

# MSP: Sample Requests

## Pre-requisite

Users that have access to Regulatory Questions tile (Customer Requests):

- Profiles = MSP Customer Community Plus or CEP Partner user
- Markets = At least one Market assigned to the contact to be able search product documentation/details and create records

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## Definition

This capability allows Partners to create samples requests and see the records they have created that belong to their corporate group and were created from the portal.

Note: Customers (MSP Digital Assistant) can only search Samples created from Solution Finder while Partners (CEP Partner/MSP Customer Community Plus) can search and create Samples from both Solution Finder and Samples tile.

## Accessing points

This capability can be accessed through several points in MSP detailed below :

The screenshot displays the Syensqo MySyensqoPortal for RAVAGO interface. The top navigation bar includes the Syensqo logo, the text "MySyensqoPortal for RAVAGO", and a user profile dropdown for "MSP TEST USER". The main content area features five tiles: "Solution Finder" (Find the right product, its details and documentation), "Regulatory & Quality Questions" (Submit your regulatory and/or quality questions here), "Sample Ordering" (Order samples and track previous or ongoing requests here), "Documents" (Safety Data Sheets, Regulatory Data Summaries), and "Webinars" (Review webinars on Syensqo products or access trainings on MySyensqoPortal). The "Sample Ordering" tile is highlighted with a green border. Below the tiles, a red banner indicates the user is on the "Sample Ordering" page. The "Order a Sample" button is also highlighted with a green border. A "Show Filters" link is visible. At the bottom, a table displays request details:

REQUEST NUMBER	DATE OF REQUEST	STATUS	SHIP TO	PRODUCT	ATTACHMENTS	TRACKING NUMBER	CARRIER PARTNER NAME
00399561	10-Dec-2024	New		RHODASURFL40 AP			

# Detailed Capabilities

MSP users can access to :

- Sample requests list
- Sample request details
  - Linked to a specific sample request, comments and files attachment are available for MSP users and Syesnqo's internals to be able to discuss about the sample.

## Sample request list

This list presents all open sample requests and the closed ones (if they have been closed in the current or the past year) which were created from the community and belong to the user account corporate group:

REQUEST NUMBER	DATE OF REQUEST	STATUS	SHIP TO	PRODUCT	ATTACHMENTS	TRACKING NUMBER	CARRIER PARTNER NAME
00399561	10-Dec-2024	New		RHODASURFL 40 AP			
00399559	10-Dec-2024	New	RAVAGO CHEMICALS SPAIN S.A.	RHODASURFL 40 AP			
00398952	05-Dec-2024	New	RAVAGO CHEMICALS SPAIN S.A.	ABEX 18 S			
00398951	05-Dec-2024	New	RAVAGO CHEMICALS SPAIN S.A.	ABEX 18 S			
00398950	05-Dec-2024	New	RAVAGO CHEMICALS SPAIN S.A.	ABEX 18 S			
00386279	21-Oct-2024	New	RAVAGO CHEMICALS SPAIN S.A.	ABEX® JKB STD			

It is presented in a table with the following columns :

- Request Number
- Date of Request
- Status
- Ship To
- Product
- Attachments
- Tracking Number
- Carrier Partner Name

The list is presented in pages ( 10 per page)

The list can be filtered through :

- My Orders
- Request Number
- Status
- GBU
- Ship To
- Product

Every filter accepts multi-selections. The header of each column allows a sort.

The field Request Number is in orange. It is a link to access to details of an sample request, opening a new page.

