

MSP: Data maintenance

This document describes the data maintenance on MSP platform.

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Introduction

The platform is designed to share commercial processes with customers (Syensqo's externals). This implies data and documents sharing. Those ones are already existing in Syensqo's IS, whether they are stored in Aodocs or Documentum referencial's.

Therefore, few data are specifically managed in and for MSP.

Access to Documents

- **No longer the case, Contact need same Market and Region as the Product or have ww access) -For more details about Solution Finder [go the detailed page.](#)**

Some MSP specific data are required :


- A distributor can't be authorized to order samples from all the Syensqo's catalog, or to download documents on every product. Indeed, Solvay and distributors are tied by a contract listing a limited number of product open for sale.
 - This business reality constraints MSP to apply a filter on a certain number of products
 - This filter applies to a corporate group
 - This is the **Authorized Product List** described below

Notes: [How to Insert Authorized Products \(MSP\)](#)


Authorized Product List (Distributors) - N/A

- **No longer the case, Contact need same Market and Region as the Product or have ww access) -For more details about Solution Finder [go the detailed page.](#)**



(SLV9_Customer_Product_Association__c)

Pre-requisite	The mapping has to be setup whenever a NEW roll-out of a DISTRIBUTOR, based on the Corporate Group <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;">  As a pilot for Azelis, the data has been extracted by business from SAP for the last 2 years sample ordering in the SAP. </div>	
Purpose	<ul style="list-style-type: none"> • Allow the customer, typed DISTRIBUTOR, to see a restricted list of products that are under his/her contract • Used to populate the PRODUCT dropdown list in screens • Serves for: <ul style="list-style-type: none"> ◦ Sample request ordering ◦ Customer request ordering ◦ Access to product-related documentations (SDS, TDS, RDS, General Statement, Certificates and Brochures) 	
Common Name	CRM Technical Fields Name	Example values
CRM Account Corporate Group ID	SLV9_Account_Name__c	00124000014bozuAAA
CRM Account Corporate Group Name	SLV10_Account_Corporate_Group__c	AZELIS
CRM GBU	SLV10_GBU__c	Novicare
Name (what is displayed in the dropdown list)	Name	ALKAMULS A

Product Code	SLV9_Product_Code__c	90001914
Product Name	SLV9_Product_Label__c	ALKAMULS A
Active	SLV26_CPA_IsCPAAActive__c	True
Product Markets	SLV42_CPA_Product_Markets__c	Metal Treatment;Lubricants;Personal Care;Home Care


Customer Product Association
ALKAMULS A

Related
Details

Customer Product Association Name ALKAMULS A	GBU Novecare
Account AZELIS	Product Markets ⓘ Lubricants;
Product ALKAMULS A	
Product Code 90001914	Active <input checked="" type="checkbox"/>
Created By  Admin , 18-10-2018 18:42	Last Modified By  Admin , 23-06-2020 12:36

Access to Documents - Solution Finder


The first level of access to documents is controlled via the 'Markets' field in the Contact. If the customer has access to the Market will be able to search in the Solution Finder for the products that are assigned to that Market and consequently search for the designated documents.

In order to assign the Market to the product the field Markets in the product should be filled with the Market the contact has access to, this will allow the customer to search for the product according to values selected in the Solution Finder search.

Currently the update of the Product values is being done manually from PIM (Product interface) by CGI in a weekly basis **(no longer the case, Product fields are updated directly in Salesforce)**

For more details check the file: [How to Import Product values from PIM to Solution Finder\(MSP\)](#) **(no longer the case, Product fields are updated directly in Salesforce)**

For more details about Solution Finder [go the detailed page](#).

