

FD - P1. Account & Contact management

- 0. Definitions
 - 0.1 Account Definition
 - 0.2 Account Components & Layouts
 - 0.3 Account Owner
- 1. Functional Process : Account Management
 - 1.1 Prospect Creation
 - 1.2 Conversion / Update request
 - 1.2.1 Pre-requisites
 - 1.2.2 Use Cases of Conversion / Update request
 - Sold-to/Ship-to customer creation requested in Salesforce (prospect in SFDC and non-existing in SAP)
 - Duplicate sold-to/ship-to customer creation requested in Salesforce (prospect in SFDC but existing customer in SAP used by another GBU)
 - Sold-to/Ship-to customer update requested in Salesforce
 - Sold-to/Ship-to customer update in SAP
 - Sold-to/Ship-to customer deletion in SAP
 - Sold-to/Ship-to customer creation requested rejected by CSR
 - 1.2.3 API and Mail
 - 1.2.3.1. APIs
 - 1.2.3.2. Mails
 - 1.2.4 Technology Solutions conversion specificity
 - 1.3 Processes not including an interface with SAP
 - 1.4 Trigger the creation of a GBU / BU customer segmentation
- 2. Data Model & Security
 - 2.1 Main objects
 - 2.2 Account Security Model
 - Corporate Account security model :
 - 2.3 GBU customer segmentation data model
 - GBU customer segmentation parent object
 - BU customer segmentation child object
 - 2.4 Contacts
- 3. Account Custom Buttons & Features
 - 3.1 GBU customer segmentation
 - Manage Team Memberships
 - Manage Contacts
 - 3.2 Highlights
 - 3.3 Prospect Conversion component
 - 3.4 Custom Buttons
 - "Visit Preparation Report" Button
 - "Update Request" Button
- APPENDIX : "Balink" prospect conversion flow in Lightning Experience - disabled and never implemented because no need in the end from business
 - A.1 Conversion process component
 - A.2 Conversion Webform Generation
 - A.2.1 CSR selection
 - A.2.2 Online / Offline conversion request
 - A.2.3 Prospect type selection
 - A.2.4 Webform generation
 - A.3 Conversion Webform

| Version | Date | Description | Author |
|---------|------------|----------------------------|-----------------------|
| v.1 | 30.03.2017 | Creation | Jeremie Seabra |
| v.2 | 14.12.2017 | Lightning update | Sophie Millet |
| v.3 | 25.05.2018 | Lightning Spring 18 update | Sophie Millet |
| v.4 | 14.10.2018 | Lightning Fall 18 update | Hicham Mohamed Tabbak |
| v.5 | 21.02.2020 | Conversion process review | Josiane Peytraud |

0. Definitions

0.1 Account Definition

Accounts are Syensqo's customers, partners and distributors.

Each account stores information such as a name, address, phone numbers and customer attributes.

For each account, you can link information such as opportunities, activities, cases, visit reports, notes and attachments.

Source [document Functional design from Accenture project](#)

Global overview of [interface for Account management in CRM](#)

| Record type | Partner type | Definition |
|-------------------------|------------------------------|---|
| Corporate Group | n.a. | Account specifically created for grouping accounts under one parent. Corporate Group can not be used for business transactions in SAP |
| Non SAP customer | Prospect | Syensqo's potential customers (sold-to or ship-to or both, as SAP customers), not yet recorded in SAP |
| | Indirect Customer | Customer Syensqo is not directly doing business with, but is buying Syensqo's products |
| | Non-Buying Entity | Account not buying products from Syensqo, but in relationship with Syensqo (i.e. Corporate Centers, Research Centers, Universities, Laboratories, etc.) |
| | Third Party | Account not directly involved in a selling transaction but involved to perform specific services for a SAP Customer |
| | Vendor | Account providing goods or services to Syensqo |
| | Chemplex Prospect | Prospects which are not in SAP, belonging to Chemplex business - part of Noveware Chemlogics. |
| | Chemplex Customer | Customers which are not in SAP, belonging to Chemplex business - part of Noveware Chemlogics. |
| SAP customer | Ship-to | SAP customer to whom Syensqo is shipping the products |
| | Sold-to & Ship-to | SAP customer to whom Syensqo is selling and shipping the products |

0.2 Account Components & Layouts

Each account record type is displayed with a different layout, using different components: [\(Classic View\)](#)

| Component | Definition | Standard / Custom | Corporate Group | SAP customer | Prospect |
|---------------------------|---|-----------------------------------|-----------------|--------------|----------|
| iTools | Account specifically created for grouping accounts under one parent. Corporate Group is not interfaced with SAP | App Custom | X | | |
| Chatter | | Standard | X | X | X |
| Related lists | Visit reports, Opportunities, Quotes, VOC, ... | Standard | | X | X |
| Related lists | Commitments, Contracts | Standard | | X | |
| Sold and Pending Orders | | Custom, integrated with Clickview | | X | |
| Competitive Insights | | Custom | | X | X |
| Service related lists | Open Complaints, Sample Requests, Customer Requests, Customer Specific Requirements, Webforms | Custom | | X | X |
| Incoterms & Payment terms | | Custom | | X | |
| Highlights | | Custom | X | X | X |
| GBU customer segmentation | | Custom | X | X | X |
| Activity | | Standard | X | X | X |
| Prospect conversion | | Custom | | | X |

[\(Lightning View\)](#)

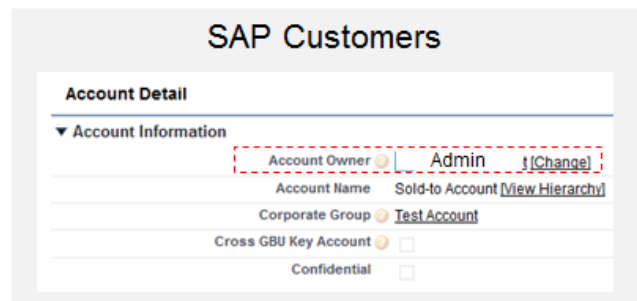
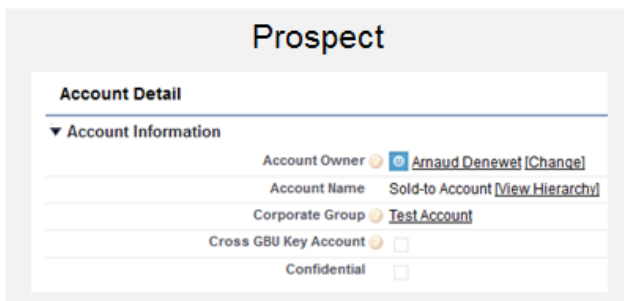
| Component | Definition | Standard / Custom | Corporate Group | SAP customer | Prospect |
|-----------|---|--------------------------|-----------------|--------------|----------|
| iTools | Account specifically created for grouping accounts under one parent. Corporate Group is not interfaced with SAP | App Custom | X | | |
| Chatter | | Standard | X | X | X |

| | | | | | |
|---------------------------|--|----------|---|---|---|
| Tabs | Visit reports, Competitive Insights, Related | Custom | | X | X |
| Tabs | Business, Service | Custom | | X | X |
| Tabs | Details | Standard | | X | X |
| | | | | | |
| Custom Actions | Update Request, Visit Preparation Report | Custom | | X | |
| Custom Actions | Visit Preparation Report, Edit, Change owner | Custom | | | X |
| Highlights | | Custom | X | X | X |
| GBU customer segmentation | | Custom | X | X | X |
| Activity | | Standard | X | X | X |
| Prospect conversion | | Custom | | | X |

0.3 Account Owner

Each Account in Salesforce must have one and only one "Account Owner". This rule is in place differently depending if the account is a customer or a prospect:

- For prospects, Account Owner is the creator, the sales rep who created the prospect in Salesforce
- For customers, Account Owner is "Admin User", a generic name meaning the account is controlled by SAP.



Consequences

The Account Owner is added to the Account Team at the creation as Account Manager. So he won't lose the visibility on his accounts after the conversion.

Roles & Responsibilities

The Account Owner is in charge of the maintenance of his accounts. He keeps the related data up to date and maintains the account team upon request from other BU's/GBU's

1. Functional Process : Account Management

1.1 Prospect Creation

The following fields are mandatory on creation:

- Name
- Street
- City
- Country
- Partner Type
- Partner Sub-Type
- Currency
- Corporate Group

If the Partner Type is Prospect, then the Partner Sub-Type must be "Sold-To & Ship-To" or "Ship-To".

The field Region is automatically populated depending on the Country.

The field "Account Organization" is automatically populated depending on the GBU of the user and is visible only by Users with "System Admin (Lite)" and "System Administrator" profiles.

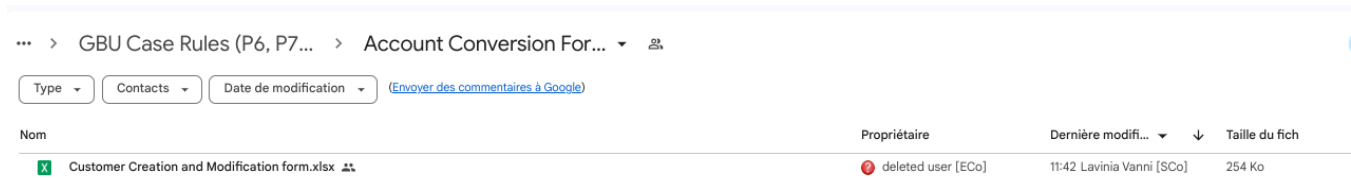
- If the user is part of Kandelium, the field Account Organization is setup with **Kandelium**
- For the other users, the field Account Organization is setup with **SCO**
- The value **ALL** has been set up when doing the split for PAX project. It means that the account was existing before this split and that he is visible by all the users whatever is their GBU.

1.2 Conversion / Update request

1.2.1 Pre-requisites

A GBU Segmentation and a Contact are mandatory before starting the conversion. [Procedure Account Management](#).

