Master data: CUSTOMER

⚠ Unable to locate Jira server for this macro. It may be due to Application Link configuration.

Note: For all sheets to explore who owns the sheet and how it is maintained

Clean the fiekdls which are

Customer related attribute requirements

Requirements	Description	Comment	Existing source in transparency	Technical name in transparency source (mainly BW) table name and attribute name	Transformation /Rules for transparency dashboard	Naveen Comment/ question	SF source	Comment about SF	Searching in BW (meeting with Anon & Saint)
Customer ID	Identified with PRS Code, RCS Code, SAP Code or SF Code		SAP BW/SF				table ACCOUNT in CORE		
Parent ID = Customer group ID		A customer might not have any parent	SAP BW / File QVSBS_BW_QRY_CPCOPA03_0001		To be confirmed by Ayoub and Franck Identified with file 1zicl5VUcl1NyDLGZXQRDmQypY0-uwc4yUtuPRu1scxU . Group Mapping By mapping with the GBU and C_SOLDID If no match, then take QVSBS_BW_QRY_CPCOPA03_0001 . C_SOLDID . C_CORPGR For Ship-To, take QVSBS_BW_QRY_CPCOPA03_0001 . C_SHIPID . TXTLG If composed, take the name after "/" Note: To investigate further to have one rule	NG(15/06): Can you confirm who manages this sheet and how frequently the changes applied to this sheet. Also I could see only 250 records in the file but I am sure we will have more than 250 customers so not sure is this the right file to use. As well We need SOLDID and GBU to look into the sheet but GBU info will not be available in source customer tables. For now we will populate the value coming from Salesforce core-crm. Can you conform if users need parent id and parent group name please? GURRAM-ext, Naveen I will get back to you on this. ▪ the sheet is only to be used for CM (composit material GBU) the rest is available in BW ▪ The gsheet needs to be updated by the transparency team GURRAM-ext, Naveen To ask from Naveen where is the source	table ACCOUNT: Available in CORE and iCare	ParentID	
Ship to ID	SAP code for customer to whom Solvay is shipping the products	Transactional data in the fact table of the target model	QVSBS_BW_QRY_CPCOPA03_0001 QV_BW_QRY_MVSDSO61_0001 QV_BW_QRY_CPCOPC07_0001	[C_SHIPID] Ship_to_party Key_[C_SHIPID].[2C_SHIPID]			The attributes in the CORE in the table ACCOUNT Partner_Sub_type	There is no relation between the ship to and sold to in SF	
Sold to ID	SAP code for customer to whom Solvay is selling the products	Transactional data in the fact table of the target model							

