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Ship-to Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

[Link](#) [Link](#)

SAP customer to whom Solvay is shipping the products

Label(s)

- [account](#)

Sold-to and ship-to Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

[Link](#) [Link](#)

SAP customer to whom Solvay is selling and shipping the products

Label(s)

- [account](#)

Sales Planning Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

[Link](#) [Link](#)

This is the process in Salesforce.com supporting the planning, preparation, execution, and restitution of a Customer Visit. It supports the development of an Opportunity, the execution of a defined Account Plan, the collection of Leads of interest for other BU, or even the continuous management of Competitive insights.

Label(s)

- [Salesforce.com](#)
- [customer_visit](#)
- [activity](#)
- [event](#)
- [visit_report](#)
- [Customer_visit](#)

Shared Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

[Link](#) [Link](#)

Type of visibility in Salesforce.com: All CRM users will have visibility on your record (visit report, account plan,...) or information

Label(s)

- [Salesforce.com](#)
- [visibility](#)

Solvay contacts restricted Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

[Link](#) [Link](#)

Type of visibility in Salesforce.com: Your record (visit report, account plan,...) is limited to the identified Solvay contacts (e.g. opportunity team, etc.)

Label(s)

- [Salesforce.com](#)
- [visibility](#)

Segment Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

[Link](#) [Link](#)

Second level in the market segmentation hierarchy defined at Corporate level. The segment usually represents functionalities (e.g. light weighting), based on Market needs. In residual cases (e.g. Consumer Goods), it describes categories of parts or goods regrouped by usage (e.g. food packaging)

Label(s)

- [Application](#)
- [market](#)
- [market_segmentation](#)
- [end-use](#)
- [application](#)

Sub-motive Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

[Link](#) [Link](#)

The sub-motive describes about which aspect the customer is complaining (more detailed than the motive). Motive and submotive are not intended to describe the cause of the Complaint but only the « experience » of the customer. Examples of sub-motives: late delivery, wrong material, invoice issue, labelling issue,...

Label(s)

- [Complaint_Management](#)
- [complaint](#)
- [motive](#)
- [complaint_management](#)

Severity Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

[Link](#) [Link](#)

Categories used to describe the impact of the Complaint on the customer

Label(s)

- [Complaint_Management](#)

Sample Management Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

[Link](#) [Link](#)

Process in Salesforce.com which allows to create, manage and monitor sample requests through 5 main steps (creation, approval, processing, follow-up and closing)

Label(s)

- [Sample_management](#)

Special customer request Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

[Link](#) [Link](#)

Special Customer Requests process in Salesforce.com deals with managing requests coming from the customer that deviate from Solvay GBU standard offering (e.g. product specifications, way of handling quality system, shipping)

Label(s)

- [Customer_Request_Management](#)

Standard customer request Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

[Link](#) [Link](#)

Customer request representing one or more demand(s) from a customer related to one or several areas (e.g. logistics, packaging, documentation, training, technical support, regulatory compliance), considered as standard for a specific GBU

Label(s)

- [Customer_Request_Management](#)
- [Customer_request_management](#)