

# BAAN Customer Maintenance

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## Purpose

These work instructions describe the process for creating, modifying and inactivating a Customer Master Data record in BAAN. It applies to both Parent and Child Customers. It applies to the setup of Sold-To, Ship-To, Invoice-To and Pay-By Customers.

These work instructions cover the process for Customer Maintenance everywhere.

## Process Flow

## Process description for retained organization

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### Steps for Sales Reps

Requests for customer setups should be submitted via Freshdesk portal or sent to DATA MANAGEMENT RIGA - [datamanage@solvay.com](mailto:datamanage@solvay.com)

### Steps for Customers Service Reps

Requests for customer setups should be submitted via Freshdesk portal or sent to DATA MANAGEMENT RIGA - [datamanage@solvy.com](mailto:datamanage@solvy.com)

## Steps for Credit Control

DMO sets ups customers in all roles except for 'Invoice-To'

## Process description for SSC

### 1. Validation of the VAT-number (Europe)

**NOTE! There is no need to request tax IDs (W-9 forms) for US accounts; if they are received, they should be forwarded to the tax department - (do not fill in US customer tax IDs anywhere in the BP).**

When VAT# is applicable (for customers located in Europe; not mandatory for UK-located customers created for Company 187), validate it by using [Validation for Customer and Vendor Master Data](#).

### 1. General Information on BAAN

#### 1. Business Partner (BP):

Business Partner (BP) is the term used to identify customers, suppliers and employees. A business partner can be a customer, a supplier, or an employee. CEM has created unique numbering schemes for the different types of BP's. If a supplier is also a customer two unique BP's will be created based on the chart below:

BP Type Numbering Scheme Addresses

Vendors (suppliers) 100 SUP

Employees 200 EMP

Customers 500; 805 (for China) CUS; CHC (for China)

#### 1. Roles

Business Partner roles determine how the business partner can be used. There are 8 roles available for a business partner. Four of the roles are customer related and four of the roles are supplier/employee related. As mentioned above, CEM will not mix customer and supplier roles.

Type	Role	Description
Customer	Sold-to	Business Partner ordering the goods or services. This is the 1st field entered on the sales order and will determine which Ship-to, Invoice-to, and Pay-by business partners can be selected.
Customer	Ship-to	Business Partner to which product is shipped.
Customer	Invoice-to	Business Partner to which you mail the invoices. Credit limits are maintained in this role. Accounts Receivable is also tracked by the Invoice-to role.
Customer	Pay-by	Business Partner from which you receive payments. Will usually be equal to 'Invoice-to'.
Vendor	Buy From	Business Partner from which you are ordering goods (PO is sent to this BP). This is the 1st field entered on the purchase order and will determine which Ship From, Invoice From, Pay To business partners can be selected.
Vendor	Ship-from	Business Partner that ships the material.
Vendor	Invoice-from	Business Partner that sends the invoice.
Vendor	Pay-to	The Business Partner to which you pay invoices.

#### 1. Address Codes

Baan does not store physical addresses in the master files. Only address codes, which refer to a 'Address' Table, are entered. When setting up a new business partner, the address (i.e. 2085 E. Technology Circle) must be entered into the system using the 'Maintain Addresses' session. A code is assigned by the system, which can then be used in the business partner.

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Extreme caution must be used when addresses are changed. You cannot change main information on existing address (only e-mail, telephone numbers) because an address code can be used by many business partners, so changing one address may result in changes to many business partners. For such purposes, please use BAAN customer query in order to determine if the CUS code is used by other BP.

## 1. Accessing BAAN

The first step is accessing BAAN. On your desktop or on the desktop start menu you double-click the icon:

[blocked URL](#)

The following pop-up will appear:

Complete:

- Username
- Password
- Select [blocked URL](#)

[blocked URL](#)

You enter into the main menu of BAAN. Before you go choosing any menu in the menu browser, you must select the company for which you must change, maintain or create the business partner. In the main menu bar on the top of the screen, select Options >Change Company.

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Select the necessary company code:

[blocked URL](#)

Company codes to be used for customers:

Region, Country or Business	Company Number	Plants
USA - CEM	100 (to be used for all customers located in the United States, Canada, Australia, New Zealand or Latin America <b>and not created for China – Co: 775</b> )	Havre de Grace, MD (70) Winona, MN (40) Greenville, TX (30) Anaheim, CA (20)  Orange, CA (20)  D' Air—Anaheim, CA (12) Tempe, AZ (10) Kalamazoo, MI (46)
China	775 (to be used for all customers <b>created for China – Co: 775</b> )*	Fengxian, China (80)
UK - Wrexham	187 (to be used for all customers located in Europe, Middle East (India included) or Africa <b>and not created for China – Co: 775</b> )	

\* Company 180 (CSS Shanghai) was previously used for China, but it was replaced by company 775 (CEM Shanghai) after the Coatings separation in early 2013. Co: 180 was sold and closed.

Accessing the Business Partners Menu

In the main menu, select the following: Menu Browser>DMO Role>Business Partner Maint Suppliers>Business Partners.

Remark: do not use the icons [blocked URL](#) on the initial screen.

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## 1. Receiving a request

A request will be received from Customer Service or from Sales (Account Managers) by e-mail or through Freshdesk portal, accompanied with the necessary documentation.

For a NEW BP SETUP or RE-ACTIVATION OF A BP the documents should include:

1. Cytec common [credit application form](#)

Credit application form must be filled out and **signed by customer**. Form should be provided regardless of payment terms requested (also for sample orders).

Bank and Trade References (only needed for customers located in US) can be provided by Customers in their own documents or be filled out in our Credit Application form (section Raw Material Trade Supplier references and Bank information).

**NOTE! If payment terms are cash in advance or for US Governmental Institutions or non-trade customers, Bank and Trade references is not required!**

## 2. Copy of the Purchase Order (or an alternative document)

- The correct terms must be stated on the PO (final terms to be determined by Cytec Credit Department)
- The Buyer's name & phone #

If PO is not yet available (BP has been only quoted, sample orders etc.), letterhead from BP will be enough.

## 4. Tax ID certificate when:

- Customer is located in China
- Customer is set up for Co: 775
- Currency is CNY.

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**NOTE!** For UPDATING or CHANGING THE BP ADDRESS INFORMATION only a Copy of the Purchase Order need to be provided (letterhead or e-mail from customer also can be accepted). For name changes Official letter is required. See [Appendix 3 - Changes/Approvals table](#) for more details.

All the documentation for both new creations and changes should always be forwarded to Credit Control if their approval/advice is required.

## 1. Checking if a BP already exists

Before creating a new BP in BAAN we need to make sure that this BP does not already exist in BAAN.

