

MSP: Documentation



Pre-requisite

Profiles: MSP Customer community Plus and CEP Partner

Rule criteria's:

- Product has the Market
- Contact has the same Market as the Product
- Documents are region specific - **the users have access to the documents of the Region they belong to and to Global docs**
- When user is flagged as 'MSP Worldwide Access' (field at contact level) they have access to all documents regardless of the region the belong to

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Definition

This capability allows user customers to search documents :

Document types actually available are :

- All Documents
- SDS (Safety Data Sheet)
- TDS (Technical Data Sheet)
- RDS (Regulatory Data Sheet) - **Not available for R&I / Marketing personas (field at contact level)**
- General Statements
- Certificates (Reach Compliance)
- ISO Certificates 9001 - **Not available from Solution Finder because there is no product associated**
- ISO Certificates 14001 - **Not available from Solution Finder because there is no product associated**
- Brochures & Marketing Documents
- Formulations - **Only available from Solution Finder (when there no Formulations in Aodocs the tab is hidden by default)**

Documents tile

This capability can be accessed through Documents tile and Homepage - 3 dots Menu



SYENSQO

MySyensqoPortal for RAVAGO



MSP TEST USER



Homepage > Customer Documents

Customer Documents

Search

Type of Document

All Document Types

Language

Select a Language

Country

Select a Country

Search

DOCUMENT	PRODUCT	DOCTYPE	REGION/COUNTRY	LANGUAGE	DATE
LUBRHOPHOS LB-400 / CERTIFICATE / Food contact compliance: US / ALL	LUBRHOPHOS LB-400	ALL	WORLD	English	11-Dec-2024
LUBRHOPHOS LB/400-E / CERTIFICATE / Food contact compliance: US / ALL	LUBRHOPHOS LB/400-E	ALL	WORLD	English	11-Dec-2024
PERIDIAM® ACTIVE 109 / SDS - ASIA PACIFIC / NEW ZEALAND / EN	PERIDIAM® ACTIVE 109	ALL	NEW ZEALAND	English	10-Dec-2024
PERIDIAM® ACTIVE 109 / SDS - ASIA PACIFIC / CHINA / ZH	PERIDIAM® ACTIVE 109	ALL	CHINA	Traditional Chinese	10-Dec-2024

Search using worldwide option

Worldwide option enabled

- Users have no restrictions for document search
- Regions option is available from MSP

Contact
MSP TEST USER

Account Screening Status

Language: English

Related GBU: Aroma Performance;Fibras;Novocare;Soda Ash & Derivatives;Special Chem;Technology Solutions;Oil & Gas Solutions

Job Department: General Management

Function: Agent

Contact Role

Email : anil.bairam-ext@syensqo.com

Social Media Profile

Crisis Contact For GBU: Novocare

Inactive :

Description

Markets: Metal Treatment;Lubricants;Personal Care;Home Care;Seed Care;Crop Protection;Emulsion Polymerization for Coatings;Emulsion Polymerization for adhesives;Additives for coatings, construction, inks and adhesives

Title: My Syensqo Portal Persona
Regulatory

Source: MSP Worldwide Access

MSP Contacts with worldwide option enabled are able to search all regions documents, EMEA contact with WW example below:

Type of Document: Safety Data Sheet | Language: Select a Language | Country: Select a Country | Region: Select a Region | Search