Pre-requisite	<p>The upsert has to be done whenever a NEW Product needs to be roll-out for a Market through the import file.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;">  Solution Finder Products Import file (no longer the case, Product fields are updated directly in Salesforce) </div>
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Purpose	<ul style="list-style-type: none"> • Allow the customer to see a restricted list of product details and documents that are available for his/her Market • Used to populate the PRODUCT dropdown list in screens • Serves for: <ul style="list-style-type: none"> ◦ Sample request ordering ◦ Contact us ◦ Access to product-related documentations (SDS, RDS, TDS, Formulations, General Statements, Certificates and Marketing Docs) 	
Common Name	CRM Technical Fields Name	Example values
MSP Product Finder		
Markets	SLV32_Markets__c	Metal Treatment, Lubricants, Homecare, Personal Care
INCI	SLV32_INCI__c	COCO-BETAINE
RCI	SLV32_RCI__c	86.00%
ISO 16128-2	SLV32_ISO_16128_2__c	0.95
MSP CAS Number	MSP_CAS_Number__c	68411-30-3
MSP Region	MSP_Region_Availability__c	Asia-Pacific;Europe, Africa & Middle East; Latin America;North America
MSP Metal Treatment		
Metal	SLV32_Metal__c	Steel
Process Step	SLV32_Process_Step__c	Alkaline cleaning dip
Challenge	SLV32_Challenge__c	Foam control
Features	SLV32_Features_Metal_Treatment_text__c	Low labeling
Benefits	SLV32_Benefits_Metal_Treatment_text__c	Multi-metal cleaning
Regional Availability (Deleted)	SLV32_Regional_Availability_MetalT__c	EMEA
Market	SLV32_Market__c	Automotive
Additive Function	SLV32_Additive_Function_MetalTreatment__c	Emulsification
Description	SLV32_Description_MetalTreatment__c	Versatile, multi-benefit low foam degreaser from natural sources, replace NPE/APE, low foaming.
Description for Customer	SLV32_Description_for_Customer_MetalT__c	Versatile, multi-benefit low foam degreaser from natural sources designed to replace NPE/APE in the most demanding applications, especially low foaming. ; Shows good solubility in acidic conditions and can reach good solubility in alkaline conditions with Rhodafac® H66 / H66 E.
Product Properties	SLV32_Product_Properties_MetalT_text__c	"Cloud point (1% aq. sol.) : 36-42°C; Surface Tension @ 45 ms = 59 mN/m; Surface Tension @ >60s = 39 mN/m"
MSP Lubricants		
Fluid utilization	SLV32_Fluid_utilization__c	Driveline oil; Industrial oil
Fluid type	SLV32_Fluid_type__c	Neat oil
Features	SLV32_Features_Lubricants_text__c	Liquid form
Benefits	SLV32_Benefits_Lubricants_text__c	Anti-oxidant
Regional Availability (Deleted)	SLV32_Regional_Availability_Lubricants__c	APAC
Additive Function	SLV32_Additive_Function_Lubricants__c	Anti-oxidant
Description	SLV32_Description_Lubricants__c	"Aminic anti-oxidant, suitable for lubricant applications.

Description for Customer		"Aminic anti-oxidant, suitable for lubricant applications. Benefits : - Anti-oxidant Features : - Liquid form Uses : - Driveline oil, - Engine oil - Industrial oil"
Product Properties	SLV32_Product_Properties_Lubricants_text__c	HLB = 9.2
MSP Personal Care		
Function	SLV32_Function_PersonalCare__c	Anti-static agent ; Conditioner
Features	SLV32_Features_PersonalCare__c	Easy to process
Green credentials	SLV32_Green_credentials_PersonalCare__c	Preservative free ; Vegan & Cruelty Free Trend
Chemical Category	SLV32_Chemical_Category_PersonalCar_text__c	Surfactants - Cationic
Form	SLV32_Form_PersonalCare_text__c	Liquid
Regional Availability (Deleted)	SLV32_Regional_Availability_PersonalCare__c	APAC ; EMEA ; NAM ; LAM
Benefits	SLV32_Benefits_PersonalCare__c	Sensory experience enhancement
Recommended use	SLV32_Recommended_use_PersonalCare__c	Shampoos
Description	SLV32_Description_PersonalCare__c	Natural Cationic conditioner based on hydrolyzed rice protein and coconut oil. Strengthen, moisturize, and condition damaged hair. Wet combability, superior dry combability, and detangling. COCODIMONIUM HYDROXYPROPYL HYDROLYZED RICE PROTEIN.
Description for Customer	SLV32_Description_for_Customer_PersonalC__c	A vegetable derived cationic conditioner based on hydrolyzed rice protein and coconut oil. MACKPROPLUS® RICE C is highly substantive which helps to strengthen, moisturize, and condition damaged hair. This product provides excellent wet combability, superior dry combability, and detangling as demonstrated in two different studies on Caucasian and Asian hair (via Dia-Stron measurements). MACKPROPLUS® RICE C is compatible with all surfactant classes and has been proven to not depress foam in anionic systems. (inci : COCODIMONIUM HYDROXYPROPYL HYDROLYZED RICE PROTEIN)
MSP Home Care		
Function	SLV32_Function_HomeCare__c	Surfactant ; Detergent / Cleaning
Features	SLV32_Features_HomeCare__c	Stability across wide range of PH
Green credentials	SLV32_Green_credentials_HomeCare__c	High RCI <90
Chemical Category	SLV32_Chemical_Category_HomeCare_text__c	Surfactants - Amphoteric
Form	SLV32_Form_HomeCare_text__c	Liquid
Regional Availability (Deleted)	SLV32_Regional_Availability_Homecare__c	APAC ; EMEA ; NAM ; LAM
Benefits	SLV32_Benefits_HomeCare__c	Booster Effect
Recommended use	SLV32_Recommended_use_HomeCare__c	Laundry detergent ; Hand Dishwash

Description	SLV32_Description_HomeCare__c	A primary surfactant providing foaming in shampoo, body wash, and bath products. It is also for alkali cleaners, mild dish wash, laundry liquids. No preservative. SODIUM ALKYL ETHOXY SULFATE
Description for Customer	SLV32_Description_for_Customer_HomeCare__c	A primary surfactant providing excellent foaming in shampoo, body wash, and bath products. It is also a workhorse surfactant for alkali cleaners, mild dish wash, laundry liquids. Rhodapex® ESB 30 HA1 does not contain a preservative. (inci : SODIUM ALKYL ETHOXY SULFATE)