Users can also download directly from the conversion flow via a link to a shared folder where 2 files **Customer Creation form** will be created for SCO and ECO with different logo (Novocare requested we removed this option for them)

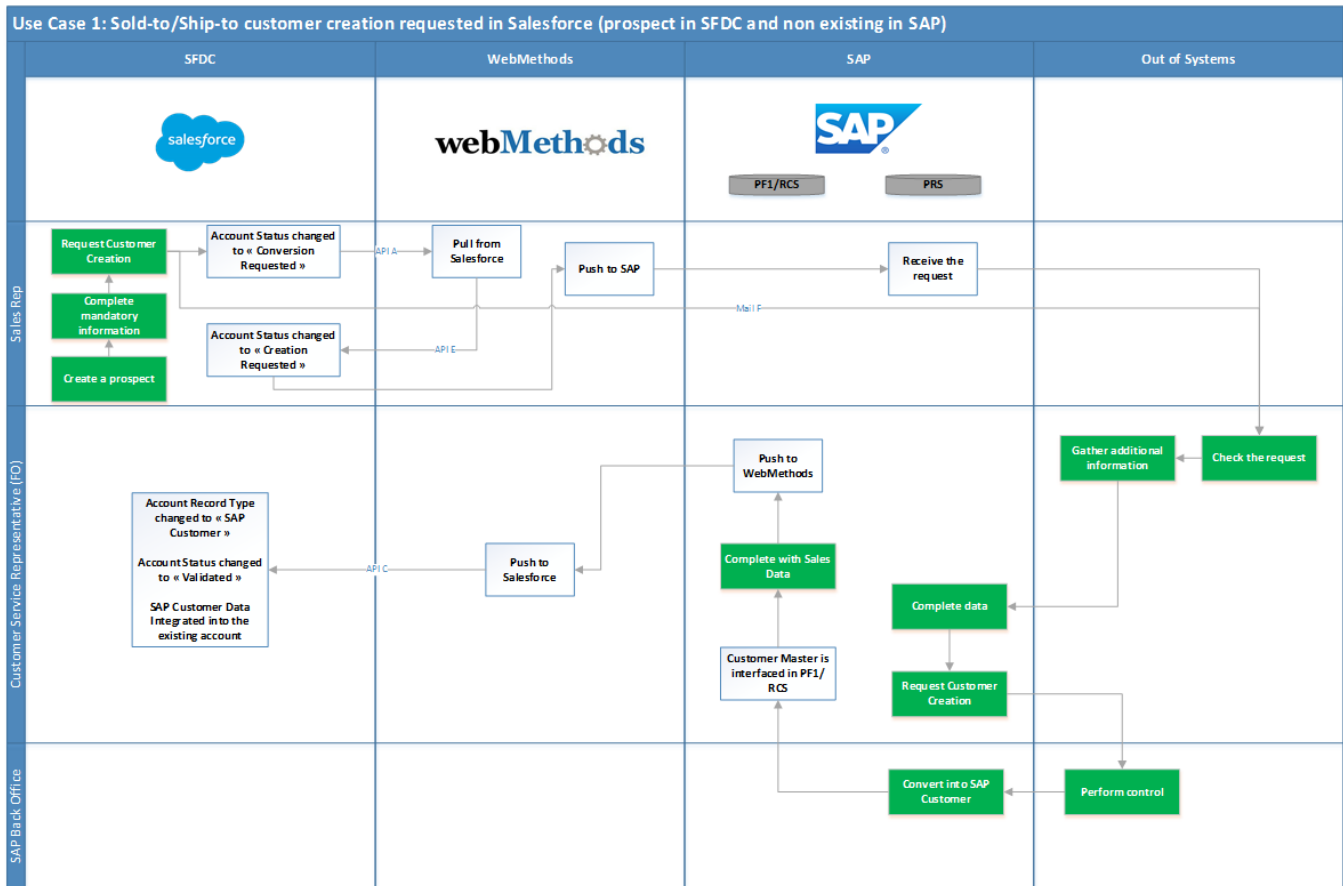


For Canada, United States, Brazil, United Kingdom, Italy and Australia, the field State/Province must be populated before starting the conversion.

For Technology Solutions, Novocare and Soda Ash, the corporate group is mandatory and must be populated before starting the conversion.

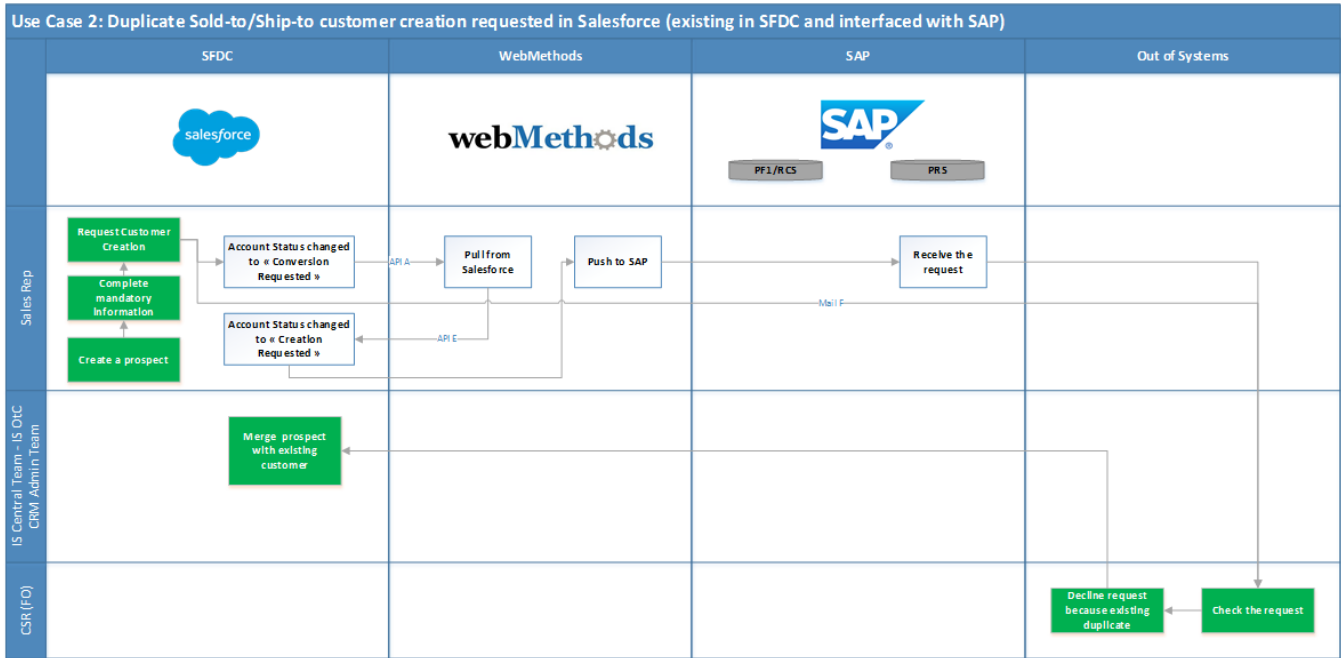
1.2.2 Use Cases of Conversion / Update request

Sold-to/Ship-to customer creation requested in Salesforce (prospect in SFDC and non-existing in SAP)



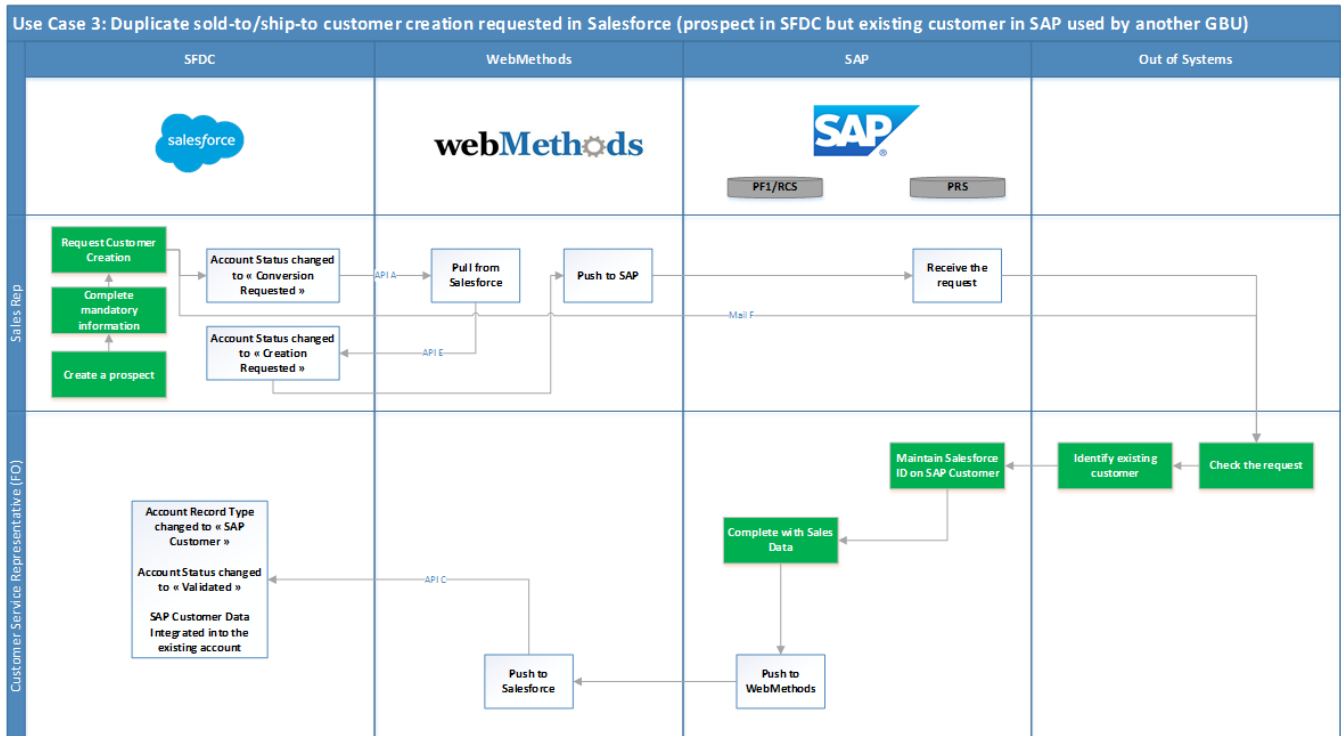
In this scenario, when checking the request, assumption is that the request is valid and no duplicate account is found. Next scenario covers the situation when a duplicate account is identified.