A "Order a Sample" button allows the user to create new sample request (see Sample Request section below)

## Sample Request Details

The Sample Request detail page contains the following elements :

1. New	2. Approval Pending	3. Approved	4. Ordered	5. Shipped	6. Delivered	7. Closed
<b>General Information</b>						
Status New		Case Number 00399561		BU Agro		
Date/Time Opened 10/12/2024 13:55		Sold To Account Name RAVAGO CHEMICALS SPAIN S.A.		Estimated delivery date after order		
GBU Novacare		Manufacturing Plant Code				
Requester/Contact Name MSP TEST USER		Sold To Account RAVAGO CHEMICALS SPAIN S.A.		Tracking Number		
Subject		Carrier Partner Name				
Initial Description						
Severity/Priority Medium						
<b>Product Information</b>						
Product RHODASURE L 40 AP		Requested Quantity 1.00		Unit of Measure G		
Packaging						
<b>Shipping Infos</b>						
Ship To Account Name spp webshop self		Ship-To Contact name/addressee Test Spp Self				
Ship-To Contact Phone 913209444		Ship-To Contact Email 123fsadngvkw@gmail.com		Additional shipping information		

The fields with pencil are only editable when the sample is in the New status.

## Sample Request Creation

The click on "New Sample" Button on the Sample Request list page opens the following page:

### Shipping Information

Address Type  
Ship-to

\* Ship To Account  
SYENSQO (CHINA) CO., LTD.

Ship-To Address  
XIN ZHUANG INDUSTRIAL ZONE3966 JINDU ROAD, Shanghai, SHANGHAI, China

\* Ship-To Contact name

\* Ship-To Contact Phone

\* Ship-To Contact Email

Account Manager  
--None--

### Product Information

Product	Application	Requested Quantity	Unit of Measure
Search Products...	Select an Option		--None--

Additional Information

Packaging

Additional shipping information (Optional)

Fields used for Samples creation from MSP:

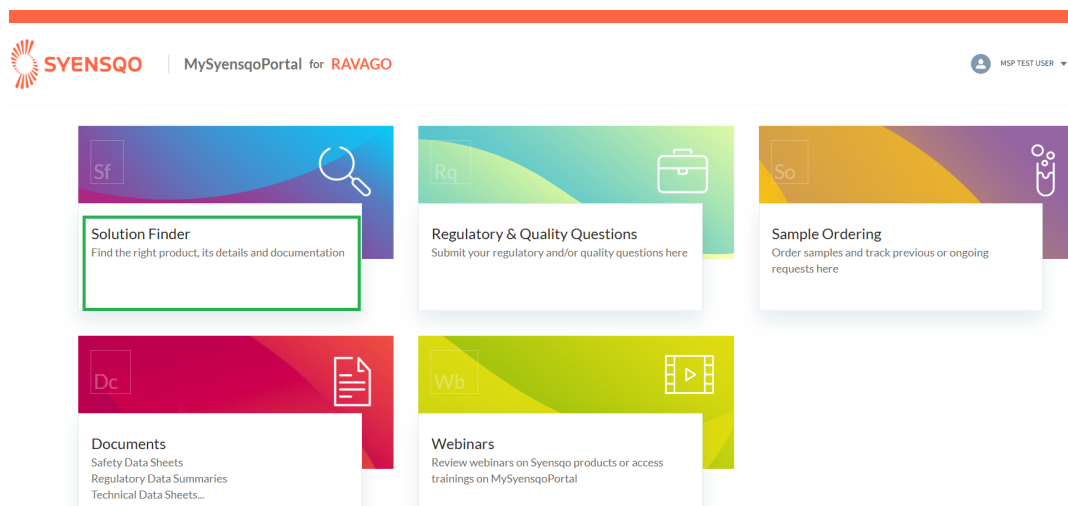
- Product \*
- Application \*
- Requested Quantity\*
- Unit of Measure \*
- Ship To Account \*
- Ship To Account Address (Changes automatically according to the Account selected)

- Sold To Account (Field not available as it is automatically filled when case is created)\*
- Account Manager
- Ship-To Contact name/addressee\*
- Ship-To Contact Phone\*
- Ship-To Contact Email\*
- Packaging
- Additional shipping information

**Notes:**

- Clicking the + sign gives users the option to add more than one product which will create one Sample per product, this will create multiple sample records.
- \*The MSP accounts must be of Partner type 'Sold To&Ship To' because Sold to Account field in the Sample filters out 'Ship To' Partner type accounts

## Sample Request Creation (Solution Finder)



**Search for a product:**

Homepage > Solution Finder

### Solution Finder

To start your search please select filters or search by keywords then click SEARCH to see our products fitting your criteria.

