

TRAINING DOCUMENTATION

Tips of the week

MASTER DATA MANAGEMENT	
<p>TRAINING DOCUMENT</p> <p>CUSTOMERS</p> <ul style="list-style-type: none"> Customer Segmentation Implementation Playbook v2 <p>MATERIALS</p> <ul style="list-style-type: none"> Customer Material Info Record Creation- VD51 CMIR transfer to new ship to's <p>PRICING</p> <ul style="list-style-type: none"> Price Policy SFDC ONE Quote Pricing process (CSR training) Incoterm Blockage for Manual Price Display Price (VK13) Rebates <ul style="list-style-type: none"> Rebates management Best Practices Closing rebate agreement without payment Closing rebate Agreement with payment Rebate creation 9001 9002 Rebate creation 9003 9004 Template Year End Rebate 	<p>INSTRUCTIONS</p> <p>SAP BASIC SETTINGS</p> <ul style="list-style-type: none"> SAP Basic Settings USER PROFILE - Parameter ID - SU3 <p>CUSTOMERS</p> <ul style="list-style-type: none"> New Account conversion process Customer Master Data Texts Sales View Updates Display/Search a Customer (VD03) Customer Data cleansing in WP1 <p>MATERIALS</p> <ul style="list-style-type: none"> LINK MATERIAL TO A CUSTOMER (VD51-VD52-VD53) SEARCH MATERIAL IN SAP (MM03) <p>COMPLIANCE</p> <ul style="list-style-type: none"> 2025 Training EMEA LTD - through GTS 2025 Training USMCA /KORUS - through GTS Tax Exemption (NAM) VAT exemption (France and Italy)

INVOICING / POST-INVOICING

ORDER MANAGEMENT	
<p>TRAINING DOCUMENT</p> <ul style="list-style-type: none"> Document conformity CSR - Samples Good practices (EMEA NAM) NOV- WP1 - Order cancellation , modification or completion - WW NOV -Express Delivery Management Procedure - WW NOV- WP1 - Minimum Order Value and Minimum Order Quantity - WW Return Process & SAP instructions Novicare Return Request Form CMC Sample Order Management CMC Sample order (Europe / TS) Direct Trading Third Party order Available to promise One time Customer - Usage and restrictions Text Management <p>EXPORT ORDERS</p> <ul style="list-style-type: none"> Canadian Shipments Guide BREXIT Guidelines FCA proof of Receipt Process and Maintenance TEMPLATE - List of orders - Attestation VAT - FCA proof of delivery - external use (make a copy) Note CS letter customer proof of reception jan 2019 Letter to customers EXW FCA FAS FOB contracts (make a copy) 	<p>INSTRUCTIONS</p> <p>SALES ORDERS</p> <ul style="list-style-type: none"> FREE ORDERS (Samples & Free goods) Consignment Stocks KB/KE U.S. Goods Returned Procedure DISPLAY THE LIST OF SALES ORDERS (VA05) Stock consultation CREATE A PACKING LIST Order book follow up ZWOCR05 Order cancellation - Reasons for Rejection ATP easy one MB51 - Searching for a sales order by Batch# Delivery and Billing Blocks WP1 Delivery blocks impacts <p>TRADING</p> <ul style="list-style-type: none"> PURCHASING ORDER FOR TRADING ORDER MIGO - NEGOCE SAP When a Migo does not work WorkCycle User Guide Direct and Indirect Trading Negoce Plants (EMEA)

SHIPMENT AND TRANSPORT

TRAINING DOCUMENT	INSTRUCTIONS
<ul style="list-style-type: none"> • Post-invoicing procedure • Template to request Post-Invoicing approval • elnvoice Italy_eDocument 	<ul style="list-style-type: none"> • CREDIT/DEBIT NOTE CREATION • Search Credit Manager (FD33) • CREATE OR DISPLAY AN INVOICE OR PROFORMA (VF01-VF03) • How to create a PROFORMA invoice (for Payment in Advance and Brexit) • TAKING OUT A PROFORMA FROM SAP (VF02)

TRAINING DOCUMENT	INSTRUCTIONS
<p>Logistic / Customer Service workshops (2023)</p> <ul style="list-style-type: none"> • International Trade Basics • PO Checking / Shipping Condition • Reading Shipping docs, instructions, Texts mgt, • Freight Forwarders tools • Routes: definitions, roles & responsibilities • Orders shipping to Canada • Export to Middle-East, documentation requirements • Project 44 - shipment platform 	<ul style="list-style-type: none"> • Display Shipment Document • Splitting a delivery • PACKING LIST • Auto Sending of COA

CONTROLS
<ul style="list-style-type: none"> • Open Order Report - ZWOCR05 • For Analytics • Shipped Not Billed - ZWOC78A

OTHER TOOLS	
<p>DYNASYS</p> <ul style="list-style-type: none"> • Novocare - Adv FPS - Sales Manager Administration 	<p>SAP Manager</p> <ul style="list-style-type: none"> • IS_GRC_Manager_Validation_in_CUP
<p>GOOGLE</p> <ul style="list-style-type: none"> • Chromebook user manual • GNow 	<p>Electronic Orders</p> <ul style="list-style-type: none"> • ESKER Training • Solvay@eCommerce - SAP user guide • Solvay eBusiness Solutions 2021 • Solvay eCommerce - User Creation
<p>Service One Tickets</p> <ul style="list-style-type: none"> • Service One Link • How to request access to CRM, Qlikview & QlikSense dashboards 	<p>CRM Sales Force</p> <ul style="list-style-type: none"> • Link to the documents

USEFUL
<ul style="list-style-type: none"> • CSR activity checklist • CS Document Printing HandBook • ACRONYMS AND ABBREVIATIONS • MWST error • CI+Q - Intro Newcomers - Lisbon SC • Training Agenda