

Account: Account Update

Overview

In this section, you will find information about how to request an update of an existing SAP account. This section focuses on process steps with Salesforce as starting point. Specific actions to be performed in SAP by customer service representatives are not described in this section.

Concerned profiles:

Sales - Customer Service Representatives (CSR)

Step By Step

If you desire to update the name or address of an account, you first have to *open* the account page, then *click* on **Customer Update request**

Account

BAYER CROPSCIENCE

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Account Detail

EditCustomer Update RequestSold & Pending Orders

▼ Account Information

Account Owner

SAP User [Change](#)

Account Record Type

SAP Customer

Account Name

BAYER CROPSCIENCE [View Hierarchy](#)

Partner Type

Sold-to & Ship-to

Corporate Group

BAYER

Partner Sub-Type

Sold-to & Ship-to

Cross GBU Key Account

☐

Phone

Confidential

☐

Website

▼ Address Information

Address

RUE DE RANSBEEK
BRUSSELS, Bruxelles 1120
Belgium

House Number 1

315

House Number 2

Region

EMEA



You must be part of the Accredited Team with read / Write access to the database

Enter the **information** you desire to update and then **click** on **Save**

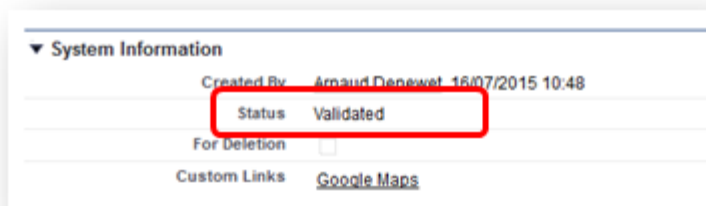
User can assign the update request to a CSR...:

- From the Account Team
- Selected in the CRM
- User can also select a group of CSRs

Once requested, the update request is recorded in Salesforce and you can consult the information

In the meantime, the account status *has been updated to Update Requested*. It is not possible to submit another update request.

Once the account is updated in SAP, the account status is automatically updated to **Validated**.



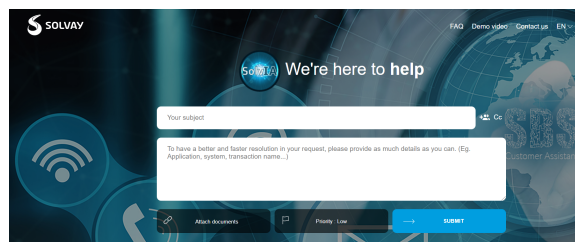
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