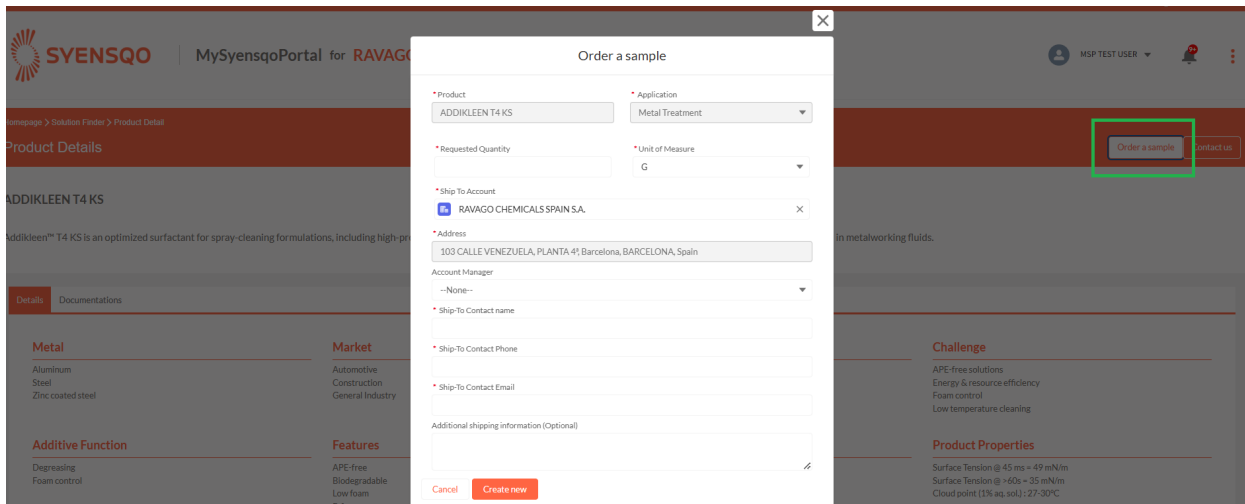
[Metal Treatment](#)
[Lubricants](#)
[Personal Care](#)
[Home Care](#)
[Seed Care](#)
[Crop Protection](#)
[Emulsion Polymerization for Coatings](#)
[Emulsion Polymerization for adhesives](#)
[Additives for coatings, construction, inks and adhesives](#)

Metal:  Market:  Process Step:   Search for Product Name or CAS Number  
 Challenge:  Additive Function:  Regional Availability:

27 results

Product Name	Function	Description	Discover	Compare
ADDIKLEEN T4 KS	Alkaline Cleaning spray		<input type="button" value="Discover"/>	<input type="checkbox"/>
ADDIKLEEN T CD	Acidic Cleaning dip;Acidic Cleaning spray		<input type="button" value="Discover"/>	<input type="checkbox"/>
ADDIKLEEN HK30	Alkaline Cleaning dip;Alkaline Cleaning spray	Low foam P-free hydrotrope for high alkaline levels (20-30%w NaOH). Good wetting properties on hard surfaces, excellent hydrotrope with branched alcohols.	<input type="button" value="Discover"/>	<input type="checkbox"/>
ADDIKLEEN T4 KD	Alkaline Cleaning spray		<input type="button" value="Discover"/>	<input type="checkbox"/>
RHODOCLEAN EFC	Alkaline Cleaning dip;Alkaline Cleaning spray;Acidic Cleaning dip;Acidic	Versatile, multi-benefit low foam degreaser from natural sources, replace NPE/APE, low foaming. Shows good solubility in acidic conditions and can reach good solubility in alkaline conditions with	...	...