Duplicate sold-to/ship-to customer creation requested in Salesforce (existing in SFDC and interfaced with SAP)



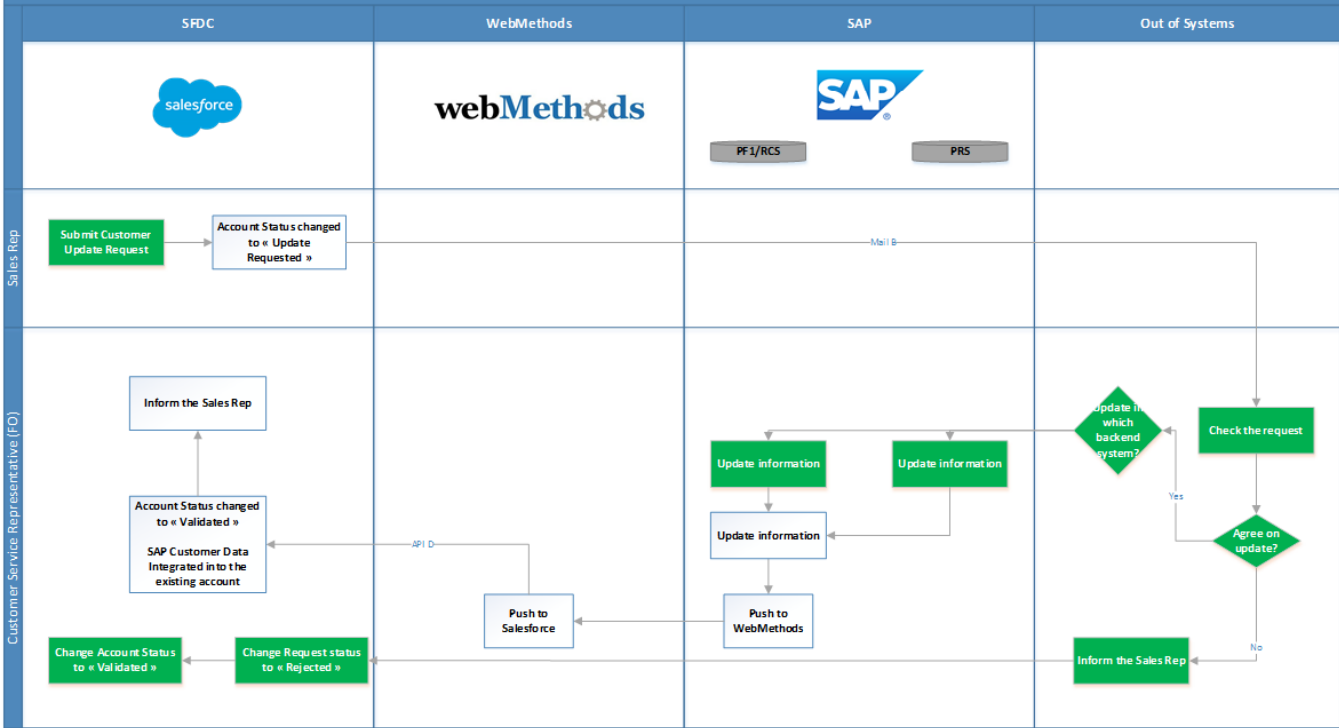
Note: If the prospect created already exists as an account in SFDC, the "merge" operation will be done by IS Support Team.

Duplicate sold-to/ship-to customer creation requested in Salesforce (prospect in SFDC but existing customer in SAP used by another GBU)



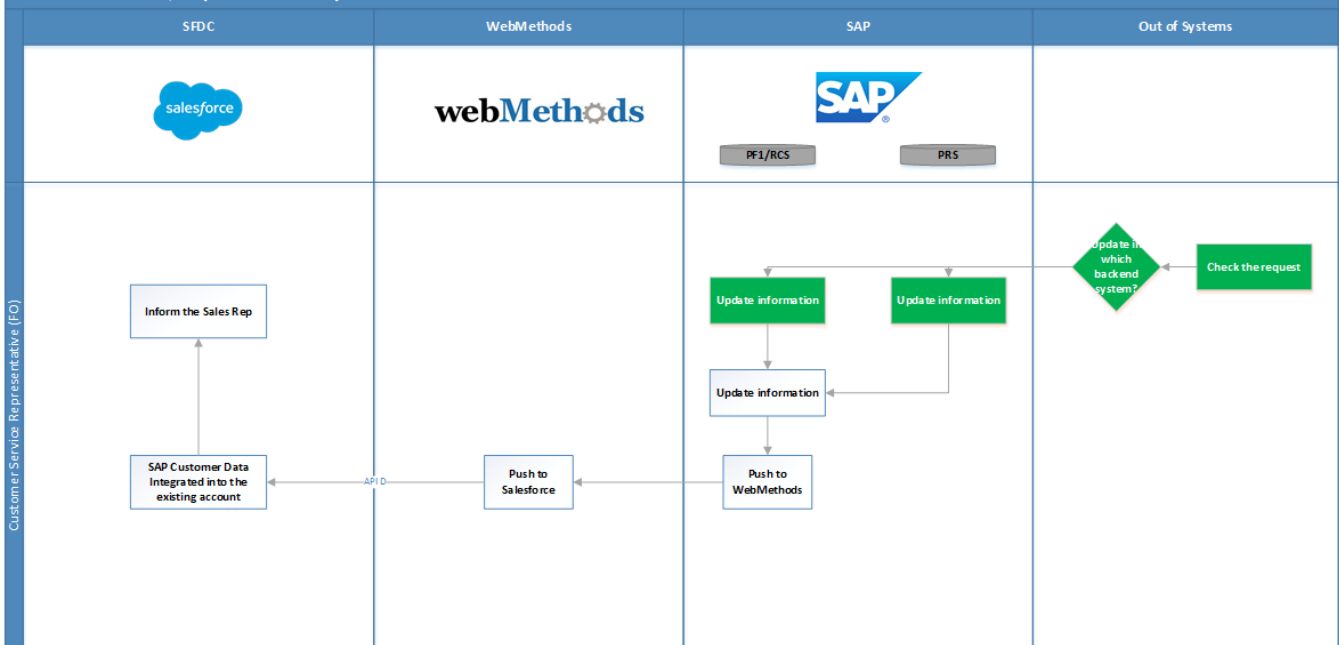
Sold-to/Ship-to customer update requested in Salesforce

