

# Customer data

## Customer data

a) Received from Carlos for Novacare price optimization tool

Customer	Sold-To revenue (EUR) excl. CPC	Yes	BW P&L or Order Query	High	N/A
Customer	Customer Segment	Yes	BW P&L or Order Query OR Salesforce Customer Data	High	GBU Customer Segment
Customer	Customer centralization?	No	TBC	Low	
Customer	Sold-To Group revenue (EUR) excl. Sold-To	Yes	BW P&L or Order Query	Medium	
Customer	Enterprise segment	Yes		Not in initial scope	Enterprise segment

b) Received by Leo (May 11)

### Historical

M on th	In co te r ms	So urc e Sys tem	M at e r i a l Co de	Sh ip- To Co de	Gr ou p of Act ivi ty	Cou ntry (Shi p- To)	Cou ntry (Sol d- To)	GB U R eg ion	End Use: refers to a market to be used (related to ship to and product. it comes from invoice Query from BW. Better from SF. it is related to the customer via an extra table	GBU Product Family	Enterprise Segment--related to customer and product together. From BW transaction level.	Market= hirarchy between end use, enterprise & GBU segment, market to duscuss seperately	GBU Custo mer Segm ent	Group Custo mer Segm ent	Pr od uct Na me	Pr od uct Co de	Pr od uct Bran d Na me	S al es (€)	Uni t Pri ce (€/K G)	V ol u m es (K G)	Last Invoic e Pri ce (€/KG)
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### Forecast

G BU	M on th	In co te r ms	Sou rce Sys tem	Mat e r i a l Na me	Mat e r i a l Co de	Shi p- To Na me	Shi p- To Co de	Sol d- To Na me	Sol d- To Co de	Sol d- To Gro up	Shi ppi ng Pla nt	Manufacturing Plant, there is another type of plant to be explored	Gr ou p of Act ivi ty	Cou ntry (Shi p- To)	Cou ntry (Sol d- To)	GB U Re gion	E nd U se	GBU Produ ct Family	Enter prise Segm ent	Mar ket	GBU Custo mer Segm ent	Group Custo mer Segm ent	Pro duc t Na me	Pro duc t Co de	Pro duc t Brand Name	Fcst Sales [Est Act] (€)	Fcst Volume [Est Act] (KG)	Fcst Unit Price [Est Act] (€/KG)	Last Invoice Price (€/KG)
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BW P&L ICM/Sales Order QV: QVSBS_BW_QRY_CPCO PA03_0001	BW P&L Integrated Unit cost QVSBS_QRY_MVC OPA06_0001	BW (Global Sales) Order Book QVSD_BW_QRY_MVSD SO41_SD004	BW (Global Sales) - Review Budget & BFR QV_BW_QRY_MVS DSO61_0001	Manufacturing Variable Costs QV_BW_QRY_CPC OPC04_0001	Sales Forecast Revenue QV_BW_QRY_CPCOPC07_0001
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Transactional data from BW and dimension from Salsforce (ID of customer/Account and SAP code from salesforce to join )

First customer is created in SAP and after a certain time window that record is forced to sales force that's why there might be rarely a gap between the two

Customer group from salesforce or BW

Always customer data is searched from BW and when needed will be enriched from salesforce

Note:

### Guillaume VIAUX

in 360 dashboard  
BW COPA Query (sales)

Corporate Segment = **Sold to party -> Bus\_Rank\_Corp\_Name\_**  
Group Segment = **Customer\_Sales\_Area -> Customer\_group\_2\_Name\_**

*I'm wondering if there isn't a query in bw that could contains only all solvay customer sales area and sold-to , with the segmentations  
It would be faster and better to build a Masterdata from. Instead of loading the values from a big query like copa, where the dimension are linked to the facts*