In order to do that, follow the steps below.

### 6.1. Checking if an address already exists

The first verification is that the Address does not exist. If it does, we will need to check if the BP exists in BAAN.

To verify that an Address exists or to create one, follow the steps below.

Go to DMO Role Menu Business Partner Main Suppliers Addresses

[blocked URL](#)

When the Addresses screen comes up, go to View Sort by Country, ZIP/Postal Code, Address Code

[blocked URL](#)

Once the data has been sorted accordingly, click on the [blocked URL](#) . Enter the Country and the ZIP Code/Postal Code of the address of the BP we are interested in, remove any data from the 'Address Code' field and click 'OK'.

When the search results come up, check if the CUS address in question appears. **If it does, do not re-enter. That would create a duplicate.** If it doesn't the address code needs to be created.

If the address exists make a note of the Address Code since we will need to check that a BP exists with that Address Code. The fact that the Address Code exists does not necessarily mean that the BP exists (to create a new CUS address follow the steps described in Chapter 7.1). To check if the BP exists with the address we have found (if we have found one), follow the steps below.

In the DMO Role Menu -> Business Partner Maint Suppliers -> Business Partners click on View Sort by Address, Business Partner:

[blocked URL](#)

Click on the [blocked URL](#). In the pop-up menu that follows enter the Address Code we found when searching addresses (if the Customer is a Chinese Customer the Address Code will start with CHC instead of CUS).

Click OK.

If no BP comes up with that Address Code, it means that the BP does not exist and needs to be created.

### 6.2. Checking if a BP already exists with a different address

Even if you couldn't find a BP with a correct address in the system, you should also check if the BP itself exists with some other address. Otherwise you could potentially create duplicate BP's in the system with different addresses.

In order to perform this check, go to DMO Role Menu -> Business Partner Main Suppliers -> Business Partners and click on View Sort by Search Key, Business Partner. Click on the [blocked URL](#) and in the pop-up menu that follows enter the name of the requested customer in the 'Search Key' field (and clear everything from the 'Business Partner' field):

[blocked URL](#)

Click OK.

If the BP with the same name comes up, check with CSR if they can use this one, or if the address codes should be amended/new BP should be created.

If no BP comes up, then we know for sure that it needs to be created.

## 1. Creating a Business Partner – Customer

If the BP doesn't already exist in the system, it needs to be created.

### 7.1 Creating a Business Partner

In the DMO Role Menu -> Business Partner Maint Suppliers -> Business Partners click on [blocked URL](#). This will open a pop-up window, where you need to complete the following tabs and fields in them.

#### 7.1.1 Creating a business partner – General

Business Partner:

- 500 for customers
- 805 for Chinese customers
- Baan will automatically assign a new business partner number (you should only enter the first three digits as indicated above, and the full number will be generated after saving the record)

Name:

The name of the business partner as it appears in the request.

CAPITALS

Search Key:

This field is automatically completed, based on the name of the partner. Check however the interpretation of the system as it doesn't transfer correctly if any punctuation symbols are included in the name.

CAPITALS

NOTE! For Intercompanies should be CEM or CYT/Infinium Co #/ location or name of BP (see Appendix 8 for more details).

Parent B. Partner:

If the BP being entered is associated with a parent BP enter the number of that BP here (the BP Parent can be searched by clicking on the [blocked URL](#) icon on the field)

Address:

Check if the address already exists by selecting [blocked URL](#) next to the address; in the next pop-up window click on the 'Sort by...' and select 'Search Key, Address Code':

[blocked URL](#)

Click on [blocked URL](#).

In the pop-up window, make sure that the field Address Code is empty, enter the search key (address name – company name of the vendor) and hit 'OK'.

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The closest match to your search will be on the first line of the next screen:

[blocked URL](#)

To check further details of the addresses, select the line, click on [blocked URL](#) and run through the screens by hitting the tabs [blocked URL](#).

If everything has been verified close the address. If the address is correct select the chosen address code by double clicking on the line. The address number will be copied to the first screen:

[blocked URL](#)

If the address doesn't exist, it needs to be created (please see chapter 7.2 – Creating an address).

Contact:

CUS028382 collections Riga contact - should be added as the invoice receiver for all new customer accounts, exception -co:775 - contact to be used: CHX000499 Please follow the steps in Appendix 10. should be added as the invoice receiver for all new customer accounts. Please follow the steps in Appendix 10.

**Note!** You will not be able to checkmark "Invoice-to B. Partner" until "Invoice-to" role is activated by the credit manager.

If requested by Credit management, CASH APP RIGA contact CUS021140 should be added and activated for invoice-to role as well.

B. Partner Status:

Should always be left 'Active' – a default value (even when inactivating customers)

'From' field 1:

The creation date (format – MMDDYYYY)

'From' field 2:

Tab through to the next field and this one will be automatically populated with '00:00'

'To' field 1:

Left blank upon creation (only populated when inactivating customers)

'To' field 2:

Left blank upon creation

[blocked URL](#)

## 7.1.2 Creating a business partner – Detailed

Language: ENG

Currency:

Company	Domestic	Export
100 (USA)	USD	XXX
187 (UK)	XXX	XXX
775 (China)	CNY if specifically requested, if not – XXX*	XXX

\*for domestic customers in Co: 775 (China), if currency is anything other than CNY always verify it with the requester. If a customer is located in China and the currency is CNY, then a tax ID and a document supporting it should be provided as well (these customers are sometimes referred to as 'golden tax' customers and we should also request a Chinese translation for them to be uploaded into a separate database)

[blocked URL](#)

Tax number: Complete with the VAT-number for Europe or a Tax ID number for customers set up in Co: 775, located in China and with currency CNY. For Europe, precede the VAT number with the country code (ex.: DE197458191).

If a tax number is filled in in the address code, this field will be populated automatically from there.

## 7.1.3 Creating a business partner – Enterprise Modeling

No fields must be completed.

Click [blocked URL](#) and return to the 'General' tab.

After the record has been saved, the system will generate the BP code:

[blocked URL](#)

## 7.1.4 Creating Sold-to Extension record

For each new Customer account, Extension Record should be created. It will be used to indicate specific selling characteristics of the Aerospace Customer such as segmentation classification, shipping tolerances as they apply to quantities and dates, lead times, etc. Unfortunately, when this custom session was created there was no provision for automatically creating an extension

when the sold-to record was created.

Step 1. After saving the new Business Partner record in tccom4100s000 click on the 'Sold-to Extn' button.

Note: Alternatively, you can click on the 'Extension' button in session tccom4110s000 after selecting the 'Sold-to' Role.

