SUPPORT OFFICE

Billing Factory Specialist

VF04 - Maintain Billing Due List

Shipped Not Billed - ZWOC78A

Shipped Not Billed Internal Control Procedure

SAP WP1 Types of transport

Master Data- RM Buyer Association

ZWOCT214 Sales order pricing control and update report

ZWOCR07 Control Invoice Output errors

VAT Exemption Italy

US Tax Exemption process + Expiration report

Sales Recognition Matrix

Return process

POST-INVOICING - Fixed Value Date

Rebates

Closing rebate agreement without payment

Closing rebate Agreement with payment

Rebate creation 9001 9002

Rebate creation 9003 9004

Rebates management Best Practices

Documentation Management

Documentation Management (SG03) + Backup for receipt of original docs

Summary Documentation - Tracking file

Continuous Improvement

Lean 6 Sigma Governance

Novecare Monthly KPIs - Step-by-step instructions

Warehouse Management

CERTIFICATE OF ANALYSIS MAINTENANCE

PU_AP Work Cycle User Guide (UK)

Issuing Syensqo CoA

Master Data and E-Business Specialist

Customer Data

Procedures

Customer creation - Sold-to & Payer

Customer creation - Ship-to

Customer Creation - Bill-to

Customer unblocking - Sold-to & Payer

Customer unblocking - Ship-to

Customer extension - Sold-to & Payer

Customer extension - Ship-to

Customer extension - One Time Customer

Customer Blocking

Sales Views Updates (contacts, incoterms, shipping cond, Sales Rep and CSR assignments)

eCommerce - User Creation

Product Data management and alignment in MDG and CRM

Support Documentation

Novecare NA Einvoicing Guidesheet

North America Customer Name Changes - Acquisitions

Customer Acquisition Cross Reference

Account Conversion process Novecare

Customer cleansing - Payers / Sold To / Ship To

One time Customer - Usage and restrictions

Customer Segmentation Implementation Playbook v2

Distribution Coordination and Sampling Management

Sample Management

Procedures

APAC Sample Procedure

EMEA Sample Procedure

NAM Sample Procedure

How to Open Sample Requests on Salesforce

CSR Samples Good Practices

CMC Management

NAM SAP Order Creation for CMC interface

CMC Portal - Sample Order Management

CMC orders report

CMC Monthly retest

CMC Inventory report

CMC Set Up New Material

Pail sale process

CMC restocking process

CMC disposal process

Customer Requests

Customer requests

CUSTOMER REQUESTS - Topics/ Documents/ Contacts

Miscellaneous

Guideline for Non Conformity - QM01

MySampleSite_Template (for access request. Please copy before use)

MySamplecenter_QuickRefGuide_Full

Distress sale process

Using Open order report for Sample follow-up

Using SFDC connector to mass-update Sample Cases

FCA - proof of receipt

Useful Links

Long Term Declarations (LTD)

EMEA LTDs: EU and UK GTS Training (PPT + Recording)

NAM LTDs: USMCA GTS Training (PPT + Recording)

Articles connexes