                                                                                          | CRYSTALLINE; HTP; UPM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Lucy Kong    | Brian Zhang                                                                                                                                                                                                                                          | CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Lucy Kong    | Brian Zhang                                                                                                                                                                                                                                          | CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Lucy Kong    | Frances Wang                                                                                                                                                                                                                                         | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Lucy Kong    | Frances Wang                                                                                                                                                                                                                                         | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
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| Lucy Kong    | Frances Wang                                                                                                                                                                                                                                         | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Lucy Kong    | Frances Wang                                                                                                                                                                                                                                         | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Lucy Kong    | Frances Wang                                                                                                                                                                                                                                         | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| Lucy Kong    | Frances Wang                                                                                                                                                                                                                                         | BUSINESS INCUBATION; CRYSTALLINE; FLUIDS; HIGH BARRIER; HTP; PFP; SULFONE; UPM; XL - COMPOUNDS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| <p>9.2</p>   | <p>Record(s) found?</p> <ol style="list-style-type: none"> <li>1. Notify Complaint Process Owner</li> <li>2. Require the Process Owner to update the Routing Matrix</li> </ol>                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |
| <p>10</p>    | <p>SCR Routing Matrix</p>                                                                                                                                                                                                                            | <p>Open the report named "SCR Routing Matrix" and search the presence of deactivated User</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |              |                   |               |          |          |                                                                          |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                       |           |             |                                                                           |           |             |                                                                           |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |           |              |                                                                                                |

|                    |                                                                                                                                                                                                                                                      |                                                                                    |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <p><b>10.1</b></p> | <ol style="list-style-type: none"> <li>1. Activate the Search function, strike the 2 keys &lt;Ctrl&gt;+&lt;F&gt; of your keyboard</li> <li>2. Type the name to search in the box (top right corner of your screen)</li> <li>3. User found</li> </ol> |  |
| <p><b>10.2</b></p> | <p>Record(s) found?</p> <ol style="list-style-type: none"> <li>1. Notify Complaint Process Owner</li> <li>2. Require the Process Owner to update the Routing Matrix</li> </ol>                                                                       |                                                                                    |

## Annex

### Communication templates

|                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>#1 - User Replacement Information Request</p> | <p>Dear [Name of GBU User Responsible],</p> <p>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.</p> <p>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?</p> <p>Thank you in advance,</p> <p>CORE CRM Support Team</p> |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|