[blocked URL](#)

Step 2. Click on the 'New' icon in the tool bar to open session 'Sold To Business Partner Extension Sub Session', tccom9110s00c.

[blocked URL](#)

Step 3. (Note that the sub session already contains the new Sold To BP number).

Enter the code '**NW**' (NEW has been in use previously) in field highlighted below and select the 'Save' then 'Close' button. Process completed.

## blocked URL

Once the Business Partner Extension record has been created the Customer Service Group can access the session and add other desired Customer information.

## 7.2 Creating an address

Select [blocked URL](#) next to the address field in the Business Partner (alternatively you can create the address before creating a main BP through the 'DMO Role Menu -> Business Partners Maint Suppliers -> Addresses' menu).

On the next screen select [blocked URL](#).

### blocked URL

On the next screens complete the fields as follows.

### 7.2.1 Creating an address – General

Address Code: CUS

CHC for customers in Co: 775 (mandatory, since an order cannot be created otherwise)

Name: Company name

Longer names can be completed on the tab Address Additions (field Name2)

CAPITALS

**NOTE! If customer name changes, but all other info (including VAT, if applicable) remains the same, there is no need to create a new address code – the name can be updated in the existing address itself (for all companies)**

Search Key: Check the key created by the system and correct if necessary

CAPITALS

Country: Select [blocked URL](#) and double click on the required country code

Address: Street and house number (if available)

Longer address can be completed on the tab Address Additions (field 'Address 2' and even 'Name 2' can be used for longer addresses as well as for "Attention to")

CAPITALS

House #: blank – not used

P.O. Box #: Used to insert a P.O. Box (if available; number only)

ZIP Code/Postal Code:

To be completed, if available (always populated for Co: 100 and Co: 775; in Co: 187 populated only for customers located in UK– for all the rest postal code is filled in before the city in the 'City' field – see screen shot below)

Dashes are allowed

City: To be completed

GEO Code: To be completed for the US

First 5 digits of the ZIP-code

State/Province: To be completed for the US & Canada

Select [blocked URL](#) and choose the correct value from the pop-up

[blocked URL](#)

**Remark: When creating addresses leave punctuation out (dots, commas, dashes, etc.) – except for postal codes (these can be entered in their original format – with dashes).**

### 7.2.2 Creating an address – Detailed

Telephone: if available; without the country code as this is already given by the system (under CUS or CHC)

Formats –

For US and Canada: XXX XXX XXXX

Rest of the World: XXXXXXXXXXXX

Fax: if available; without the country code as this is already given by the system (under CUS or CHC)

Formats –

For US and Canada: XXX XXX XXXX

Rest of the World: XXXXXXXXXXX

Internet: if available; home page of the company

Tax Number: Complete with the VAT-number for Europe (**VATs are not mandatory for customers located in UK** – if it is provided, insert this data, but no need to go back to the requester if it's not provided) or a Tax ID number for customers set up in Co: 775, located in China and with currency CNY.

For Europe, precede the VAT number with the country code (ex.: DE197458191).

If populated in the address, a tax number will automatically be defaulted in the BP when the address is selected).

[blocked URL](#)

## 7.2.3 Creating an address – Address Additions

This tab is used if the name/address details don't fit in the General tab.

Name 2: Used if the Company name does not fit (can be also used for Attention to);

Address 2: Used to insert additional address information (e.g. suite);

City 2: Used to insert additional city details.

All other fields are not used and must stay blank.

[blocked URL](#)

When done, click [blocked URL](#) and [blocked URL](#).

## 7.3 Partner Roles

We now need to enter the information for the different Roles:

- Sold-to
- Ship-to
- Invoice-to (**NOTE!** DMO has Read-only access to this role and its' setup and maintenance is handled by the Credit Control)
- Pay-by

Note: Not all customers need information to be entered in ALL of these Roles. If an entry represents a location where we ship to, only the 'Ship-to' role will need to be populated. In this case, we will also need to have a 'Sold-to' number for this ship-to entered in the Parent B. Partner field (see Chapter 8 for more details).

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### 7.3.1 Partner role – Sold-to

'General' tab

In the General Tab of the Sold-to role, the following must be completed:

B. Partner Status:

Should always be left 'Active' – a default value (even when inactivating roles)

'Start Date' field 1:

The creation date (format – MMDDYYYY)

'Start Date' field 2:

Tab through to the next field and this one will be automatically populated with '00:00'

'End Date' field 1:

Left blank upon creation (only populated when inactivating roles)

'End Date' field 2:

Left blank upon creation

Language: ENG

Area: For customers located in US enter DOM

For customers located anywhere else leave blank

Address: the customer sold-to address code (usually the same code that is used on the main BP level)

[blocked URL](#)

'Pricing' tab

B.P. Pr. / Disc.: For customers located in US enter DOM (in the second field; if populated on the previous tab – in the field 'Area' - should populate here automatically)

For customers located anywhere else leave blank

[blocked URL](#)

'Selling' tab

Sales Order Type:

Company	Domestic	Export
100 (USA)	STD	EXP
187 (UK)	blank	blank
775 (China)	blank	EXP

Channel: select the country where goods are going to be shipped

EDI Chg. Res.: select 'Not Applicable' from the drop-down list

[blocked URL](#)

'Shipping' tab

Terms of Delivery: select '1' (for FOB Sell Plant, Frt Collect) for Co: 100 and Co: 775

Select '10' for Co: 187

[blocked URL](#)

'Invoicing' tab

No fields must be completed.

[blocked URL](#)

Click [blocked URL](#) and the role will be saved.

That will bring us back to the Business Partner screen.

## 7.3.2 Partner role – Ship-to

'General' tab

B. Partner Status:

Should always be left 'Active' – a default value (even when inactivating roles)

'From' field 1:

The creation date (format – MMDDYYYY)

'From' field 2:

Tab through to the next field and this one will be automatically populated with '00:00'

'To' field 1:

Left blank upon creation (only populated when inactivating roles)

'To' field 2:

Left blank upon creation

Language: ENG

Address: if the Ship-to address/name is different from the Sold-to address/name, create the correct second address and input it here (if they are the same, then the address codes in this role, the Sold-to role and the main BP should also be the same)

[blocked URL](#)

'Selling' tab

No fields need to be populated.

Sold-to B. Partner: **do not populate, even if we're creating simply a new ship-to BP (see Chapter 8 for more details on how to create a new ship-to)**

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'Shipping' tab

No fields should be populated.

[blocked URL](#)

Click [blocked URL](#) and the role will be saved.

That will bring us back to the Business Partner screen.