Use Case 4: Sold-to/Ship-to customer update requested in Salesforce

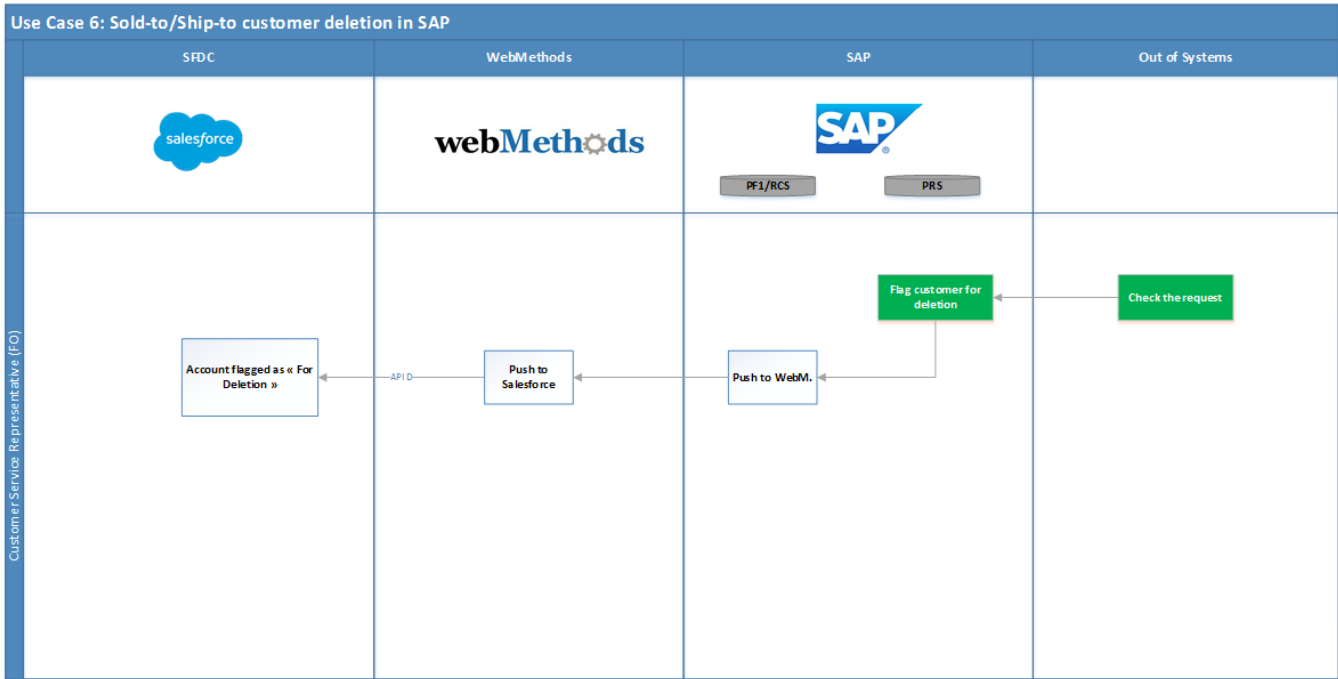


Sold-to/Ship-to customer update in SAP

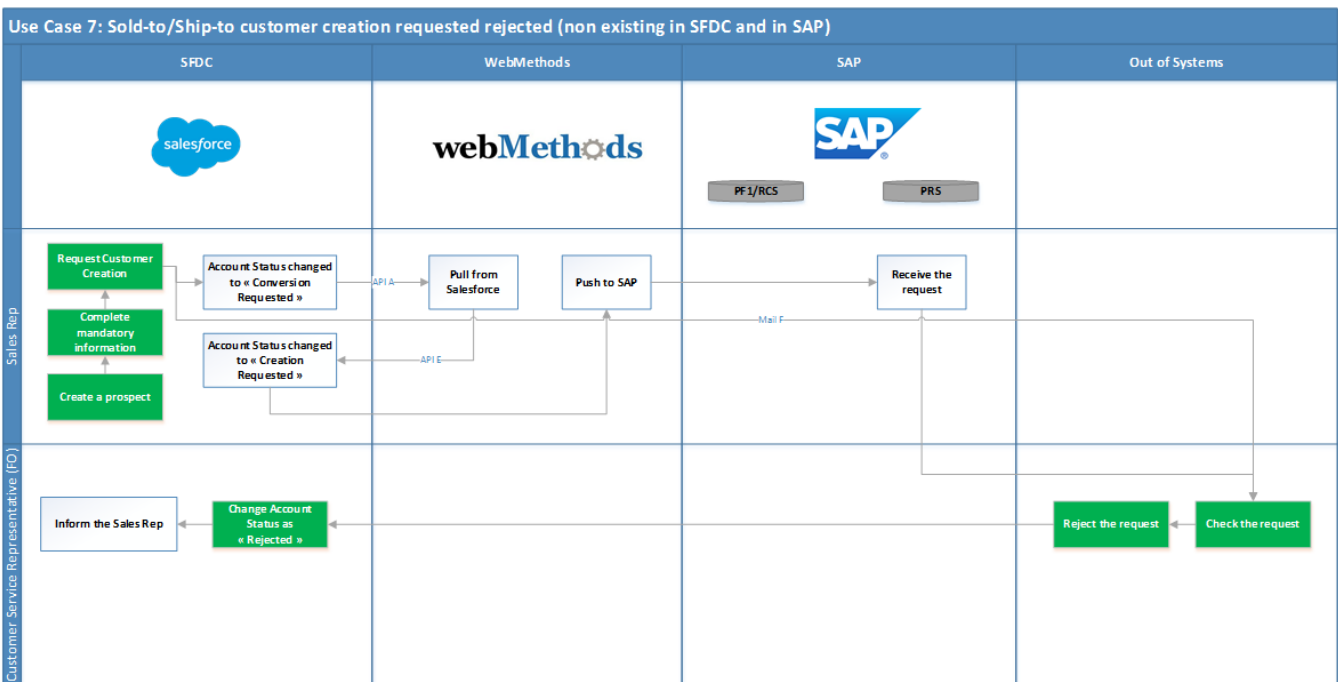
Use Case 5: Sold-to/Ship-to customer update in SAP



Sold-to/Ship-to customer deletion in SAP



Sold-to/Ship-to customer creation requested rejected by CSR



Note: typical use case: A dummy account is created by mistake by a user confusing Test and prod environments

1.2.3 API and Mail

Following information are transferred through the interfaces between Salesforce and SAP

1.2.3.1. APIs

- **API** : customer creation request from Salesforce
 - Salesforce account ID

- Account Owner
 - Account Name
 - Address (street, zip/postal code, city, country)
 - Address (local language) (street, zip/postal code, city, country, language key)
 - Customer Service Representative Name
 - Customer Service Representative Email address
 - Account Partner Type (sold-to & ship-to or ship-to)
 - If ship-to : take the Salesforce account ID of the sold-to account defined in the relationship (in order to create the relationship ship-to /sold-to in SAP)
- **API C:** customer creation order from SAP
 - Salesforce ID
 - PRS ID
 - RCS ID
 - Account Name
 - Address (street, zip/postal code, city, country)
 - Address (local language) (street, zip/postal code, city, country, language key)
 - Account Partner Type (sold-to & ship-to or ship-to)
 - Account Status (= Validated)
- **API D:** customer update order from SAP
 - Salesforce ID
 - PRS ID
 - RCS ID
 - Account Name
 - Address (street, zip/postal code, city, country)
 - Address (local language) (street, zip/postal code, city, country, language key)
 - Account Partner Type (sold-to & ship-to or ship-to)
 - Flag for deletion
- **API E:** Account Status
 - Account Status (= Validated)

1.2.3.2. Mails

- **Mail B :** customer update request from SFDC (will trigger a mail that contains the following values)
 - Salesforce account ID
 - PRS ID
 - RCS ID (could be blank in RCS)
 - Requested by
 - Salesforce must request the user to select the appropriate CSR based on the Account team.
 - Update requested:
 - Account Name
 - Address (street, zip/postal code, city, country)
 - Address (local language) (street, zip/postal code, city, country, language key)
 - Relationship (between a sold-to and a ship-to)
 - Flag for deletion
- **Mail F :** additional information requested at customer creation in Salesforce (Sold-to & Ship-to)
 - Account Information
 - Name
 - Address
 - Account Owner Email
 - Account type
 - GBU Account Sub-Type
 - CSR Name
 - Contact (lookup to select an existing contact or all the information to create one)
 - Shipping Conditions
 - Shipping Conditions
 - Full/Partial Loads
 - Delivery Hours
 - Incoterm 1
 - Incoterm 2
 - Checkbox: Is customer Tax Exempt
 - Supply Chain Contact (manual input)
 - Financial Contact (lookup to select an existing contact)
 - Safety Data Contact (lookup to select an existing contact)
 - COA Contact (lookup to select an existing contact)
 - If the Sold-to account doesn't need additional Ship-to account
 - Checkbox
 - If the Sold-to account needs additional Ship-to account, existing ship-to account:

- Ship-to Account (lookup to select an existing ship-to in Salesforce)
- If the Sold-to account needs additional Ship-to account, non existing ship-to account:
 - Ship-to Account NameShip-to Address
 - Ship-to Account Name in local language
 - Ship-to Account Address in local language
- If the Sold-to account is also a Bill-to account, following checkbox:
 - Checkbox
- If the Sold-to account is not a Bill-to account as well, additional information:
 - Bill-to Name
 - Bill-to Address
- If the Sold-to account is also a Payer account, additional information:
 - VAT Number and TAX ID 1, 2, 3, 4 and 5
 - Payment terms
 - Currency
 - Payment mode
 - Yearly Estimated Turnover
 - Estimated Volume
 - Unit of Measure
 - Estimated Value of First Order
 - If the customer is not interested in e-invoicing
 - Checkbox
 - If the customer is interested in e-invoicing
 - Invoice E-mail
 - Payer Contact (lookup to select an existing contact or all the information to create one)
- If the Sold-to account is not a Payer account as well, additional information:
 - Payer Name
 - Payer Address
 - VAT Number and TAX ID 1, 2, 3, 4 and 5
 - Payment terms
 - Currency
 - Payment mode
 - Yearly Estimated Turnover
 - Estimated Volume
 - Unit of Measure
 - Estimated Value of First Order
 - If the customer is not interested in e-invoicing
 - Checkbox
 - If the customer is interested in e-invoicing
 - Invoice E-mail
 - Payer Contact (lookup to select an existing contact or all the information to create one)
- Target System
 - Checkbox Target System PF1
 - Sales area PF1
 - Checkbox Target System WP1
 - Sales area WP1

1.2.4 Technology Solutions conversion specificity

For Technology Solutions, the conversion process is done in 2 steps:

- First, the Sales Rep. initiate the process and on the last screen, instead of submitting the creation in SAP, he saves his request and the system advises the CSR selected at the beginning of the conversion.
- Then, the CSR reviews and completes what has been initialized by the Sales Rep and submits the creation to SAP.

If the CSR initiates the conversion, then the process is not done in 2 steps and allow the submitting of the creation at once.

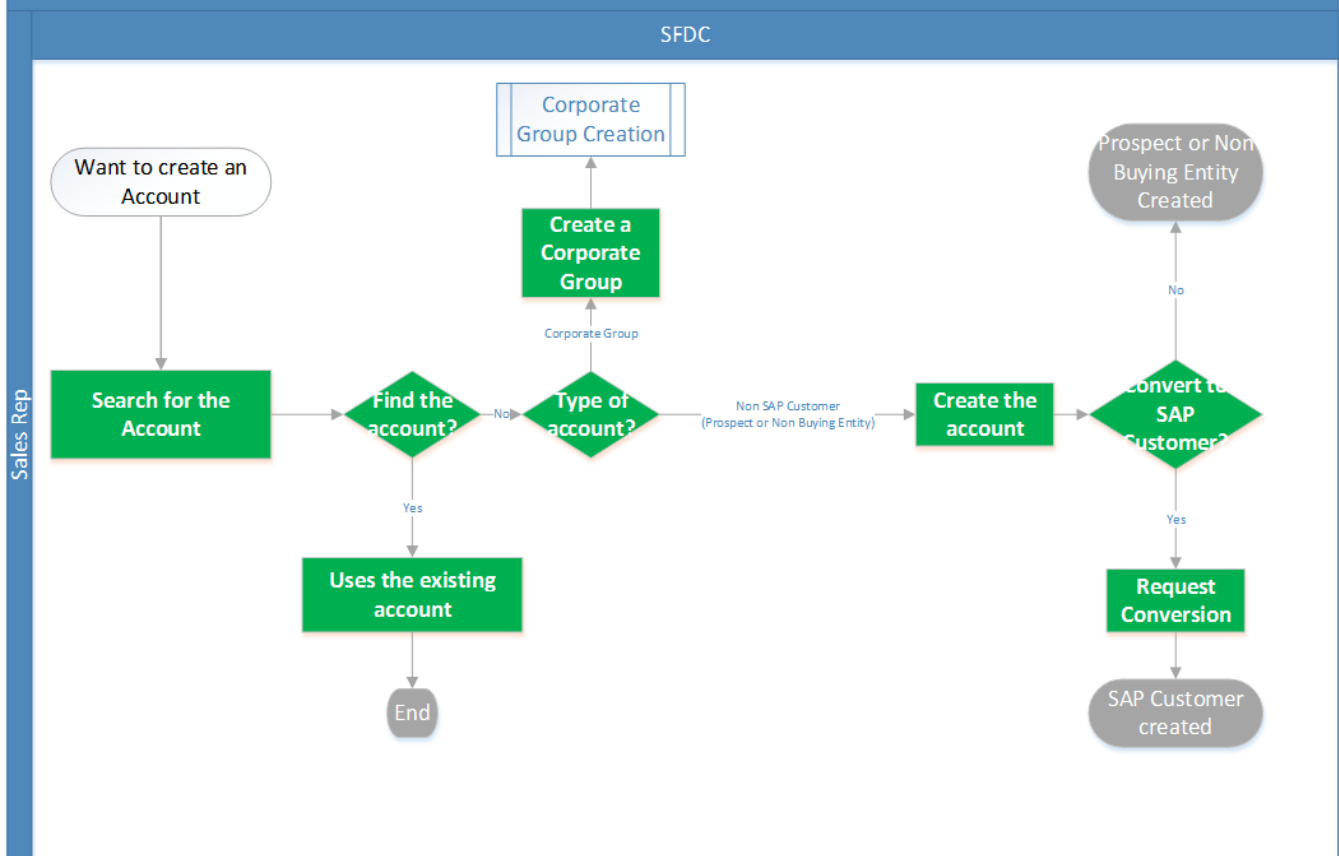
For Technology Solutions, the following fields are mandatory when the CSR runs the conversion:

- Shipping conditions
- Full / Partial Load
- Incoterm 1
- Incoterm 2
- Safety Data Contact
- COA Contact
- Payment Terms
- Payment Mode

1.3 Processes not including an interface with SAP

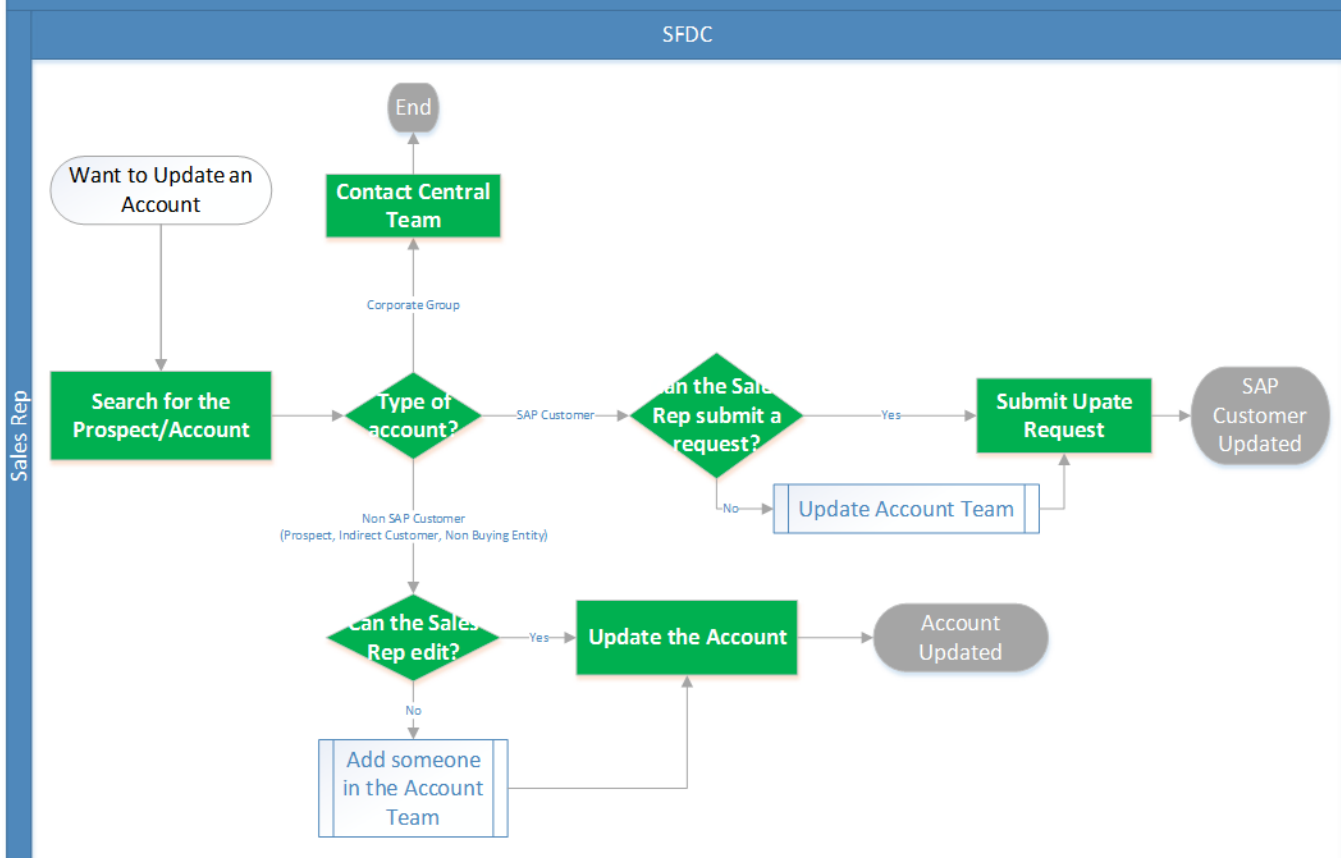
1.3.1. Creation of an Account

Creation of a Account



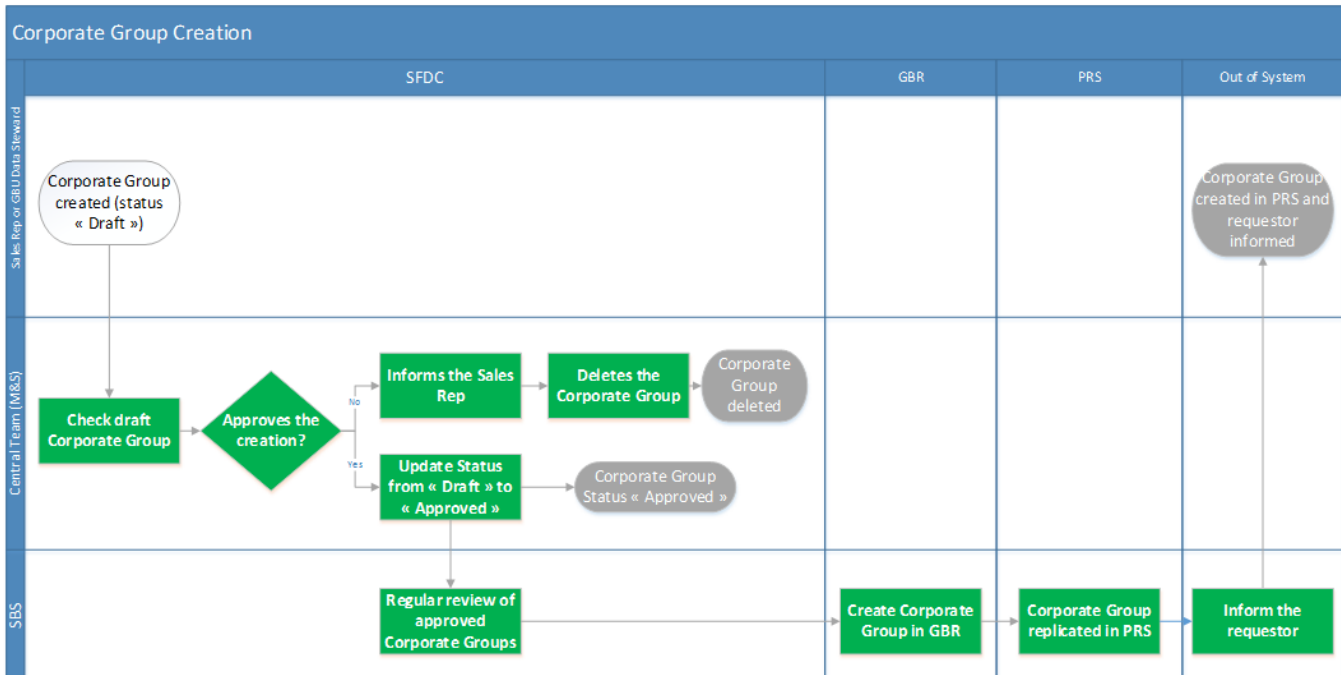
1.3.2. Update of an account

Update of Account



If the sales rep is actively involved at an account, and cannot edit it, then the user should add itself to the account team using the "Manage my Account Team Role" Button.

1.3.3. Corporate Group Creation



- Corporate Group Creation
 - Sales Reps enter in SFDC the new Corporate Groups after Go-Live in draft status.
 - S&M will review / approve on regular basis these corporate groups in SFDC
 - SBS will create the Corporate Group in GBR, then the code is replicated in SAP (PRS)
 - Hierarchy Updates
 - Sales Reps update the link Corporate Group – Customer in Salesforce
 - On regular basis, S&M review these links based on a report executed by GBUs data steward. This report will include the info on how many GBUs are working on the Corporate Group.
 - SBS will assign on regular basis the customers to the Customer group either in PRS and GBR.
- Twice a week, 3 reports are running for APDM Team; Those reports are in the folder [Weekly reports for Accounts](#). They are:
 - [Corporate Group Creations - Approved](#)
 - [Customer links to Corp Groups](#)
 - [New Customer links to Corp Groups](#)

Those reports are sent to Admin user (sbs-is-crm.support@solvay.com). From this mailbox, a forwarding rule send them to [Customers.datamanagement@solvay.com](#) in order to create a BMC Helix request managed by DATA Team.