DOCUMENT	PRODUCT	DOC TYPE	REGION/COUNTRY	LANGUAGE	DATE
RHODAFAC RS-610 A-25 E / SDS - EUROPE / ITALY / IT	RHODAFAC RS-610 A-25 E	SDS	ITALY	Italian	13-Dec-2024
RHODAFAC RS-610 A-25 E / SDS - EUROPE / LUXEMBOURG / DE	RHODAFAC RS-610 A-25 E	SDS	LUXEMBOURG	German	13-Dec-2024
RHODAFAC RS-610 A-25 E / SDS - EUROPE / SWITZERLAND / DE	RHODAFAC RS-610 A-25 E	SDS	SWITZERLAND	German	13-Dec-2024
RHODAFAC RS-610 A-25 E / SDS - EUROPE / BULGARIA / BG	RHODAFAC RS-610 A-25 E	SDS	BULGARIA	Bulgarian	13-Dec-2024
RHODAFAC RS-610 A-25 E / SDS - ARABIC / UN COUNTRIES / AR	RHODAFAC RS-610 A-25 E	SDS	UN COUNTRIES	Arabic	13-Dec-2024
RHODAFAC RS-610 A-25 E / SDS - EUROPE / HUNGARY / HU	RHODAFAC RS-610 A-25 E	SDS	HUNGARY	Hungarian	13-Dec-2024
ALKAMIDE CMA BR / SDS - ASIA PACIFIC / CHINA / EN	ALKAMIDE CMA BR	SDS	CHINA	English	13-Dec-2024
RHODAFAC RS-610 A-25 E / SDS - EUROPE / GERMANY / DE	RHODAFAC RS-610 A-25 E	SDS	GERMANY	German	13-Dec-2024
RHODAFAC RS-610 A-25 E / SDS - EUROPE / FINLAND / FI	RHODAFAC RS-610 A-25 E	SDS	FINLAND	Finnish	13-Dec-2024
GEROPON L WET/P / SDS - ASIA PACIFIC / CHINA / ZH	GEROPON L WET/P	SDS	CHINA	Traditional Chinese	13-Dec-2024

Worldwide option disabled

- Users are restricted to search for their account region documents
- Regions option is not available from MSP

MSP Contacts without worldwide option enabled are restricted to documents from the region their account belongs to, EMEA contact example below:


Type of Document: Safety Data Sheet | Language: Select a Language | Country: Select a Country | Search

DOCUMENT	PRODUCT	DOC TYPE	REGION/COUNTRY	LANGUAGE	DATE
RHODAFAC RS-610 A-25 E / SDS - EUROPE / SLOVENIA / SL	RHODAFAC RS-610 A-25 E	SDS	SLOVENIA	Slovenian	13-Dec-2024
RHODAFAC RS-610 A-25 E / SDS - EUROPE / GREAT BRITAIN / EN	RHODAFAC RS-610 A-25 E	SDS	GREAT BRITAIN	English	13-Dec-2024
RHODAFAC RS-610 A-25 E / SDS - EUROPE / ROMANIA / RO	RHODAFAC RS-610 A-25 E	SDS	ROMANIA	Romanian	13-Dec-2024
RHODAFAC RS-610 A-25 E / SDS - EUROPE / DENMARK / DA	RHODAFAC RS-610 A-25 E	SDS	DENMARK	Danish	13-Dec-2024
RHODAFAC RS-610 A-25 E / SDS - EUROPE / FINLAND / FI	RHODAFAC RS-610 A-25 E	SDS	FINLAND	Finnish	13-Dec-2024

Search page


The search page elements are :

- A full text search field
- Filters :

- Type of document (filled with SDS by default)
 - default value : SDS
 - Values :
 - All Documents types
 - SDS
 - RDS (Only available for regulatory contacts)
 - TDS
 - General Statements
 - Certificates
 - Brochures & Marketing Documents
 - Language
 - Country
 - Region (Only available for ww contacts)
- A Search Button which triggers the research through Sinequa to get the documents from Documentum or Aodocs.
 - The result list
 - If no results are found a clear sentence explains it
 - The result list is presented in a table with the following columns
 - A download symbol 
 - Document (document name)
 - Product (the document is linked to)
 - Document type
 - Country (where the document applies)
 - Date (of last publication)

Search

Type of Document: Safety Data Sheet | Language: Select a Language | Country: Select a Country | Region: Select a Region | Search

DOCUMENT	PRODUCT	DOC TYPE	REGION/COUNTRY	LANGUAGE	DATE
 RHODAFAC R5-610 A-25 E / SDS - EUROPE / ITALY / IT	RHODAFAC R5-610 A-25 E	SDS	ITALY	Italian	13-Dec-2024



A click on the download symbol triggers the pdf download on the user's computer.