**NOTE!** For all Boeing customers a special text should be added to the ship-to role (this text should not be inserted on the main BP level – only in the Ship-to role!) in the following format:

~SELLER HEREBY ACKNOWLEDGES THAT THE PARTS AND/OR MATERIALS BEING SHIPPED UNDER

~THIS ORDER ARE INTENDED FOR USE UNDER BOEING'S FEDERAL AVIATION ADMINISTRATION

~(FAA) ISSUED PRODUCTION CERTIFICATE 700

Please don't omit any special symbols (including the tilde sign ~ which will enable system to print this text on the documents) – the text should be inserted exactly as it is shown above.

### 7.3.3 Partner role – Invoice-to

**DMO has Read-only access to this role. It is maintained by the Credit Control representatives!**

### 7.3.4 Partner role – Pay-by

'General' tab

B. Partner Status:

Should always be left 'Active' – a default value (even when inactivating roles)

'From' field 1:

The creation date (format – MMDDYYYY)

'From' field 2:

Tab through to the next field and this one will be automatically populated with '00:00'

'To' field 1:

Left blank upon creation (only populated when inactivating roles)

'To' field 2:

Left blank upon creation

Language: ENG

Address: a corresponding Address Code (usually should be the same as in the main BP and the 'Sold-to' role, in rare exceptions can be different as specified; **Address codes in 'Pay-By' and 'Invoice-to' roles should always be the same!**)

[blocked URL](#)

'Paying' tab

Currency:

Company	Domestic	Export
100 (USA)	USD	XXX
187 (UK)	XXX	XXX
775 (China)	CNY if specifically requested, if not – XXX*	XXX

\*for domestic customers in Co: 775 (China), if currency is anything other than CNY always verify it with the requester. If a customer is located in China and the currency is CNY, then a tax ID and a document supporting it should be provided as well (these customers are sometimes referred to as 'golden tax' customers and we should also request a Chinese translation for them to be uploaded into a separate database)

If the 'Currency' field was populated earlier (on the main BP level, tab 'Detailed') it will be populated here automatically.

Exchange Rate Type: DFT

Bank: if bank details are provided for domestic customers in Co: 775 (China), the banking information should be set up –please see Appendix 9 for more details)

Remit-to Address:

Company	Domestic	Export
100 (USA)	BNK000003	BNK000005
187 (UK)	blank	blank
775 (China)	CHB000006	blank

[blocked URL](#)

**NOTE!** If banking information is provided in the request (most commonly for US and Canadian customers), it has to be added as well. If it's not provided, there is no need to go back to the requester.

In order to do this, first of all click on the 'Bank':

[blocked URL](#)

In the appearing window select 'New':

[blocked URL](#)

And in the next step add a new banking transaction - populate all the fields as follows:

[blocked URL](#)

Bank: FUB

Bank Type: Bank

Account Type: Normal Account

Bank Account: type in the bank account provided in the request

**Important! Bank account must be preceded with zeroes so that it is 13 characters long in total.**

**NOTE!** It is not possible to add multiple transaction codes (FUB1, FUB2, etc...) for customers in BAAN – unlike for vendors. If bank info is already in place in the system, but it is different from the info provided, you will need to override the existing data in the same 'FUB' transaction.

Next we need to either find or (most likely) create a new bank used by the customer. In order to do this, click on the 'Address Code' (selected on the screen shot above) and in the appearing window click on 'Search' to check if the bank address code already exists in Baan (search by part of the name). All customer banks should begin with 'BKC'.

[blocked URL](#)

If a bank under the same name already exists, it does not necessarily mean that we can use it. Please open the bank (click on 'Open Read-Only') and check the last tab ('Address Additions') of a bank code.

The part that we are interested is the 'Bank ID' field. If a correct ABA routing number is populated in this field, we can use this bank code. If this field is empty or doesn't match the provided bank ID, you should create a new bank code.

If the bank exists, click on the correct line (selecting the matching bank), click 'OK' and you'll return to the customer banking transaction screen.

If the bank does not exist, set it up – exactly as the normal address code with a few exceptions – please complete the fields as follows:

'General' tab

[blocked URL](#)

Address Code: BKC

Name: type in the bank name provided

Search Key: will populate automatically based on the 'Name' value

The rest of the fields should be left blank.

'Detailed' tab

All the fields should be left blank.

'Address Additions' tab

[blocked URL](#)

SWIFT code: add a SWIFT code if the customer bank address is in Europe

Bank ID: add the routing number (ABA) if the customer bank address is in US/CA

**Important! The routing number is mandatory information for US/CA – if it's not provided, do not populate banking information for the customer. The routing number should also be verified beforehand. In order to do that, please go to [Validations for Customer and Vendor Master Data](#). and follow the instructions provided on the screen. The validation should be saved in a pdf format and attached to the ticket.**

The rest of the fields should be left blank.

Click [blocked URL](#). A new bank code has been successfully created and will appear in the bank list window which you will be automatically forwarded to. Click on the correct line (selecting the created bank), click 'OK' and you'll return to the customer banking transaction screen:

[blocked URL](#)

Click 'Save' and 'Close' and you will be returned to the 'Banks by Pay-By Business Partner' screen. Click 'OK' but do not select the transaction created! It should be available in this drop-down, however it should not appear in the customer master 'Bank' field – please verify that it's blank:

[blocked URL](#)

Click [blocked URL](#) and the role will be saved.

That will bring us back to the Business Partner screen.

Click [blocked URL](#).

As a last step in BP creation, we should add a text explaining what we have done, who requested it and who approved it. In order to do that, in the BP 'General' tab, click on the [blocked URL](#) icon.

The following window will appear:

[blocked URL](#)

Choose 'Create' and in the next pop-up window put the text in the following format:

[blocked URL](#)

NOTE! Please don't use the tilde symbol (~) when adding texts in BAAN. This symbol prompts the system to print the text on the documents (if requested specifically; normally the text don't get printed on the invoices).

Click [blocked URL](#) and close the window. Click [blocked URL](#).

The BP setup is now complete.

Send an e-mail to Credit Control asking them to approve the created customer and complete the 'Invoice-To' role (put the original requester in 'CC'), and after this is done and the reply from the Credit rep is received, close the ticket.

## 1. Creating a new Ship-to

When you receive a request to create a new Ship-to for a certain Sold-to that already exists, you have to do the following.

**Firstly, create a new main BP as described in the section 7.2 – 7.2.3 of this document.**

**NOTE!** In the main BP 'General' screen "Parent B. Partner" field put the corresponding 'Sold-to' number, like this (you can't link an existing , even if it is inactive, Ship-to to other Sold-to's in the future – it will mess up the statistics for audits, so it is not allowed to change this number; removing this number is also not advised – even if the default settings are requested to be amended - since this can impact another locations):

[blocked URL](#)

When a main BP is created, the only role that needs to be filled in is the 'Ship-to' role.