1.3.4. Transfer of Account Ownership

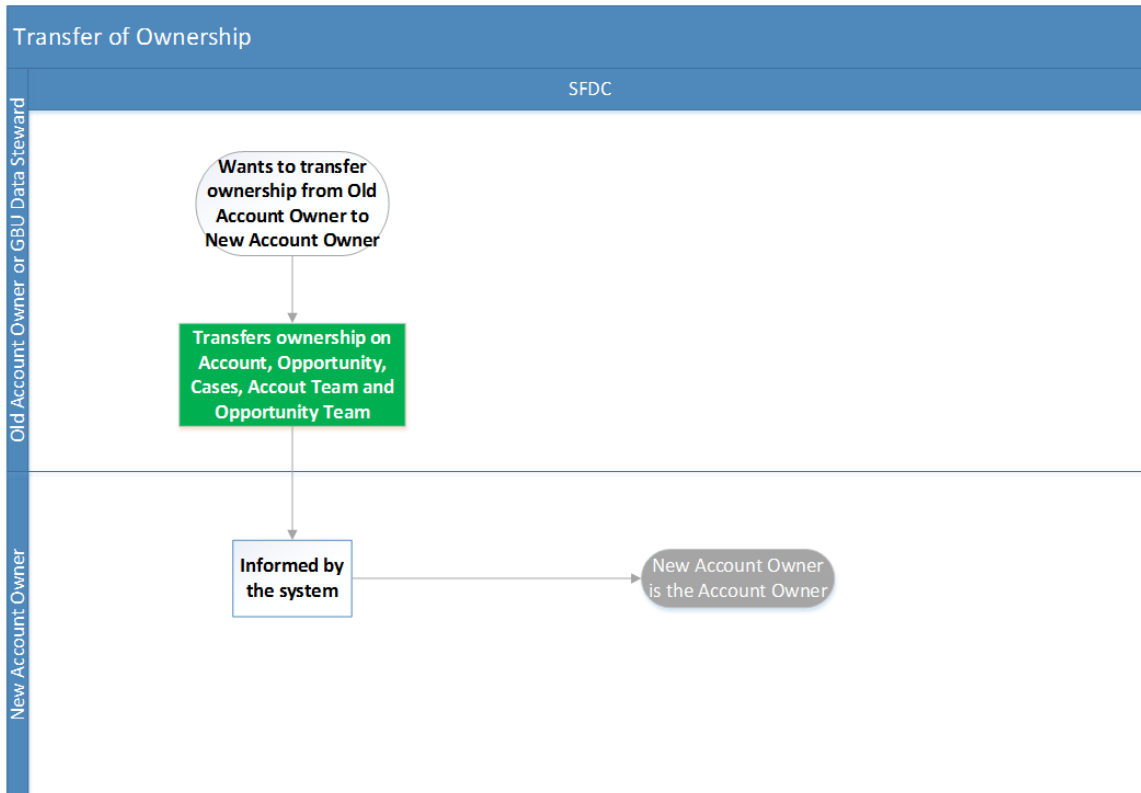


Figure 12: Transfer of Ownership Process

1.4 Trigger the creation of a GBU / BU customer segmentation

If not existing, a new GBU customer segmentation record is created automatically on accounts each time a transactional record is created :

- An opportunity is created
- A quote is created
- A visit report is created
- A case (any record type) is created

The newly created GBU customer segmentation records is created with the following values :

- Record type = GBU customer segmentation
- GBU = GBU of the transactional record (opportunity / case etc)
- GBU Account Sub-Type = End user

A BU customer segmentation child record is created as well with the following values :

- Record type = BU customer segmentation
- BU = BU of the transactional record (opportunity / case etc)

If the account is linked to a Corporate group account, and if the GBU customer segmentation doesn't exist on the related Corporate Group, Corporate GBU /BU customer segmentation records are created as well on the related CG group.

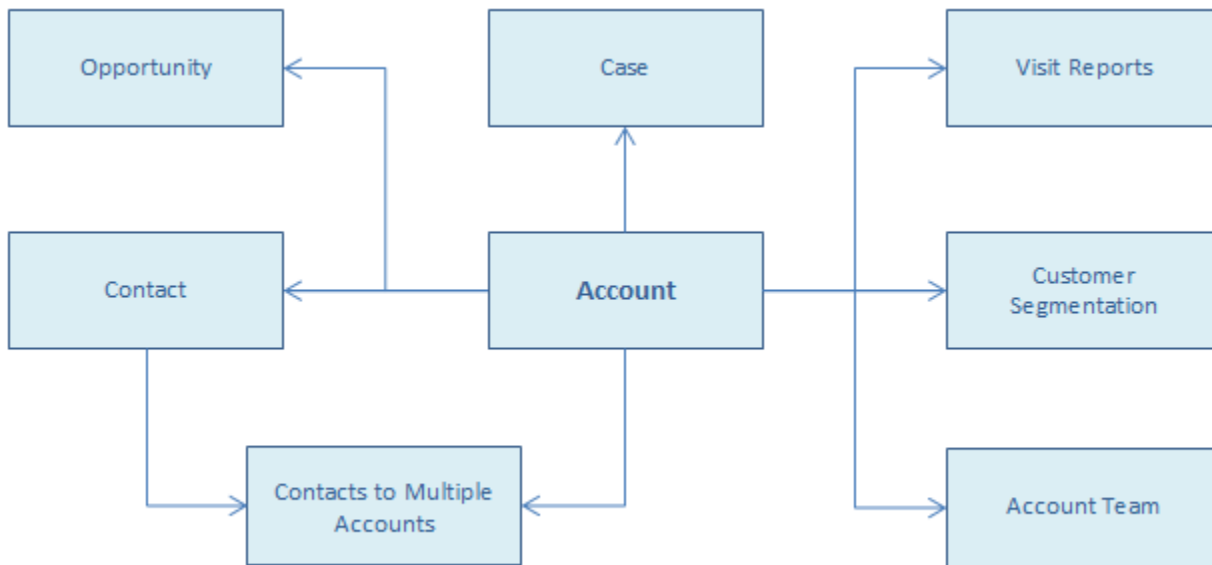
If a contact is linked to the transactional record (opportunity / case etc), the "related GBU" field of the contact is updated as well with a new GBU value stored in a picklist with multiple values.

When a user with a single GBU value in his/her profile (not applying to MBU users) creates a new prospect, a new GBU customer segmentation record is created using the GBU of the user, as well as a Corporate GBU customer segmentation, but the BU customer segmentations records are not created.

When a user with a single GBU value in his/her profile (not applying to MBU users) creates a new contact, the "related GBU" field is populated automatically with the GBU of the active user.

2. Data Model & Security

2.1 Main objects



1. **Accounts:** Standard Salesforce Object to manage the information about the Ship-to and Sold-to related with the Complaint
2. **Account Team:** Salesforce object that allows to list all the Syensqo users working on the account and to define for them a specific role (account manager, customer service representative, strategic marketing, etc.).
3. **Customer Segmentation:** Object used to record which GBU and BU is working on the account and specify some information per GBU or BU (i.e. Moved to Distribution , GBU segment , Account sub- type (=Customer Group in SAP) , etc.).
4. **Contacts:** Standard Salesforce Object to manage the contact person from the Ship-to or Sold-to
5. **Contacts to Multiple Accounts:** Standard object used to link multiple contacts to multiple accounts.
6. **Case:** Standard Salesforce Object to store and manage all general information regarding a Complaint
7. **Opportunity:** Standard Salesforce Object to manage potential deals.
8. **Visit Reports:** Custom object to store and manage visit reports.

2.2 Account Security Model

| Action | All Sales Users | Account Owner / GBU Data Steward and hierarchical above | Account Team Member with Read/Write access and hierarchical above |
|-----------------------------|-----------------|--|--|
| View | yes * | yes | yes |
| Create | yes | yes | yes |
| Request Conversion / Update | no | yes | yes |
| Edit | no | yes | yes |

| | | | |
|---------------|----|----|----|
| Delete | no | no | no |
|---------------|----|----|----|

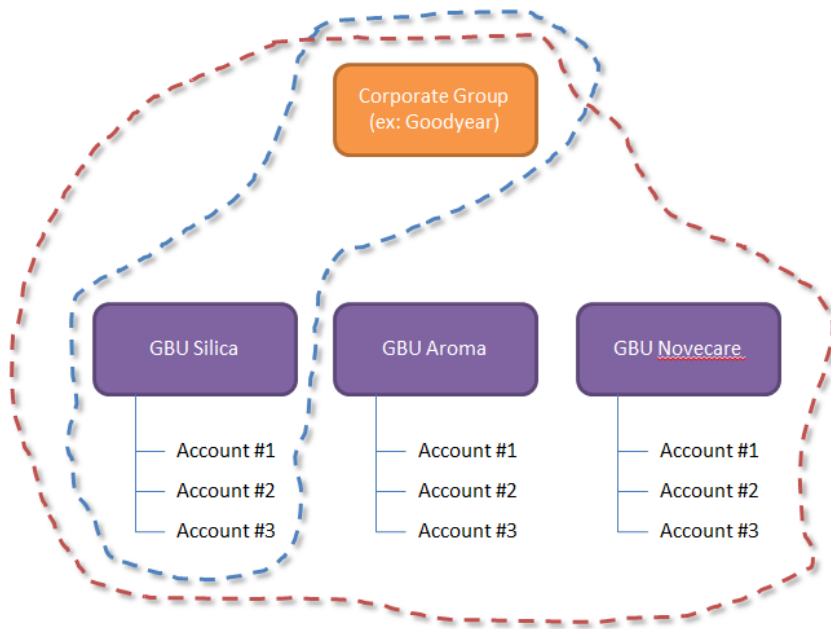
* Confidential accounts can only be seen by Owner and Account Team members

Corporate Account security model :

2 team member roles are specifically defined at CG group account team level :

- Global Key Account Manager: can see all accounts related to a Corporate Group within his own GBU
- Group Key Account Manager: can see all accounts related to a Corporate Group for ALL GBUs.

- GKAM Corporate view (all Opportunities, Visit Reports, Complaints, Activities)
- GKAM GBU view (all GBU Opportunities, Visit Reports, Complaints, Activities)