**On the Product detail page there is a button 'Order a sample' to create Samples:**



Customer fills the following fields:

- Requested Quantity\*
- Unit of Measure\*
- Ship to Accounts\*
- Ship to Accounts Address (Changes automatically according to the Account selected)
- Ship-To Contact name\*
- Ship-To Contact Phone\*
- Ship-To Contact Email\*
- Additional shipping information (Optional)

## Sample Request Creation from APAC and NAM

Users whose account is from APAC or NAM regions have the possibility to select manual Address Type

## Order a sample

\* Product

Metal Treatment

\* Application

Industrial Solutions ▼

\* Requested Quantity

\* Unit of Measure

G ▼

Address Type

Manual ▲▼

\* Ship-To Company name

\* Ship-To Address

\* Ship-To City

\* Ship-To Zip Code

\* Ship-To Contact name

\* Ship-To Contact Phone

\* Ship-To Contact Email

Additional shipping information (Optional)

If manual address type is selected the user has to fill in the following mandatory fields:

- Ship-To Company name
- Ship-To Address
- Ship-To City
- Ship-To Zip Code
- Ship-To Contact name
- Ship-To Contact Phone
- Ship-To Contact Email
- Additional shipping information

Once the creation validated, the sample request will be placed in a queue which can be consulted and managed by a CSR.

The CSR will have to add Sales organization information's and then submit the Sample for approval.


Check business rules here:

## Transfer sample request created to SAP

Once a day, a batch is running. It gathers approved sample requests with SAP mandatory information (Distribution channel, Division, Sales org) and with Clamecy shipping site code and other plants in APAC (Roha, Bangpoo..) sends the grouped sample requests to SAP for orders creation. One sample request in Salesforce corresponds to one order line in SAP.

**Important:** Regardless of case origin if Samples are from Novocare, approved, with the correct shipping site code and correct Distribution Channel, Sales Org and Division, then the batch will create the order in SAP, if any of this criteria fails a notification is sent to the CSR with the error message and is displayed in the warning component on the Sample.

Shipping sites used in the interface:

 **SETUP Custom Labels**

### gs2 Help for this Page

Custom labels enable developers to create multilingual applications by presenting information (for example, help text or error messages) to users in their native language. A custom label is a custom text value that can be accessed from Apex classes, Visualforce pages, and Lightning components. If Translation Workbench is enabled for your Salesforce org, you can translate these labels into any of the languages that Salesforce supports. You can create up to 5,000 custom labels, and each label can have up to 1,000 characters.

View:  [Edit](#) [Create New View](#)

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**

Name ↑	Categories	Short Description	Value	Language
SLV20_ShippingPlantToEnterSampleOrderSAP		SLV20_ShippingPlantToEnterSampleOrderSAP	4004,8701,8080,8098,8026,8091,8160,7897	English

Check file [Novocare Samples: SF to SAP \(Tests\)](#) for more details.

## Data Model & Security

### Product search visibility

Users are able to **search for products where Market is the same assigned to their contact and their account region** is included in the MSP products region.

- Contact Market and Account Region = Product Market and Region

Contact  
**MSP TEST USER**

Name	MSP TEST USER	Phone	
Account Name	RAVAGO CHEMICALS SPAIN S.A.	Mobile	
Account Screening Status	EMEA Account	Email	anil.bairam-ext@syensqo.com
Language	English	Social Media Profile	
Related GBU	Aroma Performance;Fibras;Novocare;Soda Ash & Derivatives;Special Chem;Technology Solutions;Oil & Gas Solutions	Crisis Contact For GBU	Novocare
Job Department	General Management	Inactive	<input type="checkbox"/>
Function	Agent	Description	
Contact Role		Markets	Metal Treatment;Lubricants;Personal Care;Home Care;Seed Care;Crop Protection;Emulsion Polymerization for Coatings;Emulsion Polymerization for adhesives;Additives for coatings, construction, inks and adhesives