C) Used in transparency dashboard

		Source	Technical name of the field	BW query	Update Frequency	Attributes	Transformation /Rules	Reference data (Change in data feed delta )	COMMENT	User story
Corp region ship to	Region of the ship to	BW	[0COUNTRY__C_GZ ONE] if empty -> [C_SHIPTID__C_GZ ONE] (ShipTo Region !!!)	QV_BW_QRY_MV SDSO61_0001  QV_BW_QRY_CP COPC07_0001			-			
Corp region sold to	Geo region of the Sold To (invoiced party)						-			
Country ship to	Country of the customer delivered	BW	[4CPCOPA03-SHIP_COUNTRY] Country of destination  [10COUNTRY] Ship-to party > Country (Name)  C_SHTCTRY	QVSBS_BW_QRY_CPCOPA03_0001  QV_BW_QRY_MV SDSO61_0001  QV_BW_QRY_CP COPC07_0001			-		For those with more than one query mapping, it is better to address the with BW cube directly (the main reason for this is that data might not be available in all queries for example for a customer)	
Country sold to	Country of the Sold To (invoiced party)		"[0COUNTRY] Country if empty => [C_SHIPTID] Ship-to party\Attributes\ [0COUNTRY] Country key"	QV_BW_QRY_MV SDSO61_0001						
Customer segmentation (it is not the same as enterprise segmentation)	Functionality in <a href="#">Salesforce.com</a> allowing you to link an account to your GBU. By doing so, you can easily find active accounts for your GBU through specific views and report on them	Check to bring from SF or BW	Bus_Rank__Corp_  Map on P&L info	QV_BW_QRY_MV SDSO61_0001  QV_BW_QRY_CP COPC07_0001						there is customer segmentation at solvay level (will be at customer dimension) and at GBU segmentation (maybe another table)  look into bw (some customer are critical for a GBU but not for solvay not ) query name from Gui  (key account, standard account ...)  segmentation in SF might be used in SAP and bw but there are manual work in BW

Final consignee= ship to KA	Allow to capture internal sales for SpP			QVSBS_BW_QRY_CPCOPA03_0001					SAME CUSTOMERS THEY HAVE different name in various sources from SAP to BW	
Final consignee group= final customer group	Group of final consignees	SF								
Final Customer	Specific for SpP: Any entity using a Solvay Specialty Polymers product RULE : IF Final_Consignee_Group is Empty or not assigned, Then Sold-to group, Else Final_Consignee_Group	Made in the dashboard	C_CUST_UC] Final consignee_P\Attributes\ [C_CORPGR] CRM Customer Corp. Group (PRS) AND if it's Empty take [C_SOLDID] Sold-to party\Attributes\ [C_CORPGR] CRM Customer Corp. Group (PRS)	QVSBS_BW_QRY_CPCOPA03_0001						It is at transaction level
GBU Customer Segment	GBU customer segmentation is managed by GBU CE Teams in SFDC. So a customer receiving different service levels could be classified as KA for one GBU and Standard for other. Exceptions: GSKA- they remain GSKA for all GBUs.	Salesforce or BW  TO DISCUSS FURTHER	GBU_Account_Type __c from SLV_INVOLVED_GB U_C searches within the fields "RCS ID", "PRS ID" and "Other ERP ID" within each account and respective source system in order to show the sales figures in Analytics  Map on P&L info	QV_BW_QRY_CP COPC07_0001						Use the query used in bw for 360 and focus in novicare. using customer id  Segmentation gbu or group: transactional or customer dimension? to ask vendula master data related to customer area in SF (might be an attribute of the sold to)  joining from BW to SF but there might be a gap.  in sap there is segmentation at sales level  roberto navan , lavinia  combination of the solvay group and GBU segmentation