2.3 GBU customer segmentation data model

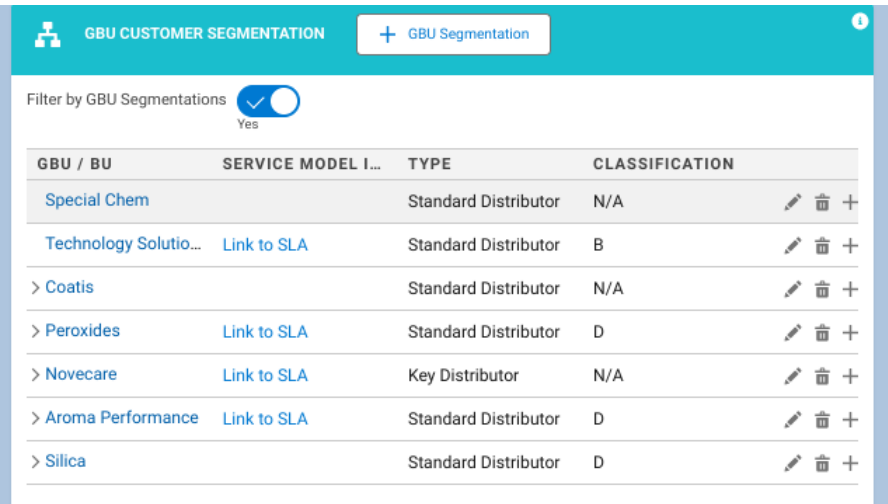
GBU customer segmentation parent object

| Field | Mandatory ? | Picklist values | Definition |
|---|-------------|-----------------|--|
| Information (managed by Sales Rep) | | | |
| Account | X | | Account involved in this GBU customer segmentation |

| | | | |
|---------------------------------------|---|---|---|
| GBU Account Sub-Type | X | Compounder Distributor End-User Original Equipment Manufacturer Non-profit Organization (University , R&D, HQ) Service Provider (Consultant, Testing Laboratory) Trader Transformer/Converter Wholesales / Retailer | Type of relationship between this account and the GBU |
| GBU | X | | |
| Account information | | | |
| General Account Information | | | |
| Information (managed by CommX) | | | |
| GBU Customer Classification | | A Potential B C D Aroma - Front Runner Aroma - Lean Master Aroma - Emerging Champion Aroma - Smart Shark Soda Ash - Showcase - Solvair | Segmentation of the account for the GBU |
| GBU Account type | | Strategic Account Key Account Critical Account Standard Account Key Distributor Standard Distributor Not valid Not yet assigned Prospect Account | A <u>key account</u> is a current or potential account who represents a major & strategic part of Syensqo's growth potential and contribution, with an important marketing stake for Syensqo. A reference in the market, willing to partner with Syensqo (e.g. on innovation), and a global, regional or local customer with a complex relationship to manage. |

BU customer segmentation child object

| Field | Mandatory ? | Picklist values |
|---|-------------|-----------------|
| Information (managed by Sales Rep) | | |
| Account | X | |
| BU | X | |

| | | |
|---------------------------------------|--------------------------|--|
| Main End-Use | | |
| Information (managed by CommX) | | |
| Main Customer Interaction Model (CIM) | | Broad offering provider Customized solution provider Lean/Reliable Product/process innovator Trader/transactional provider |
| Service Model | | Picklist values are defined by GBU, and dependent on the GBU |
| Service Model information | Optional : only few GBUs | <p>In Core CRM in component GBU customer segmentation</p>  <p>in ICare Account page layout "Details"</p> <p>Customer Engagement</p> <p>GBU Segment Critical Account Service Model Information Link to SLA</p> <p>Challenge GBU Segment? Ready for new Request</p> |

2.4 Contacts

Contacts listed on the account as related contacts are Account Contact relationships.

3. Account Custom Buttons & Features

3.1 GBU customer segmentation

The GBU customer segmentation object and the BU segmentation child objects records for each account the related list of GBUs and BUs working with this account, the type of relationship between the GBU / BU and the account and the classification of this account for the GBU/BU.

| GBU / BU | SERVICE MODEL | TYPE | CLASSIFICATION |
|--------------------|---------------|------------------|----------------|
| > Peroxides | | N/A | N/A |
| ▼ Soda Ash & De... | | Standard Account | N/A |
| Soda Ash | N/A | | |
| Bicarbonate ... | N/A | | |

The "GBU customer segmentation" component shows the list of GBU customer segmentation (including BU child records) related to the account.

There is a filter on the component to show by default all the GBU customer segmentation records (collapsed, no BU records).

- If the filter is set on "No", then all team members and all contacts relationships related to the account are listed within the component
- If the filter is set to "Yes", then :
 - A GBU segmentation record is highlighted (the 1st by default)
 - Team members displayed are listed filtered by GBU (if the multi GBU access field of the team member user record contains the GBU value of the GBU segmentation record highlighted)
 - Contacts displayed are listed filtered by GBU (if the related GBU field of the contact record contains the GBU value of the GBU segmentation record highlighted)

Manage Team Memberships

The management of account team members is handled through the GBU customer segmentation custom component using that sub-component :

| NAME | EMAIL | TEL | ROLE |
|---------------|---------------------|-----|-----------------|
| Sophie Millet | sophie.millet-ex... | N/A | Account Manager |

- "+ Myself" custom button : Any Salesforce user can add him self to an account team by clicking this button. The user will be prompted to select the role that best describes its relation with this account : Account Manager, Key Account Manager, Customer Service Representative, Sales Support, Business Development, Technical Marketing, Global Key Account Manager, Research & Innovation, Strategic Marketing. This button is available on Prospects and SAP Customers.
- "+ Member" standard button : as an account team member, a user can add another user into the account team by clicking on this button.

Maintenance of team members from SAP interface [Batch - jobs](#)

Manage Contacts

The management of contacts is handled through the GBU customer segmentation custom component using that sub-component :

RELATED CONTACTS + New Contact + Related Contact

RELATED CONTACTS LIST (1) ☰ ☷

| NAME | DPT. | FUNCTION | ROLE |
|---------------|------|-------------------|------|
| Dina Piersawl | R&D | Product Develo... | N/A |

- "+ New Contact" standard button : this action will trigger the creation of a new contact record, related (primarily) to the account
- "+ Related Contact" standard button : this action will trigger the creation of a link "Account Contact relationship" between an existing contact and the account

3.2 Highlights

The Accounts highlights is a master-view of all the related information which might interest the user when dealing with a specific account. This component also appears in his home page and provides cross-accounts view for the accounts which the user is related to.

HIGHLIGHTS 1

Select Period:

1 Month | 3 Month | **6 Month** | 12 Month | Filter By: MYDATA

| BUSINESS | | | SERVICE | |
|---------------|-----------------|-----------|---------------|---------|
| Opportunities | | Customer | | |
| Open | Yearly Revenues | Requests | Specific Req. | |
| 0 | 0,00 € | 0 | 0 | |
| Quotes | Visit Reports | Contracts | Complaints | Samples |
| 0 | 0 | 0 | 0 | 0 |

If an object is not used by a GBU, the count on objects never apply and the value "N/A" is displayed against the object instead of a number. The definition of those custom settings are listed [here](#).

| | Aroma Performance | Coatis | Fibras | Novecare | Performance Polyamides | Peroxides | Silica | Soda Ash & Derivatives | Special Chem | Corporate | Solvay Energy Services |
|-------------------|-------------------|--------|--------|----------|------------------------|-----------|--------|------------------------|--------------|-----------|------------------------|
| Opportunities | | | | | | | | | | | |
| Quotes | | | | | | | | | | | N/A |
| Contracts | | | | | | | | | | | |
| Visit Reports | | | | | | | | | | | |
| Customer Requests | | | | | | N/A | | N/A | N/A | | |
| CSR | | N/A | N/A | | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Complaints | | | | | | | | | | | |
| Samples | | | | | | | | | | | N/A |

If the count of an object is 0, the 0 is not clickable.

If the count of an object is > 0, the figure is clickable is will open a modal view listing the details of the objects :

Open Opportunities (1)

| NAME | ACCOUNT | RECORD TYPE | EXPECTED YEARLY REVENU | CLOSE DATE | STAGE | OWNER | GBU | BU |
|-------|------------------------|----------------------------|------------------------|-------------|-------------|--------------------|----------|----------|
| fgjhj | COSMOCIENCIA ESPECI... | Growth-Product Requirin... | 60 300,00 € | 06-mai-2018 | 1 - Qualify | Novecare Lightning | Novecare | Coatings |

Counts of objects are based on the accounts processed :

- For a SAP or non SAP account, the Highlight component counts the number of records of different objects related to the current account;
- For a Corporate Group, the Highlight component counts the number of records of different objects related to all accounts where the Corporate group is the parent.

Then, the following rules apply:

- Open Opportunities (not closed) where Creation Date > "time range" days ago, for instance creation date > April 28 if today is May 28 and time range is 1 month
- Quotes where where Creation Date > "time range" days ago
- Visit Reports where where Creation Date > "time range" days ago
- Contracts where where Creation Date > "time range" days ago
- Open Cases (not closed/inactive Complaints, Sample Requests, Customer Requests, Customer Specific Requirements) where Creation Date > "time range" days ago

Where "time range" is based on the number of months the user selected on the component.

Data are then filtered by :

- "My Data": The record will be counted if the active user is owner of the record
- "GBU": the record will be counted if the GBU of that record is the same as the one the user Selected (GBUs listed in the filter are the GBU listed in the multi GBU access field of the team member user record)
- "My Team Data": the record will be counted if lthe active user is on the **record** team (Cases, Opportunities, etc) **or** if the active user is the owner

3.3 Prospect Conversion component

After creating a new Prospect, the user can request its conversion by clicking on the "Convert Prospect to Customer" button. This will launch a wizard asking the user to complete information needed for the Customer's creation. This component is only available on Prospects.

START CONVERSION

Users can request the customer to fill the following template, in order to request all needed information to convert the prospect into a customer : [Customer Creation and Modification Form](#).

3.4 Custom Buttons

"Visit Preparation Report" Button

This buttons allows users to check some key information related to the selected account in order to prepare visits to the client.This button is available on Prospects and SAP Customers.

"Update Request" Button

If a user identifies some out of date information, it may request to update the account information by clicking on the "Customer Update Request" button, and by filling the information that is out of date. This button is only available on SAP Customers.

APPENDIX : "Balink" prospect conversion flow in Lightning Experience - **disabled and never implemented because no need in the end from business**

To activate this process, we need to set the Status of the Account to "Draft" instead of "Prospect".

A.1 Conversion process component

The "conversion process" component reflects the status of the generated request ("Conversion request" or "Webform" record type).

