

# Sample: Create a Sample

## Overview

In this section, you will find information about:

- How to create a sample.
- Which fields are mandatory
- How to select a product

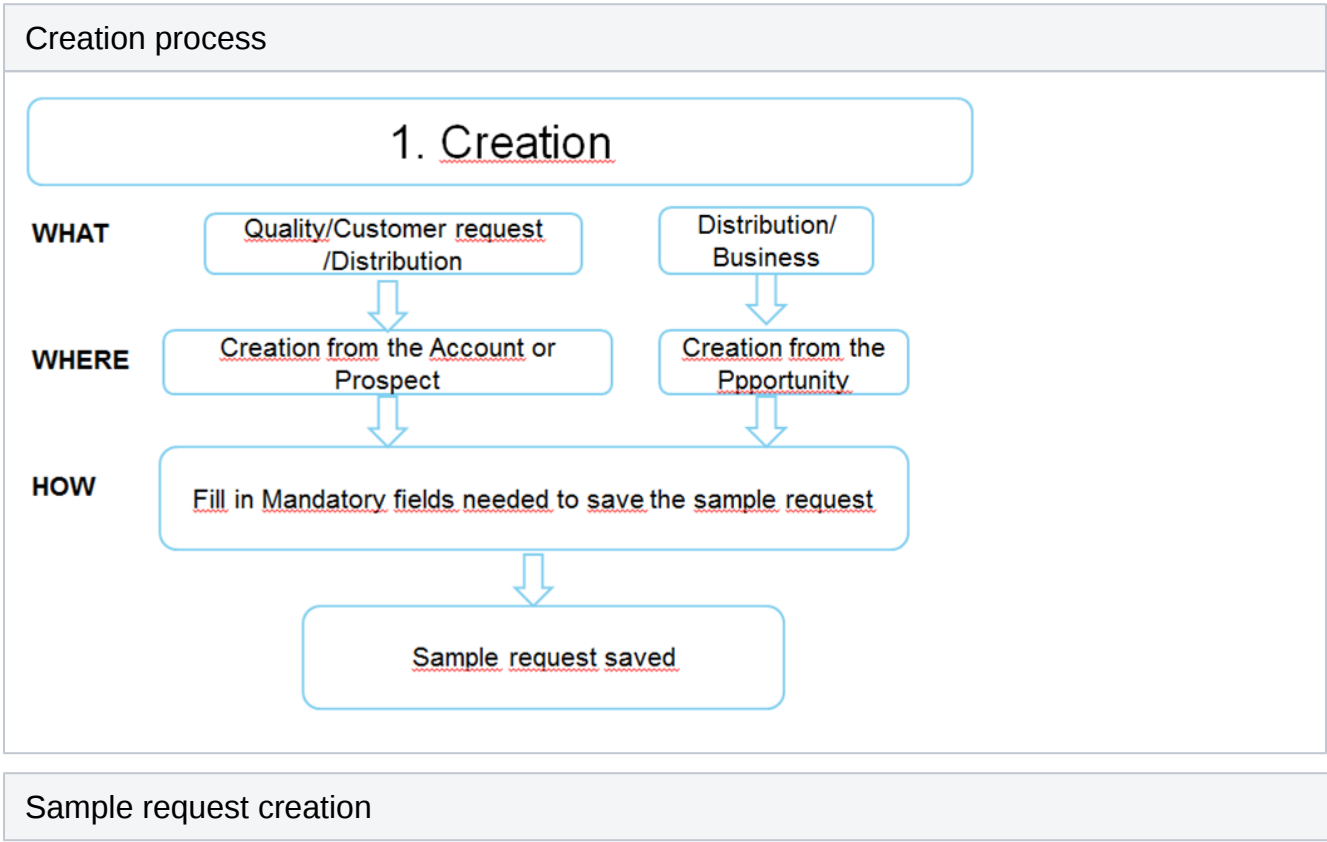
Concerned profiles:

Sales - Customer Service - Supply Chain

## Table of content

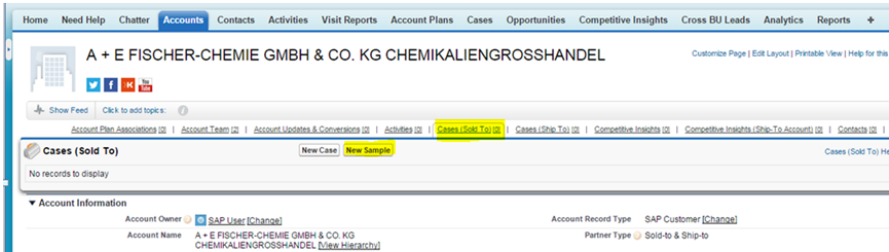
- [Step By Step](#)
  - [Creation process](#)
  - [Sample request creation](#)
    - [Mandatory fields for all GBUs](#)
    - [Mandatory fields for specific cases](#)
    - [Select the Ship Address information](#)
  - [Product selection](#)
  - [Case Team](#)
- [Related articles](#)
- [Need help?](#)

## Step By Step

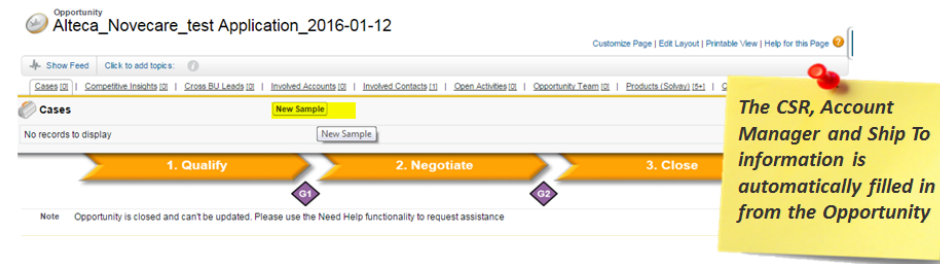


## Creation of the sample request can be done from:

- The account / The prospect related list



- The opportunity related list



A Sales Rep wants to send a Sample to a Customer to show the new Product Solvay has just released and creates the Request on the system

He provides the general information about the Sample Request.

Information such as the Sold to Account and Contact, the Initial Description and the GBU and BU should be provided

He details the Shipping information:

There are 3 types of Address that can be selected and that will be displayed on the page layout and all the Emails related to Complaints:

- 1 **Ship-to:** select a Ship-to account from the system and use the Ship-to address
- 2 **Contact:** select a Ship-to account and a Contact from the Ship-to and use the Contact address
- 3 **Manual:** don't select records from the system but use the fields on the right side of the group to manually enter the Address information

And then, he must select the Product information related to the Sample request

Product selection key statement:

- When a sample is created, the product field is mandatory
- As it is mandatory, a dummy product for each GBU will be created in the product table in case the user does not find the right product or the product still does not exist. If the product selected is a dummy one, a text field is available to fill in the Product name. That product can be specified in details in the description field.
- A sample request is linked to only one product => it is possible to clone a sample request if multiple products are requested
- This product field can contain several levels of products depending on GBU
- All GBUs can chose to filter the lookup results on the level, name, description and so on in order to make the search easy and fast.
- Once the Product is selected, the level above (parent) will appear in a separate field to have the product hierarchy

The Sales rep can add more information to the Samples Request after registering it, such as Attach Document, Tasks and manage the Case Team for the Request

## Mandatory fields for all GBUs

| Mandatory fields                    | Always mandatory | Prefilled                                                                | GBU |
|-------------------------------------|------------------|--------------------------------------------------------------------------|-----|
| Sold to Account                     | Yes              | If created from an Account, or an Opportunity (field of Sold To Account) | All |
| Contact demander                    | Yes              | No                                                                       | All |
| GBU                                 | Yes              | If created from an Opportunity                                           | All |
| BU                                  | Yes              | If created from an Opportunity                                           | All |
| Account manager                     | Yes              | No                                                                       | All |
| Ship to account or Shipping address | Yes              | No                                                                       | All |
| Product                             | Yes              | No but filtered by GBU                                                   | All |
| Requested arrival date              | Yes              | No                                                                       | All |
| Requested volume                    | Yes              | No                                                                       | All |
| Unit of measure                     | Yes              | No                                                                       | All |
| Currency                            | Yes              | Yes, from the user page                                                  | All |