'General' tab

B. Partner Status:

Should always be left 'Active' – a default value (even when inactivating customers)

'From' field 1:

The creation date (format – MMDDYYYY)

'From' field 2:

Tab through to the next field and this one will be automatically populated with '00:00'

'To' field 1:

Left blank upon creation (only populated when inactivating customers)

'To' field 2:

Left blank upon creation

Language: ENG

Address: the ship-to address (see Chapter 7.1 for more details on how to create an address)

[blocked URL](#)

'Selling' tab

No fields need to be populated.

Sold-to B. Partner: **do not fill in (should be filled in the main BP 'Parent B.P.' field)!**

[blocked URL](#)

'Shipping' tab

No fields should be populated.

[blocked URL](#)

Click [blocked URL](#) and the role will be saved.

That will bring us back to the Business Partner screen.

As a last step in ship-to creation, we should add a text explaining what we have done, who requested it and who approved it. In order to do that, in the BP 'General' tab, click on the [blocked URL](#) icon.

The following window will appear:

[blocked URL](#)

Choose 'Create' and in the next pop-up window put the text in the following format:

[blocked URL](#)

Click [blocked URL](#) and close the window. Click [blocked URL](#).

The ship-to setup is now complete.

## 1. Making changes in the Business Partner

**NOTE!** Before changing anything in the existing customer, check Appendix 3 (Changes/Approvals table) on whether an approval from Credit Control is needed to perform this change. For any changes official documentation should also be included in the request (proof that the change took place).

**ALSO!** We don't need to extend BP's to other Sales organizations (= no accounting departments needed) – a customer BP can be used for any Sales Organization. However when making changes you always need to make sure that you are performing these changes in the SO that the customer was created in.

In the Business Partners menu double-click on the Customer we need to change:

[blocked URL](#)

When the customer's main BP screen opens up, choose the Role (Sold-to, Ship-to, or Pay-by) that needs to be updated. **Invoice-to role is out of scope for DMO – it is handled by the Credit Control.**

**NOTE!** For a name change (if the VAT# stays the same) we can change the name in the CUS address code itself (for all companies)!

Within the Role choose the tab that contains the information that needs to be updated. Click [blocked URL](#) when done which will return you to the main BP screen.

When all the updates have been completed, as a last step, we should add a text explaining what we have done, who requested it and who approved it. In order to do that, in the BP 'General' tab, click on the [blocked URL](#) icon.

The following window will appear:

[blocked URL](#)

Choose 'Create' and in the next pop-up window put the text in the following format:

[blocked URL](#)

Click [blocked URL](#) and close the window. Click [blocked URL](#).

**Important! For new domestic US customers and/or ship-to's please send an e-mail to, informing her about the setup.**

## 1. Activating customers

In the Business Partners screen, click on the [blocked URL](#). Enter BP # that needs to be activated in the following pop-up window:

[blocked URL](#)

Click [blocked URL](#).

You should see the requested BP # at the top of the list that appears after that:

[blocked URL](#)

Double-click on the BP.

'General' tab

B. Partner Status:

Should always be left 'Active' – a default value (even when inactivating customers)

'From' field 1:

The activation date (format – MMDDYYYY)

**Important! If you need to activate a BP which was mistakenly inactivated or inactivated too early (before the last orders were processed), please do not enter any date here and leave this blank. Otherwise the orders won't get processed anyway.**

'From' field 2:

Tab through to the next field and this one will be automatically populated with '00:00'

'To' field 1:

Delete any values if populated (should be left blank)

'To' field 2:

Delete any values if populated (should be left blank)

[blocked URL](#)[blocked URL](#)

'Sold-to' role – 'General' tab

B. Partner Status:

Should always be left 'Active' – a default value (even when inactivating customers)

'Start Date' field 1:

The activation date (format – MMDDYYYY)

'Start Date' field 2:

Tab through to the next field and this one will be automatically populated with '00:00'

'End Date' field 1:

Delete any values if populated (should be left blank)

'End Date' field 2:

Delete any values if populated (should be left blank)

Click[blocked URL](#).

[blocked URL](#)[blocked URL](#)

That will return us to the main BP screen.

**DMO is not able to make the necessary entries (i.e. set the activation date) in the 'Invoice-to' role because we have no access to those screens. Contact the responsible Credit Control representative to perform these changes in the 'Invoice-to' role.**

'Pay-by' role – 'General' tab

B. Partner Status:

Should always be left 'Active' – a default value (even when inactivating customers)

'From' field 1:

The activation date (format – MMDDYYYY)

'From' field 2:

Tab through to the next field and this one will be automatically populated with '00:00'

'To' field 1:

Delete any values if populated (should be left blank)

'To' field 2:

Delete any values if populated (should be left blank)

Click[blocked URL](#).

[blocked URL](#)[blocked URL](#)

As a last step in customer activation, we should add a text explaining what we have done, who requested it and who approved it. In order to do that, in the BP 'General' tab, click on the [blocked URL](#) icon.

The following window will appear:

[blocked URL](#)

Choose 'Create' and in the next pop-up window put the text in the following format:

[blocked URL](#)

Click [blocked URL](#) and close the window. Click [blocked URL](#).

The activation is now complete.

## 1. Inactivating Customers

**Important!** Before you inactivate any customers in the system make sure that that customer is not set as a parent for another Business Partner. This can be done through the main Business Partners menu (View -> Filter...):

[blocked URL](#)

If there are any Business Partner numbers appearing in the results, please do not inactivate your BP. Inform the requester, that this customer is currently set as a sold-to to other customers, and if we inactivate it we need to inactivate all of them too.

### 11.1 Inactivating customers in BAAN

In the Business Partners screen, click on the [blocked URL](#). Enter BP # from the Crystal report in the following pop-up window:

[blocked URL](#)

Click [blocked URL](#).

You should see the requested BP # at the top of the list that appears after that:

[blocked URL](#)

Double-click on the BP.

'General' tab

B. Partner Status:

Should always be left 'Active' – a default value (even when inactivating customers)

'From' field 1:

Leave as it is

'From' field 2:

Leave as it is

'To' field 1:

The inactivation date (format – MMDDYYYY)

'To' field 2:

Tab through to the next field and this one will be automatically populated with '00:00'

**ALSO!** Unlike for vendors, do not amend the Search Key to 'INACTIVE'.

[blocked URL](#)[blocked URL](#)

'Sold-to' role – 'General' tab

B. Partner Status:

Should always be left 'Active' – a default value (even when inactivating customers)

'Start Date' field 1:

Leave as it is

'Start Date' field 1:

Leave as it is

'End Date' field 1:

The inactivation date (format – MMDDYYYY)

'End Date' field 2:

Tab through to the next field and this one will be automatically populated with '00:00'

Click [blocked URL](#).