When the system doesn't find documents it gives the possibility to create a customer request by clicking the contact us button:

Homepage > Customer Documents

Customer Documents

Search

Type of Document: Safety Data Sheet | Language: English US | Country: China | Region: Europe, Africa & Middle East | Search

We do not have documents for this specific product/country

Contact us

NEW REQUEST

Subject ?

Product
RHODASURF L 40 AP

Application
Agro

Account Manager
--None--

Type
Quality

Complaints must not be logged in this Portal. Please contact Syensqo Customer Service.

Sub-Type
Batch extension

Manufacturing Plant Code
Search Utilities...

Initial Description ?

A copy of the certificate of analysis is mandatory to process the request.

[Upload Files](#) Or drop files

Search engine details

The search is processed by Sinequa through a Web Service Call.

Sinequa provides only the last published version of the document, and doesn't provide "confidential" documents (Documentum security metadata).

Docs stored in Documentum (RCS Docs):

- SDS, RDS and Certificates

Docs moved to AODOCS:

- TDS, General Statements, Formulations and Brochures

The search allows the user to search with or without trademark products, i.e. AEROSOL® OT-70 PG-E SURFACTANT or **AEROSOL OT-70 PG-E SURFACTANT**

When searching for a specific product the search returns only documents for the product:

Customer Documents

Q RHODASURF L 40 AP

Type of Document
Safety Data Sheet

Country
Select a Country

Search

DOCUMENT	PRODUCT	DOC TYPE	COUNTRY	LANGUAGE	DATE
RHODASURF L-40 AP / SDS - ASIA PACIFIC / CHINA / EN	RHODASURF L-40 AP	SDS	CHINA	EN (English)	25-Jul-2024
RHODASURF L-40 AP / SDS - INTERNATIONAL / UN COUNTRIES / EN	RHODASURF L-40 AP	SDS	UN COUNTRIES	EN (English)	25-Jul-2024
RHODASURF L-40 AP / SDS - ASIA PACIFIC / CHINA / ZH	RHODASURF L-40 AP	SDS	CHINA	ZH (Chinese)	25-Jul-2024
RHODASURF L-40 AP / SDS - INTERNATIONAL / UN COUNTRIES / FR	RHODASURF L-40 AP	SDS	UN COUNTRIES	FR (French)	25-Jul-2024
RHODASURF L-40 AP / SDS - INTERNATIONAL / UN COUNTRIES / ES	RHODASURF L-40 AP	SDS	UN COUNTRIES	ES (Spanish)	25-Jul-2024

Report on docs downloaded for customers or partners

A new record type has been created to track activities on the MSP portal and allow users to report on downloaded documents for customers or partners.

It also shows the market and the product linked.

New App Log

Select a record type

App Log

Tracking Log

Cancel
Next

The system is updating 'Contact Type' to either customer, partner or null automatically:

App Log
AL-26899052

Related
Details

<p>App Log Name AL-26899052</p> <hr/> <p>Type INFO ✎</p> <hr/> <p>Document Name RHODOLINE FS360 / SDS - ASIA PACIFIC / TAIWAN / ZF ✎</p> <hr/> <p>Account 0012400000K5G9g</p> <hr/> <div style="border: 2px solid green; padding: 2px;"> <p>Contact Type Partner</p> </div> <hr/> <p>Contact Markets Metal Treatment; Lubricants; Personal Care; Home Care; Seed Care; Crop Protection; Emulsion Polymerization for Coatings; Emulsion Polymerization for adhesives; Additives for coatings, construction, inks and adhesives;</p> <hr/> <p>Last Verification Date 16-12-2024 ✎</p>	<p>Created By MSP TEST USER, 16-12-2024 15:25</p> <hr/> <p>Operation DOCUMENT DOWNLOAD</p> <hr/> <p>Corporate Group RAVAGO</p> <hr/> <p>Product RHODOLINE FS360</p> <hr/> <p>Product Code 90076460</p> <hr/> <p>Version 0.01</p> <hr/> <p>Notify Users <input checked="" type="checkbox"/></p>
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When the GBU Customer Segmentation of the Account where the community contact belongs to is updated or the contact is created the fields Partner or Customer are flagged/unflagged at contact level:

Profiles	GBU Segment values	Contact fields Action
MSP Customer community Plus or CEP Partner user	<ul style="list-style-type: none"> Strategic KA Key Account Critical Accounts Standard Account 	Flag SLV32_CON_Customer__c and Unflag SLV6_Partner__c
MSP Customer community Plus or CEP Partner user	<ul style="list-style-type: none"> Key distributor Standard distributor 	Flag SLV6_Partner__c and Unflag SLV32_CON_Customer__c

MSP Customer community Plus or CEP Partner user	NOT Equal to: <ul style="list-style-type: none"> • Strategic KA • Key Account • Critical Accounts • Standard Account • Key distributor • Standard distributor 	Unflag: <ul style="list-style-type: none"> • SLV32_CON_Customer__c • SLV6_Partner__c
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GBU Customer Segmentation
GBU Customer Segmentation : IGBU-504787

Information (managed by GBU Commercial Excellence)

GBU Customer Classification: --None--

Move to distribution: --None--

Distributor: Search Accounts...

Service Model Information
[Link to SLA](#)
 This field is calculated upon save

GBU Segment: Standard Account

- None--
- Strategic KA
- Key Account
- Critical Account
- Standard Account
- Key Distributor
- Standard Distributor
- Not valid

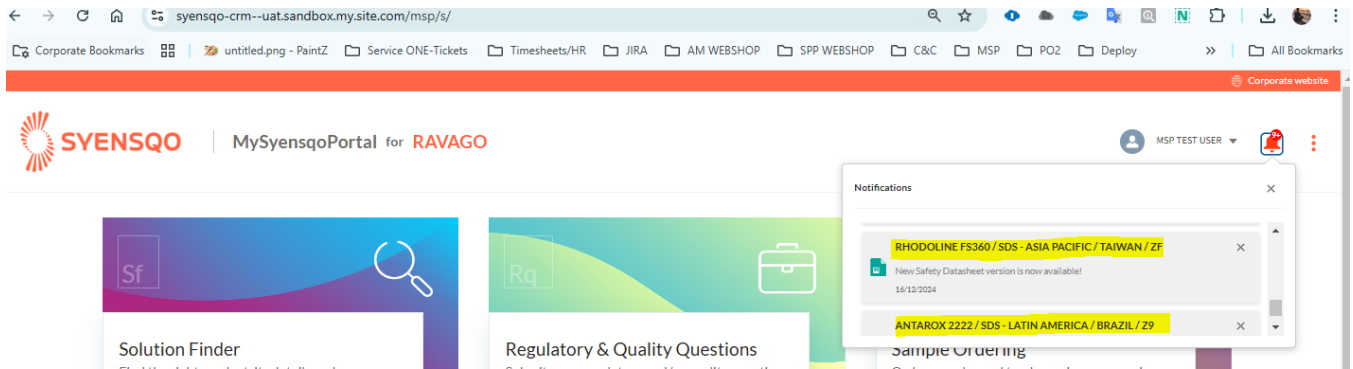
System Information Cancel

Values	API Name	
Strategic KA	Strategic Account	Customers
Key Account	Key Account	
Critical Account	Critical Account	
Standard Account	Standard Account	
Key Distributor	Key Distributor	Partners
Standard Distributor	Distributor	
Prospect Account	Prospect Account	None
Not valid	Not valid	
Not yet assigned	Not yet assigned	

Notifications of new SDS's versions

Criteria:

- The last 6 months of SDS docs downloaded by the users by name, product code and version (we are considering the main version only and not the sub-version, i.e 4.00, we consider 4 as main version)
- Compare newest SDS document version with last document version downloaded using Product code as reference, if the versions are different we notify the user in the homepage (notification bell)



On the App logs we can check the downloads made by the users and the SDS versions of each document, whenever there is newer version the user is notified in MSP.