## Select the Ship Address information

There are three types of Address that can be selected and that will be displayed on the Page Layout and all the Emails related to Complaints:

- Ship-to: Select a Ship-to account from the system and use the Ship-to address
- Contact: Select a Ship-to account and a Contact from the Ship-to address
- Manual: Don't select records from the system but use the fields on the right side of the group to manually enter the Address information

The screenshot shows the 'Shipping Information' form. It has a title bar with 'Shipping Information' and a red icon indicating 'Required Information'. The form is divided into two main sections. The left section contains a dropdown for 'Address Type' (set to '--None--'), a 'Ship To Account' field with a 'Click lookup icon...' button, and a 'Contact Name' field with a 'Click lookup icon...' button. The right section contains several text input fields: 'Shipping name', 'Shipping address 1', 'Shipping address 2', 'Shipping city', 'Shipping zip code', 'Shipping country' (a dropdown menu), 'Shipping Contact name/addressee', 'Shipping Contact Phone', 'Shipping Contact Email', 'Additional shipping information', and 'CSR comments'. Three yellow numbered callouts are present: '1' points to the 'Ship To Account' field, '2' points to the 'Contact Name' field, and '3' points to the 'Shipping name' field.

## Product selection

- When a sample request is created, the product field is mandatory.
- As it is mandatory a dummy product for each GBU will be created in the product table in case the user does not find the right product or the product still selected is a dummy one, a text field is available to fill in the Product name. That product can be specified in details in the description field.
- A sample request is linked to only one product (possibility to clone a sample request if multiple products are requested).
- This product field can contain several levels of products depending on GBU.
- All GBUs can chose to filter the lookup results on the level, name, description and so on in order to make the search easy and fast.
- Once the Product is selected, the level above (parent) will appear in a separate field to have the product hierarchy.

## Case Team

N  
o  
w  
,  
y  
o  
u  
c  
a  
n  
m  
a  
n  
a  
g  
e  
y  
o  
u  
r  
c  
a  
s  
e  
t  
e  
a  
m  
a  
s  
s  
f  
o  
r  
o  
t  
h  
e  
r  
c  
a  
s  
e  
s

 **Case Team**

[Update Case Team Members](#)

[Case Team Help ?](#)

No records to display

[Annual History](#) [Don't Annual Damage!](#) [Annual History Help ?](#)

O  
r  
i  
g  
i  
n  
a  
t  
o  
r  
c  
a  
n  
g  
i  
v  
e  
a  
c  
c  
e  
s  
s  
t  
o  
t  
h  
e  
t  
o  
t  
h  
e  
r  
p  
e  
o  
p  
l  
e  
b  
y  
a  
d  
d  
i  
n  
g  
h  
i  
m  
i  
n  
t  
h  
e  
c  
a  
s  
e  
t  
e  
a  
m.

=  
>  
**N**  
**e**  
**w**  
**w**  
**i**  
**n**  
**t**  
**e**  
**r**  
**1**  
**7'**  
**R**  
**e**  
**a**  
**s**  
**e**

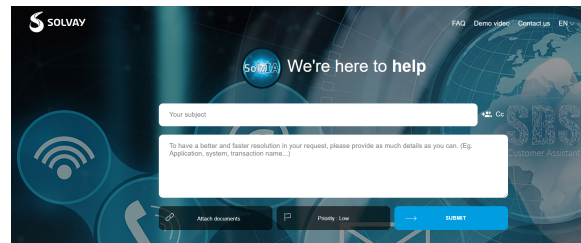
[Back to the top](#)

Related articles

Need help?

- [Sample: Approval Process](#)
- [Sample: Processing the Sample](#)
- [Sample: Follow up actions and Closure](#)

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/>

The image shows a web form for creating a support ticket on the Solvia platform. The header features the Solvia logo and navigation links for FAQ, Demo video, Contact us, and EN. The main heading is "We're here to help". Below this is a "Your subject:" label followed by a large text input field. A smaller text input field below it contains the placeholder text: "To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name...)". At the bottom of the form, there is an "Attach documents" button, a "Priority: Low" dropdown menu, and a blue "SUBMIT" button.

*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*