[blocked URL](#)[blocked URL](#)

That will return us to the main BP screen.

**DMO is not able to make the necessary entries (i.e. set the inactivation date) in the 'Invoice-to' role screens because they have no access to those screens. Contact the responsible Credit Control representative to perform these changes in the 'Invoice-to' role (see Appendix 5 for more details on what the Credit Control reps will have to change in this role).**

'Ship-to' role – 'General' tab

B. Partner Status:

Should always be left 'Active' – a default value (even when inactivating customers)

'From' field 1:

Leave as it is

'From' field 2:

Leave as it is

'To' field 1:

The inactivation date (format – MMDDYYYY)

'To' field 2:

Tab through to the next field and this one will be automatically populated with '00:00'

Click [blocked URL](#).

[blocked URL](#)

'Pay-by' role – 'General' tab

B. Partner Status:

Should always be left 'Active' – a default value (even when inactivating customers)

'From' field 1:

Leave as it is

'From' field 2:

Leave as it is

'To' field 1:

The inactivation date (format – MMDDYYYY)

'To' field 2:

Tab through to the next field and this one will be automatically populated with '00:00'

Click [blocked URL](#).

[blocked URL](#)[blocked URL](#)

As a last step in customer inactivation, we should add a text explaining what we have done, who requested it and who approved it. In order to do that, in the BP 'General' tab, click on the [blocked URL](#) icon.

The following window will appear:

[blocked URL](#)

Choose 'Create' and in the next pop-up window put the text in the following format:

[blocked URL](#)

(Two letters in brackets should be initials of the person who performed changes)

Click [blocked URL](#) and close the window. Click [blocked URL](#).

The inactivation is now complete.

## Appendix 1 – An example of trade references

This is an example of Trade References (supplied by the customer).

**NOTE!** As all other information obtained from the customer this is confidential information and has to be submitted to the Credit Control to be kept with the Customer file upon creation.

[blocked URL](#)[blocked URL](#)[blocked URL](#)

## Appendix 2 – An example of bank references

This is an example of Bank References (supplied by the customer).

**NOTE!** As all other information obtained from the customer this is confidential information and has to be submitted to the Credit Control to be kept with the Customer file upon creation.

[blocked URL](#)[blocked URL](#)

## Appendix 3 - Changes/Approvals table

TYPE OF CHANGES	Credit Approval needed?	Responsible for maintenance
Name*	YES (can be updated in the address code and in the BP itself, unless – for Europe - the VAT number changes as well, then new BP creation)	DMO
Address (within same country or to another country)	YES	DMO
General telephone # / fax # / URL	NO (can be updated in the address code itself)	DMO
Tax ID (VAT...)	Create a new BP and add the tax ID / VAT to it, send credit with all docs to complete credit data and request inactivation of old record	DMO
Payment terms	YES	Credit Control in the 'Invoice-to' role
Activity status	YES	DMO and Credit Control (the latter - in the 'Invoice-to' role)
Ship-to changes	NO	DMO

\* For simple name changes, there is no need to create an entirely new Business Partner – with Credit Control's approval we can update the existing one.

If it is an ownership change, though, we have to create a new BP. Therefore, in order to differentiate between the two we have to request a supporting official document (an e-mail from the customer will do for US – for Europe a notification can be sent via e-mail, but it has to be an official letter).

If it is indicated in this document/e-mail that it is a simple name change, send it to Credit Control for their approval (if they still think that we have to create a new BP, they will let us know).

If it's indicated that there has been a restructuring/merger/acquisition and that's why the name change, create a new BP and request all documentation for new BP creation.

## Appendix 4 – A parent Business Partner search

If we click on the [blocked URL](#) next to the 'Partner B. Partner' field (main BP 'General' tab), the 'Business Partners' screen below will come up.

[blocked URL](#)

Click on [blocked URL](#) and the pop-up 'Filter' window will appear. Here you can search by the Name 'between' two parameters, such as:

[blocked URL](#)

Click [blocked URL](#).

The list will then show those BPs whose name is within the parameters selected.

[blocked URL](#)

You can also sort this list by a specific field – in the second tab in the 'Filter' pop-up window select the criteria as desired. For example you can select the following criteria:

Name: '1' and 'Ascending'

Address Code: '1'

(See the screen shot below)

[blocked URL](#)

Parties in the list will be sorted in ascending order by their name:

[blocked URL](#)

Once the desired BP is found, double click on the line. That will return the session to the main BP screen having populated the 'Parent B. Partner' field.

## Appendix 5 – An 'Invoice-to' role inactivation (realized by Credit Control)

**NOTE! DMO has Read-only access to the 'Invoice-to' role – it is maintained by the Credit Control.**

'Paying' tab

Terms of Payment: if not CWO, change it to CWO

[blocked URL](#)

'General' tab

End Date: today's date

[blocked URL](#)

Click [blocked URL](#).

Next, click on the [blocked URL](#) icon.

Enter a note in the Text Editor. The verbiage should read "Date: Inactivated acct due to lack of sales activity for 18 months. Full acct review and PO copy must be received to re-activate ... initials."

[blocked URL](#)

Click [blocked URL](#) and [blocked URL](#).

## Appendix 6 – TradeBeam

Upon creating, activating/inactivating a BP in BAAN or making any changes, the BP is automatically sent to the Tradebeam in order to perform a prohibited party search.

Until the Tradebeam has released the BP, the B. Partner status will show as 'Inactive' and will be grayed out, while the message "Pending verification from Tradebeam" will be displayed at the bottom of the screen. All BP's roles that are pending the verification will be inactive as well. This is what it should look like:

[blocked URL](#)

**NOTE! Do not close the ticket/inform the requester that he can use the BP until it is released from the Tradebeam.**

When the verification is received, the message should disappear and all roles, as well as general BP, should show as 'Active'. If it doesn't happen for a while try closing the BP (saving all changes beforehand, of course) and opening it again.

If it still doesn't help, you should check the Tradebeam history in order to determine what is going on with the verification. In order to do that, click [blocked URL](#) button in the general BP. This will open a new window.

In the menu bar, select 'Specific' -> 'Display All', and afterwards select 'View' -> 'Sort by' -> BP, BP Type, Address, Trans. Date (the first option in the list). Click on the binoculars [blocked URL](#) and in the next pop-up window:

- enter the necessary BP code in the 'Business Partner' field
- Select 'Header' in the 'Business Partner Type' field (or any other header for any particular role that shows inactive)
- Clear data from all the remaining fields.