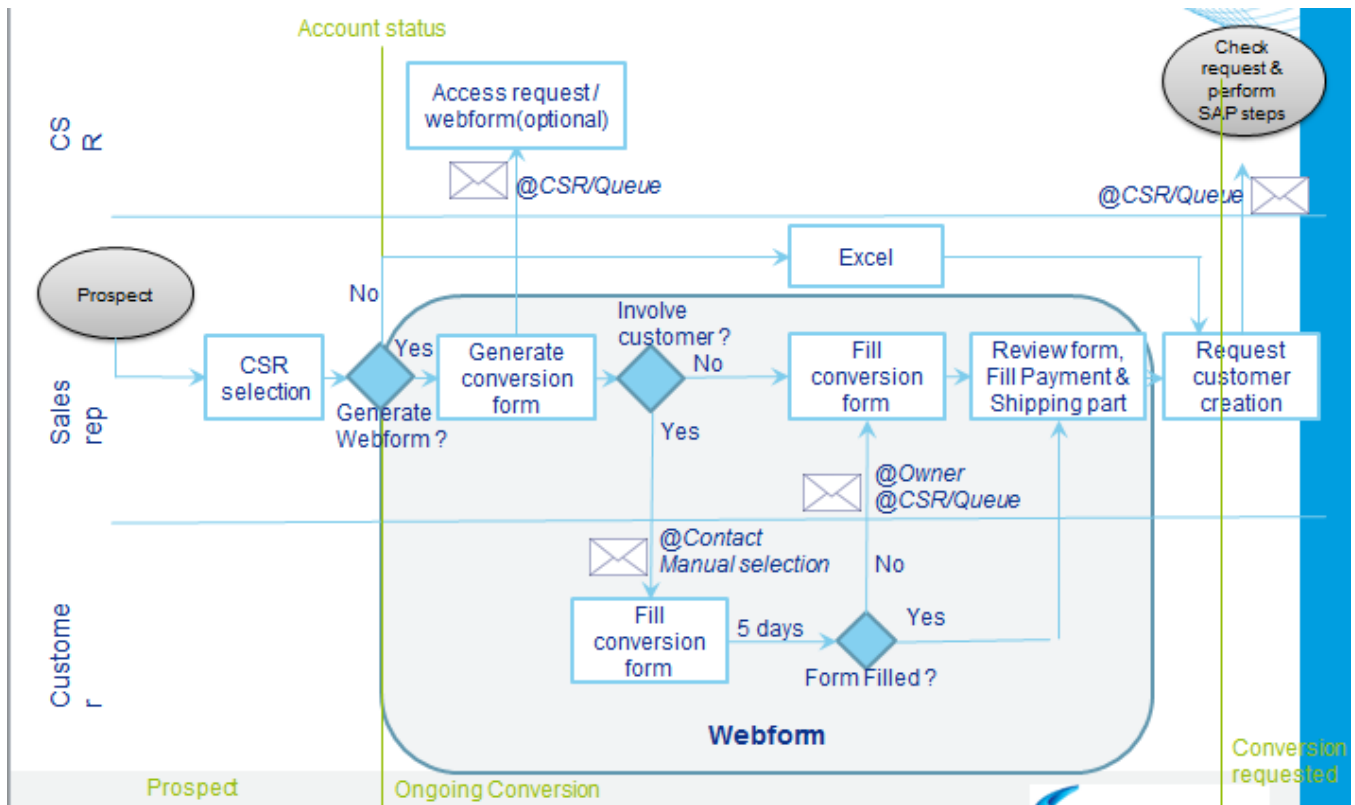
The process described below is creating a request "webform" record type only:

1. The user hits "Start conversion" and completes the wizard to generate the request (described in A.2)
2. Once the conversion webform is created, the component becomes yellow and propose actions - **Request status is "Filling Webform"**:
 - a. Go to the form
 - b. Lock form
3. Once the conversion webform has been filled, the component becomes blue and propose actions **Request status is "Filling Webform"** :
 - a. Go to the form (review)
 - b. Lock form
 - c. Send to SAP
4. Once send to SAP, the conversion component becomes dark gray, waiting for an SAP account to be created - **Request status is "Conversion requested"**

A.2 Conversion Webform Generation

Entry point of this wizard is when the user hits the "Start conversion" button from the conversion component.

In this flow (deactivated in Spring 18 / Summer 18 Lightning release), a wizard asking the user to complete information needed for the Customer's creation, as in the current release flow, but this flow will create a new "conversion webform" record.



A.2.1 CSR selection

As in the VF flow, the CSR can be chosen from 3 options :

Conversion Process

Choose an option to Identify your CSR

- Select my CSR from the account team
- Search for my CSR based on his/her name
- I am part of a GBU working with CSR Teams or Service Center

Back

Next

Option 1 :

- Select my CSR from the account team

Conversion Process

Please Select A CSR

Back

Next

Option 2 :

- Search for my CSR based on his/her name

Conversion Process

Please Select A CSR

Back

Next

In this option, only users already present in an account team as CSR (team member role) are available in the drop down list

Option 3 :

I am part of a GBU working with CSR Teams or Service Center

In this option, the list of queues related to request is displayed

A.2.2 Online / Offline conversion request

As in the VF flow, customer information can be collected offline :

Conversion Process

How do you want to fill In the conversion request?

I have prepared a creation form and can attach it
[Download Customer Creation Form](#)

Ask me the details required and I will provide what I know (incl. attachments)

[Back](#) [Next](#)

A 3rd option exist (not reflected in the screenshot above), to "fill the conversion webform by a customer".

If a user selects this option, the system will send an email to the customer contact (the 1st contact of the list) with an URL to access, fill and submit the conversion webform.

A.2.3 Prospect type selection

Conversion Process

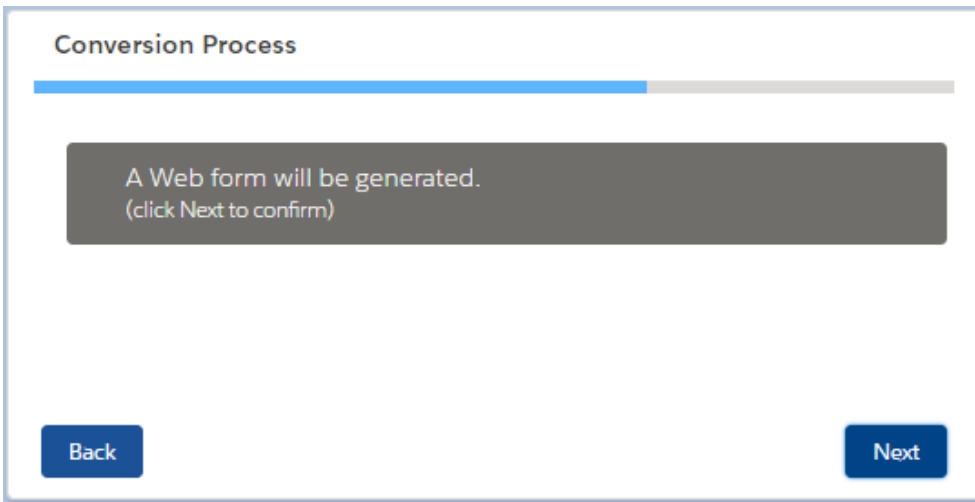
Confirm the type of the account to convert

Sold-To & Ship-To

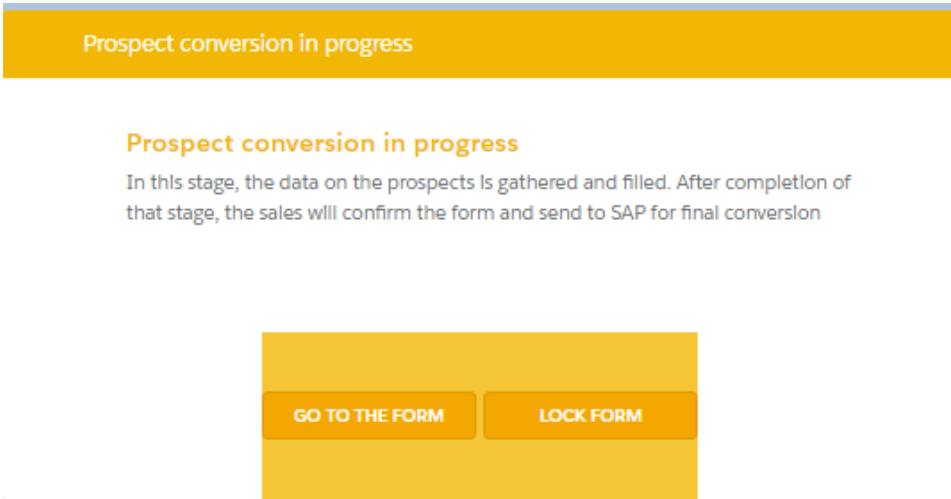
Ship-To

[Back](#) [Next](#)

A.2.4 Webform generation



Clicking Next will close the webform generation flow, change the request status and change the component color to the 2nd step of the conversion process :



A.3 Conversion Webform

The conversion webform is a dynamically generated set of pages containing fields, depending on :

- Sold to & Ship to
- Ship to

SOLVAY 1 Ship To
You filled 0 % of the form

Ship-to administrative data, If different than the 'Sold-to'

Ship To Addresses
You don't have any other Ship To Addresses yet.

Customer Shipping Contact

* Supply Chain Contact First Name
* Supply Chain Contact Name

* Supply Chain Contact Email
* Supply Chain Contact Phone

* Function
Please Select..

* Job Department
Please Select..

Fax
* Language
Please Select..

Shipping Information

* Incoterm 1
* Incoterm 2

Status

1
0%
0 100

Ship To
Ship-to administrative data, If different than the 'Sold-to'

Webform page content (fields) and number of pages depend on (managed in Custom settings) :

- "Ship to address is different" checkbox (in the webform itself)
- "Bill to address is different" checkbox
- "Payer address is different" checkbox

Additional ship to addresses can be added :

SOLVAY 1 Ship To
You filled 0 % of the form

Ship-to administrative data, If different than the 'Sold-to'

Ship To Addresses

SHIP TO 1, LYON, Algeria

SHIP TO 2, marseille, Aland Islands

EDIT DELETE

EDIT DELETE

ADD SHIP-TO ADDRESS

Fall Release Business Rules:

| | |
|---------------------------|--|
| GBU Customer Segmentation | If an account does not have any GBU customer segmentation, when SAP update the account team, create automatically a GBU customer segmentation based on the information of the user whose role in the team is Account Manager SAP |
|---------------------------|--|

Last modifications :

| User | Last Update |
|--------------------------------------|---------------|
| Laurent Champiot-ext | 3330 days ago |
| Jeremie Seabra-ex | 3174 days ago |
| Sophie Millet-EXT | 2868 days ago |
| GILLES, Anne | 998 days ago |
| PEYTRAUD, Josiane | 965 days ago |
| Julien Andreoli-ext | 2764 days ago |
| MARKUS, Evita | 531 days ago |
| BRAHIM, Walid | |
| KANJA-ext, Zakaria | |
| NWANGWU, Daniel | |
| Sebastien Rouxel | |