App Logs

MSP: Docs download

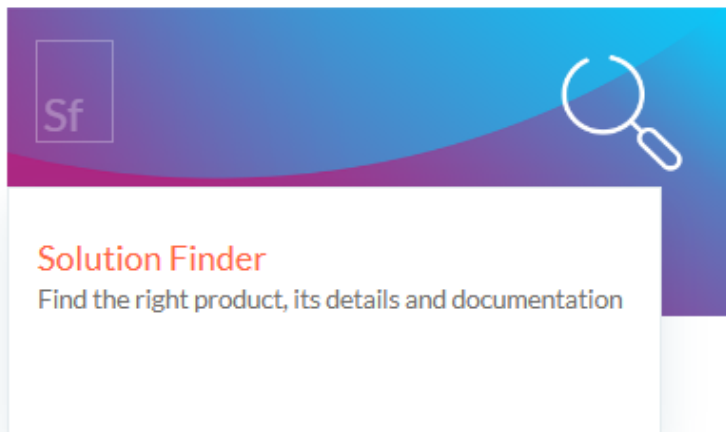
50+ Items • Sorted by Created Date • Filtered by All app logs - Operation • Updated 6 minutes ago

App Log ...	Created By	Created Date	Cont...	Document Name	Error...	Type	Versi...	Noti...	Last Veri...
1	AL-26899053 MSP TEST USER	16-12-2024 15:26	Partner	ANTAROX 2222 / SDS - LATIN AMERICA / BRAZIL / Z9		INFO	4.00	<input checked="" type="checkbox"/>	16-12-2024
2	AL-26899052 MSP TEST USER	16-12-2024 15:25	Partner	RHODOLINE FS360 / SDS - ASIA PACIFIC / TAIWAN / ZF		INFO	0.01	<input checked="" type="checkbox"/>	16-12-2024

Technical details:

- We are using the **Last Verification Date** (Date field) and **Notify Users** (Checkbox Field)
- A batch checks all the Tracking Logs created in the **Last 6 months with the Last Verification Date at least 7 days ago**, making an API call to Sinequa once a week (Sundays) validating if there are new versions of the Documents and if there is a new version change the **Notify Users to true** and when the User Logs into the Community it will have a notification like the one in the image above.

Solution Finder



Product Details

RHODOCLEAN EFC V2

Versatile, multi-benefit low foam degreaser from natural sources designed to replace NPE/APE in the most demanding applications, especially low foaming. Shows good solubility in acidic conditions and can reach good solubility in alkaline conditions with Rhodafac® H66 / H66 E.

Details Documentations

Type of Document: -- Select a document type

Language: Select a Language

Country: -- Select a Country

Search

The following conditions need to be true for the product to be searchable by the user:

- Contact Market included in the Product Market
- Documents is the same region as the contact or contact has worldwide access
- Global / World documents are always available

Contact
MSP TEST USER

Account Screening Status ⓘ

Language
English

Related GBU
Aroma Performance;Fibras;Novocare;Soda Ash & Derivatives;Special Chem;Technology Solutions;Oil & Gas Solutions

Job Department
General Management

Function
Agent

Contact Role ⓘ

Email ⓘ
anil.bairam-ext@syensqo.com

Social Media Profile

Crisis Contact For GBU
Novocare

Inactive ⓘ

Description

Markets
Metal Treatment;Lubricants;Personal Care;Home Care;Seed Care;Crop Protection;Emulsion Polymerization for Coatings;Emulsion Polymerization for adhesives;Additives for coatings, construction, inks and adhesives

Title
Mr. Suresh Datta Datta

Product
RHODAFAC RS-610 A-25 E

Markets

Emulsion Polymerization for Coatings

Reach Products

A customer from Middle East and Africa is able to find products in EMEA even if the product is not available in EU for Reach reason. When product is flagged as 'Not Authorized for REACH Countries' reach countries cannot find the product:

▼ MSP Product Finder

Markets

Metal Treatment;Lubricants

INCI

MSP CAS Number

Not Authorized for REACH Countries



RCI

ISO 16128-2

MSP Region

Asia-Pacific;Europe, Africa & Middle East;Latin America;North America

Data Model & Security

Users are restricted to documents of the region they belong to and Global docs with the exception of worldwide access.

The specific documents security is managed by Documentum and Aodocs

Important Note :

When a Customer does the search, **the results are filtered by product that are authorized for the Market and for the customer and they can only find documents for their region(Account region) and Global**