										there are two sfs how to merge for segmentation purpose
										idea is to use customer as the bridge for finding segmentation at group and gbu level from bw to sf
										hierarchy for this segmentation
										SAP BW (ask from vendula)
GBU region	Customize dimension to reflect the pricing organisation of the GBUs SpP : ECCO region Novecare/TS : Region of Ship to with MX moved to LATAM Aroma = Region H1	Made in transparency dashboard	Map on P&L info	QV_BW_QRY_CP COPC07_0001			There are correction from BW based on application requirements there are some rules		china is under spp but for novecare will be under asia	there are 4 regions predefined by Solvay and each GBU could have new regions  for spp there is a table in lcare to get the regions ) for others rules are hard coded
GBU Zone H1	Type of region in BW (used as GBU region for Aroma)	Made in transparency dashboard	[C_GBUZONE__C_Z ONEH1] Ship-to GBU Zone 1	QV_BW_QRY_MV SDSO61_0001			There are correction from BW		It can be under activity	To be checked if rules are valid
GBU Zone H2	Type of subregion in BW (used for Logistics forecast calculation)	Made in transparency dashboard	[C_GBUZONE__C_Z ONEH2] Ship-to GBU Zone 2	QV_BW_QRY_MV SDSO61_0001			There are correction from BW			
Group Customer segment	It uses the highest customer segment of a GBU and classifies it as Corporate C Segmentation. This dimension is relevant for corporate views only to avoid double counting of accounts.	BW or sales force (To check)  GBR is a master data (where)								
Sales rep	Account manager in charge of a customer For SpP, Sales rep of Sold to is used (if empty Sales rep of Ship to) For others GBU, Sales rep of Ship to is used	BW to consider getting it directly from SF	"FOR OTHER GBU: [C_CUSTSA2__C_S ALEMP] Sales_Employee__Ship_to_ For SPP: [C_CUSTSAL__C_S ALEMP] (SOLD TO) "	QVSBS_BW_QRY_CPCOPA03_0001  QV_BW_QRY_MV SDSO61_0001					Problem: Comming from SF and used in BW . Should be considered to come from SF  Customer can have various Sales rep	it is not inside the customer dimension (separate table)

Ship to name	SAP customer to whom Solvay is shipping the products	BW	[C_SHIPID] Ship_to_party	QVSBS_B W_QRY_ CPCOPA 03_0001  QV_BW_ QRY_MV SDSO61_ 0001  QV_BW_ QRY_CP COPC07_ 0001					Customer: ship to, sold to, ship to KA	
Ship to code	SAP code for customer to whom Solvay is shipping the products	SAP							Customer: ship to, sold to, ship to KA	
Ship to KA (final consignee for SPP)	Dimension used to capture indirect sales		[4CPCOPA03-TGB2_KEYACC] GBR: Key Account (Ship-to)  "[C_GBR15__C_SHIPKA] GBR Ship-to KA if empty => [C_SHIPKA] Ship-to KA GBR "	QVSBS_B W_QRY_ CPCOPA 03_0001  QV_BW_ QRY_MV SDSO61_ 0001				Customer: ship to, sold to, ship to KA  check transformation from master table to BW		
Ship to state	Country of the Ship to	BW							not important	
Ship to town	City of the Ship to	BW							not important	
SHIP_TO_GROUPOUP =customer group		Decide to get from SF or BW							Customer hierarchy	
Shipping Plant	Plant from which the material is ship to a customer		C_PLANT	QV_BW_ QRY_CP COPC07_ 0001						it will be in the plant dimension
Sold to	SAP customer to whom Solvay is selling		[C_SOLDID] Sold-to [C_SOLDTO] Customer number  C_SOLDID	QVSD_B W_QRY_ MVSDSO 41_SD004  QV_BW_ QRY_MV SDSO61_ 0001  QV_BW_ QRY_CP COPC07_ 0001						
Sold to code	SAP code used to describe the sold to entity									
Sold to group=customer group	A Corporate Group allows to create an account hierarchy in <a href="https://www.salesforce.com">Salesforce.com</a> . It groups all the accounts which are part of a same 'legal' entity. The Group is based on the nature of the account, not based on GBU/BU criteria, nor on business rationales. It can be built in the system through a 'Parent account' relationship.		[C_SOLDID] Sold-to party\Attributes\ [C_CORPGR] Corporate Group  [C_SOLDID__C_CORPGR] CRM Sold-to Corp.Grp	QVSBS_B W_QRY_ CPCOPA 03_0001  QV_BW_ QRY_MV SDSO61_ 0001						
Sold to group_code	Grouping of Sold tos									with a code  (customer group code will be in the customer dimension , separately name and code in another)