

# 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

Account Name BAYER CROPSCIENCE  
Country Belgium  
Street RUE DE RANSBEEK  
City BRUSSELS  
State/Province Code Bruxelles  
Zip/Postal Code 1120  
Old House Number 1 315  
Old House Number 2

**Address Local Language Update**

Account Name (local language)  
Language Click lookup icon...  
Alphabet  
Country (Local Language)  
Street (Local Language)  
City (Local Language)  
State/Province (Local Language)  
Zip/Postal Code (Local Language)  
House Number 1 (Local Language)  
House Number 2 (Local Language)

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

**Request**  
Req-0306  
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Request History (1) | Google Docs, Notes, & Attachments (0)

**Request Detail** Close Request

Alert Your Update request has been submitted to the CSR. The Status of account is now "Update Requested" and will move to "Validated" once the change will be performed in SAP

**Request Information**

Request Number Req-0306 Status Open  
Owner Uma Brahmanayagam (Change)  
Account BAYER CROPSCIENCE  
Account Status Update Requested

**Account Information Update**

To be deleted ☒  
Details for account deletion Company closed, please delete the account  
CSR from the Account Team Amaud Denewet  
CSR Selection  
CSR Queue

**Address Information Update**

Account Name BAYER CROPSCIENCE  
Old Country  
Old Street RUE DE RANSBEEK  
Old City BRUSSELS  
Old State  
Old Zip/Postal Code 1120  
Old House Number 1 315  
Old House Number 2

Account Name  
Country  
Street  
City  
State/Province  
Zip/Postal Code  
House Number 1  
House Number 2

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

**System Information**

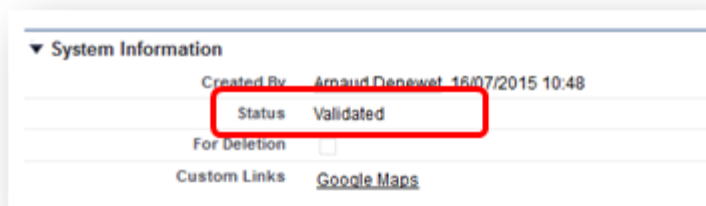
Created By Amaud Denewet 16/07/2015 10:48

Status Update Requested

For Deletion ☐

Custom Links Google Maps

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



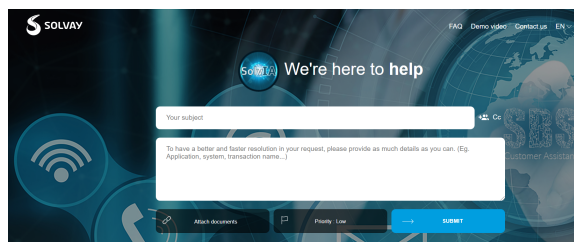
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## Related articles

- [Account: Presentation](#)
- [Account: Create a Prospect](#)
- [Account: Convert a Prospect](#)

## Need help?

To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : <https://solvia.solvay.com/>



you can copy users with email address , default priority is Low , then Submit . We advise you to put keywords in subject to ease dispatching to correct Agent : CRM - Complaint for example