Example:

[blocked URL](#)

Click [blocked URL](#) and this will take you to search results. At the top of the list you will find the requested BP and the last column 'Status' will show the verification status of the general BP and all its' roles. Here, for example, you can see that the general BP and all its' roles have passed the TB, except for the 'Sold-to' and 'Ship-to' roles:

[blocked URL](#)

If the 'Pending' status shows up for longer than it should (a day, or a day and a half), or if the status is 'Fail' or 'Lost' (also longer than a day, or a day and a half), you should turn to the TradeBeam support team (depending on the system and on Cytec entity):

System	Region	Person responsible
BAAN	NAM/LAM/	EU Customs and Trade Control Team <a href="mailto:trade.control@solvoy.com">trade.control@solvoy.com</a>
	Europe	
	APAC	Diane Giglio

## Appendix 7 – A ‘Debtor in Possession’ customers

Sometimes we can receive requests to set up a ‘Debtor in Possession’ customer BP.

In the majority of cases this will be an already existing customer in BAAN, who has filed for bankruptcy and we need to set it up as a duplicate for the ongoing businesses (to avoid mixing up old and new invoices).

In such cases please create a duplicate of the existing account (with a new BP number).

The only difference is that in the name of the BP itself and in its’ address/addresses there should be a note “DEBTOR IN POSSESSION”. For example:

“AMERICAN AIRLINES (DEBTOR IN POSSESSION)”.

Or if there’s not enough space - “AMERICAN AIRLINES (D.I.P.)”.

Name “American Airlines” should be logically replaced by the name of your customer.

For this purpose we should always create new address/addresses as well.

## Appendix 8 – Intercompany setup specifics

There are two things different in the intercompany customer setups in BAAN.

1. ‘Search key’: if the BP is a CEM, CYT or SOL (Solvay) entity the search key is CEM, CYT or SOL/ Entity number / location or name of a BP – please see a list of examples below (the principle is the same for both vendors and customers):

[blocked URL](#)

When a new Intercompany customer/vendor has to be created and a corresponding trading partner (Fin.Suppl.Grup) number is not in the system proceed with the following steps:

BAAN:
1.Trading Partner can be distinguished by the last sequential number available in the <a href="#">table</a>
For Fin. Suppl. Group. creation contact:
Elza Gierkena for companies 100,160,188,187,189;
Letitia Lemay for company 775
Provide them with entity name, new entity number, Solvay company code
<b>NOTE:</b> BAAN trading number and PE1 trading number should always be the same

1. The Financial Group in the ‘Invoice-to’ role (Invoicing tab) should be added by Credit Management, once created.

[blocked URL](#)

**NOTE!** Even though Credit Control doesn’t deal with intercompany customers, and theoretically we don’t need their approval to set them up, we should still request them to complete the ‘Invoice-to’ role for such accounts.

Intercompany payment terms should always be NET1 (DUE ON RECEIPT) for Cytec.

**ALSO!** For intercompany setups there is no need to request the usual documents (a customer verification form, a copy of the PO and bank/trade references).

In case you have created new Solvay intercompany vendor or customer in our Legacy Systems, please inform Karlis Dzenis and Anete Laksevica and provide following details:

- Vendor or/and customer;
- Number in the system;
- Name;
- System;
- For which company vendor and/or customer was created;
- Solvay entity number.

## Appendix 9 – Setting up customers for Co: 775 (China)

Customers requested to be set up for Co: 775 (China) can be not only domestic (located in China), but also export (located anywhere else). Whether a non-Chinese customer needs to be set up in Co: 775 or in Co: 100 can be determined:

- By a requester or his/her location (the most common requesters for Co: 775 would be William Chen, Rebecca Zhao and Cheryl Wang), and/or
- By a company indicated on the request form (field only available on the Co: 775 form).

If you have any doubts, it's always better to contact the requester and ask which company we should set the data up in.

The main difference is that customers created for Co: 775 will always have Business Partner numbers starting with '805', and address/bank/contact codes starting with 'CHC'. The approver for Co: 775 is David Stephens.

For **export** customer setups in Co: 775, there are no drastic changes to the Co: 100 and Co: 187 setup/maintenance processes – please follow our Work Instructions for the required field values.

For **domestic** customer setups in Co: 775, there could be two options:

1. If the currency is anything other than CNY no additional setups are required (please follow the normal processes described in these Work Instructions)
2. If the currency is CNY a few additional steps have to be performed (in this cases customers are sometimes referred to as 'golden tax' customers):

1. There has to be a tax ID provided to you by the requester (with a copy of a tax ID supporting document), which should be entered in the 'Tax Number' field in the address codes and on the main BP level.

1. A Chinese translation of the data should be uploaded into a separate database. These translations are crucial for the VAT invoicing and tax documents. In order to do this, please check that the Chinese translation is provided on the BP request form (if not – go back to the requester). After you complete the setup in BAAN, copy and paste the Chinese translation into specifically designed Excel templates (one for the main Business Partner, another – for all address/bank/contact codes; see the filled in template sample below) – the templates can be found at X:\DM\Templates\C2C (please don't forget to remove the pre-populated data which was left in one of the templates for your convenience). Afterwards send the templates to Oleg Korsunsky (at [Oleg.Korsunsky@cytec.com](mailto:Oleg.Korsunsky@cytec.com)) from the IT department in Tempe who will organize the upload. Please also save the filled out templates in our Customer request folders with the rest of the documents.

[blocked URL](#)

2.3 If customer banking information is provided, it needs to be entered in the system and translated as well. Data Management does not have access to adding customer bank data, so you need to turn to Credit Management with this (granting us access to this functionality would be linked to the 'Invoice-to' role access). Before sending a request to Credit, please be sure to find/create a bank address code in the 'Addresses' menu:

[blocked URL](#)

[blocked URL](#)

In the 'Addresses' selection menu try finding the requested bank by its' name or the address (the same way as we search for addresses):

[blocked URL](#)

If you cannot find the requested bank, it needs to be set up.

### 2.3.1 Setting up new bank address codes

In the 'Addresses' menu click on [blocked URL](#) and in the following screen complete as follows.

[blocked URL](#)

Address code: CHB

Name: Bank name

CAPITALS

Search Key: Check the key defaulted by the system and correct if necessary

CAPITALS

Country: Select [blocked URL](#) and double click on the required country code

Address: Bank address (if available)

CAPITALS

City: Bank city (if available)

CAPITALS

The remaining three screens can be left blank.