Product  
**RHODASURF L 40 AP**

RHODASURF L 40 AP

Product Name it: RHODASURF L 40 AP

Product Name ja: RHODASURF L 40 AP

▼ MSP Product Finder

Markets: Metal Treatment;Lubricants;Personal Care;Home Care;Seed Care;Crop Protection;Emulsion Polymerization for Coatings;Emulsion Polymerization for adhesives;Additives for coatings, construction, inks and adhesives

INCI:

MSP CAS Number:

RCI: ISO 16128-2

MSP Region: Asia-Pacific;Europe, Africa & Middle East;Latin America;North America

## NEW REQUEST

Subject ⓘ

test

Product

RHODASURF L 40 AP

Application

### Reach Products

A customer from Middle East and Africa is able to request sample products in EMEA even if the product is not available in EU for Reach reason. When product is flagged as 'Not Authorized for REACH Countries' reach countries cannot find the product:

MSP Product Finder  
 Markets: Metal Treatment;Lubricants  
 INCI: \_\_\_\_\_  
 MSP CAS Number: \_\_\_\_\_  
 Not Authorized for REACH Countries:

RCI: \_\_\_\_\_  
 ISO 16128-2: \_\_\_\_\_  
 MSP Region: Asia-Pacific; Europe, Africa & Middle East; Latin America; North America

**Product is not available for EMEA due to reach regulation, however countries that are not part of this regulation require access** → **Product flagged as reach**

**Customer must be able to find product even if isn't part of Reach countries but belongs to EMEA countries like Africa and Middle east**

**Customer must be blocked to ship to accounts that belong to Reach countries**

when the contact belong to NAM or APAC allows the address type to be Manual. In this case the Ship to country is restricted to only these 2 regions **to avoid sending product that are reach to reach countries :**

**NEW SAMPLE**  
 \* Requested Quantity: \_\_\_\_\_ \* Unit of Measure: G  
 Address Type: **Manual** → **For NAM and APAC customers, the ship to country is mandatory**  
 Account Manager: --None--  
 \* Ship-To Company name: \_\_\_\_\_  
 \* Ship-To Address: \_\_\_\_\_  
 \* Ship-To City: \_\_\_\_\_  
 \* Ship-To Zip Code: \_\_\_\_\_  
 \* Ship-To Country: --None-- → **Restrict the ship to country to these 2 regions**  
 Complete this field.  
 \* Ship-To Contact name: \_\_\_\_\_  
 \* Ship-To Contact Phone: \_\_\_\_\_  
 \* Ship-To Contact Email: \_\_\_\_\_

## Region Exception

Users with MSP Worldwide Access have access to the products of all regions as long as they have access to the Market that is assigned to the Product

Contact		MSP TEST USER	
Function	Agent	Description	
Contact Role		Markets	Metal Treatment;Lubricants;Personal Care;Home Care;Seed Care;Crop Protection;Emulsion Polymerization for Coatings;Emulsion Polymerization for adhesives;Additives for coatings, construction, inks and adhesives
Title		My Syensqo Portal Persona	Regulatory
Source		MSP Worldwide Access	<input checked="" type="checkbox"/>

## Sample Shipment Restriction to Syensqo Entities in Mexico and Colombia

When the "Ship To" account is in Mexico or Colombia and the [corporate group](#) is **NOT Syensqo** we block the user from ordering samples:

Product

Search Products...



Application

Select an Option



Requested Quantity

Unit of Measure

--None--



\* Ship To Account



AZELIS UK LTD



Shipping location not allowed, please contact your frontline partner.

Ship-To Address

FREDERIKSGATAN 61A 6TH FLOOR, , HELSINGFORS Colombia

Account Manager

--None--

\* Ship-To Contact name

\* Ship-To Contact Phone

\* Ship-To Contact Email

Packaging

Additional shipping information (Optional)

Save Sample Request