As soon as this is done, click [blocked URL](#) and a new bank address code will be created. Don't forget to take note of the full bank address code ID as you'll need it after:

[blocked URL](#)

### 2.3.2 Adding customer banking information to the 'Pay-by' role

As soon as you either found or created a requested bank address code, you need to turn to Credit Management's help with adding customer's banking information into the system. Please send them the instructions (with the screen shots).

[blocked URL](#)

In the 'Pay-by' role please click on the arrow next to the 'Bank' field and in the appearing screen click on 'New':

[blocked URL](#)

Then the following screen will appear where bank data should be set up (please provide Credit with the correct bank account number and the bank address code you found / set up; 'Bank Type' will always be 'Bank', 'Account Type' will always be 'Normal Account' and the 'Bank' field should be populated with 'TR1' if :

[blocked URL](#)

Bank: TR1 in most cases (stands for 'Transaction 1', meaning the first banking details added to this customer; in case there are any other TRs already in the list, the next sequential number should be selected, i.e. TR2, TR3...)

Bank Type: Bank

Account Type: Normal Account

Bank account: Customer bank account number (please provide Credit the number)

Address code: Bank address code that you found/created (please provide Credit the number)

### 2.3.3 Uploading a translation of the bank details

The last step in setting up customer banking information is providing the translation templates to Oleg Korsunsky. For this please copy the provided banking information into the 'China-AddressConversion-OlegsTemplate.xls' form (together with the translated addresses) and send the form to Oleg. Both forms (addresses + banks and customer name) should be sent at the same time.

## Appendix 10 – Changing an invoice delivery address

Unlike for other systems, in BAAN we don't forward requests for updating customer invoicing addresses to the Helpdesk. Instead, this is what should be done:

1. Go to the 'Contacts Maintenance -> Contacts by Business Partner':

[blocked URL](#)

1. Search the Business Partner number (click on the 'binoculars' and in the next pop-up window erase any data from the 'Contact Code' field, enter the requested BP# in the 'Business Partner' field and click 'OK');

[blocked URL](#)

1. A list of all contacts currently assigned to this BP will appear (check if the contact already exists - it should also be checked for the 'Inv. To');

[blocked URL](#)

If the contact doesn't exist, click on [blocked URL](#) and on the next screen, select [blocked URL](#) next to the field Contact Code:

[blocked URL](#)

After this we either need to find an already existing contact code, or create a new one (in case it doesn't exist yet) – theoretically a contact code can exist but not be assigned to the requested BP yet, so it's important to always perform the search.

Checking if the contact already exists

[blocked URL](#)

Select 'Sort By... -> Search Key, Contact Code' and click on 'Find' (as shown on the screen shot above). A search pop-up window will appear where you need to complete fields as follows:

Contact Code: CUS or CHX for Co: 775 (to sort only the customer contacts)

Search Key: part of the name (usually surname of the contact)

[blocked URL](#)

Check the appearing list. If the contact is within the list, select the line and click on 'OK'.

Creating a new contact

Select [blocked URL](#) and on the screen below complete as follows:

Contact Code: CUS or CHX for Co: 775 (the sequential number will be generated automatically, the same way as for address codes)

Surname: SURNAME of the financial contact

**NOTE!** Please use common sense – even if name is not provided separately, it could still be readable from the e-mail address!

First name: NAME of the financial contact (if available)

Search Key: SURNAME, NAME (the latter - if available)

Finance Company: all company numbers "1\*" - old way of creating: 100,160,187,189 (separated with commas, no spaces)

NOTE: in case we are requested to add new recipient to invoice distribution list and it's indicated also for co:188 then following setup should be in place in order to cover all financial company codes; instead of listing all companies in Finance Companies field "100,160,187,189" please use "1\*"

Telephone/Fax: the phone/fax number of the financial contact (if available)

Formats –

For US and Canada: 'country code' 'space' XXX XXX XXXX

Rest of the World: 'country code' 'space' XXXXXXXXXXXX.

E-mail: the e-mail address of the financial contact (if available).

Click 'Save' and 'Close'.

[blocked URL](#)

Select the line you have just found/created and click 'OK':

[blocked URL](#)

It will make the found/created contact code appear on the following screen:

[blocked URL](#)

Click 'Save' and after that check the box next to the 'Invoice-to' role:

[blocked URL](#)

Click 'Save' again and then 'Close'.

NOTE! When creating a new contact, please don't forget to uncheck the 'Invoice-to' role box for the old one if it is no longer valid.

Then please go to Invoice-to role to check which Inv.Delivery method is chosen for this Customer account and whether it should be changed. To determine Invoice Delivery Method in Invoice-to role, please check the list below. Also, when we receive request to update Invoice Delivery Method, please check Invoice-to role BEFORE sending to the Credit, as sometimes it is already correct.

Invoice Delivery Method options:

- Blank = post
- 600 = email only
- 700 = email and post

[blocked URL](#)

In case Inv.Delivery Method should be updated, please forward this info to the responsible Credit Manager.

## Appendix 11 – Non-trade customers

If you receive a request to create a new non-trade customer in BAAN, please note that there are no differences setup-wise between non-trade and regular accounts. The required documents are also the same as for the regular customer setups. After a new BP is set up, please inform Credit Control for them to approve and complete the 'Invoice-to' role, and please make sure to mention that this is a non-trade account (they may need to indicate this somewhere in the 'Invoice-to').

## Appendix 12 - Credit Control representatives

Customer location	Contacts responsible
Co: 187 (customers located in Europe, Middle East, Africa and not created for China – Co: 775)	David Stephens

Co: 100	David Fritz (customers located in the US, Canada, Latin America) David Stephens (Asia Pacific, Australia, New Zealand)
Co: 775 (any customers created for China)	David Stephens

## Appendix 13 – Required documentation

### **New BP Set-up / Re-activation**

1. New Credit application form (to be filled out and signed by Customer).
2. Bank & Trade Reference Form – mandatory only for US.

Can be customer's own form submitted or filled out in Credit application.

1. Copy of the Purchase Order

Correct terms must be stated on PO – final terms to be determined by Cytec Credit Department.

If PO is not yet available (BP has been only quoted, sample orders etc.), letterhead from BP will be enough.

### **BP Name Change**

1. Official letter supporting the change.
2. PO (if available).

### **Address Change**

PO, Letterhead or e-mail from customer can be accepted.

### **BP Update/Change**

Purchase Order, Letterhead or e-mail from the customer is acceptable.

**New ship-to BP / Change**Address can be provided in Freshdeskticket description. Purchase Order or e-mail from the customer also is acceptable.

### **Active SAP customer extension to BAAN**

1. Copy of the Purchase Order
2. If PO is not yet available (BP has been only quoted, sample orders etc.), letterhead from BP will be enough.