Ship to KA ID	Final customer that receives the product. (it can be blank it is different than ship to mentioned above) = Final consignee ID	Transactional data in the fact table of the target model Currently in transparency it has been received from P&L query				NG(15/06): So will exclude it from the customer scope then. Pls confirm if not GURRAM-ext, Naveen I will take note to consider in the scope of transactional data. Confirm to exclude from this quarter			C_GBR15 = ship-to-KA
Final consignee ID	=Ship to KA ID	Transactional data in the fact table of the target model Only SpP related.				NG(15/06): So will exclude it from the current scope as the scope is only for Novacare or do you want us to include and populate blank? Pls confirm ? GURRAM-ext, Naveen confirm			C_CUSTID__0CUS_F_CONS not sure
Sales rep ID		It is linked to account (recording)	QVSBS_BW_QRY_CPCOPA03_0001	Identified with QVSBS_BW_QRY_CPCOPA03_0001. Sales_Employee__Sold_to__E_Mail_Address__Key_ Or QVSBS_BW_QRY_CPCOPA03_0001. Sales_Employee__Ship_to__E_Mail_Address__Key_		NG(15/06): based on transformation rule, looks to me the field holds email address and storing it into rep id doesn't look right. Can you please confirm is this transformation rule correct. Also as we discussed and confirmed this may not go into customer flow and this field is more fits into customer GBU flow GURRAM-ext, Naveen account manager and sales rep ingestion are not in the scope of this Q2. although I will confirm the transformation rule is correct.	In CORE, Sales Rep (CSR Customer Service Representative) and account manger master data available in ACCOUNTTEAMMEMBER attributes: Account ID, USER, Team member role (coming from SAP). One account can be managed by several GBUs so there is a one to many relation between account and CSR In icare it is different.	Master data of Sales rep and account manger are in SAP. The data flows daily basis to SF per GBU. This info are coming from sales area of the SAP side. ??When data integrated from SAP to SF, there are rules to make it at GBU level	Sales Employee (Sold-to)_[C_CUSTSAL__C_SALEMP] Table: /BIC/MC_CUSTSAL containing the sales rep belonging to a sales area (sales area is a combination of division, distribution channel, organization)
Sales rep name									Table name:
Sales rep email									
Customer Short name			QVSBS_BW_QRY_CPCOPA03	QVSBS_BW_QRY_CPCOPA03_0001. C_SOLDID . TXTSH Or QVSBS_BW_QRY_CPCOPA03_0001. C_SHIPID . TXTSH					
Customer Long name			QVSBS_BW_QRY_CPCOPA03	QVSBS_BW_QRY_CPCOPA03_0001. C_SOLDID . TXTLG Or QVSBS_BW_QRY_CPCOPA03_0001. C_SHIPID . TXTLG					
Country	Country ship to: Country of the customer delivered ---------- Country sold to: Country of the sold-to company-Invoice party	Country is available in SF and BW. In case of discrepancy, SF is more reliable	QVSBS_BW_QRY_CPCOPA03	Country (Key)_[C_SHIPID].[20COUNTRY] Country (Name)_[C_SOLDID].[10COUNTRY] QVSBS_BW_QRY_CPCOPA03_0001. C_SOLDID . 0COUNTRY Or QVSBS_BW_QRY_CPCOPA03_0001. C_SHIPID . 0COUNTRY		NG(15/06): Is it correct to say transparency is using COUNTRY from BW but we need to check if any discrepancy and if so we should use value from SF? GURRAM-ext, Naveen yes			

Region=Zone	Aggregation of countries example: Asia	Zone names might be different from one GBU to another Zone names have been unified in transparency dashboard (see the transformation column) In Transparency, it is called region. In BW, it is called Zone. important note: it is different from GBU region included in the 2) Transactional data - Historical sales	QVSBS_BW_QRY_CPCOPA03	GBU Ship-to zone (BW) 1_ [4CPCOPA03-TGB2_ZONEH1] Ship_to_party_Geographie_Zone__Key_	Mapping on QVSBS_BW_QRY_CPCOPA03_0001 . Sold_to_party_Geographie_Zone__Key_ Or Mapping on QVSBS_BW_QRY_CPCOPA03_0001 . Ship_to_party_Geographie_Zone__Key_ blocked URL	NG(15/06): Not sure why zonename will be different from GBU to GBU. It should be related to customer. Please let me know if any thing I need to take from the comments or can I ignore above line and use transformation rule as base. GURRAM-ext, Naveen please take the transformation rule as it is and ignore the comment if it is confusing. Basically the comment says that one GBU might specify Europe as EUROPE and another as EU. in this case both are unified in transparency to be EMEA	available in SF What table?		
PRS code			SF	Account . RCS_code_Account__c			In CORE, there is PRS=PF1 (PRS ID) , RCS = WP1 (RCS ID) . (other ERP ID). Available in ACCOUNT table.	To check in SAP it happens that there are two accounts for one customer. For example if customer change the VAT, a new account will be created. In SF it doesn't happen so that there is no one to one from SF to SAP. In such a case, the new account is replaced but all the changes in SAP are tracked an another attribute (PRS_ID_history) . Note: In general to track the changes in an attributes in SF, ACCOUNTHISTORY is the table that include historical and changes of the records. Example, if a customer number change, the new one is in the main table and the old number is backed up in ACCOUNTHISTORY table.	/BIC /MC_CUSTID- /BIC /C_CUSTPRS it is used to link PF1 and WP1
RCS code			SF both (ICARE, CORE)	Account . PRS_Code_Account__c			Refer to RCS code comment		nothing
SAP code			SF both?(to check) /SAP BW	Account . SAP_Sold_To_Number__c Or QVSBS_BW_QRY_CPCOPA03_0001 . C_SOLDID Or QVSBS_BW_QRY_CPCOPA03_0001 . C_SHIPID			Refer to RCS code comment		customer ID
SF code		All the above codes are available in SF but the doubt/question is that if for a new customer, the corresponding data is available right away in the SF so that we won't have a gap when using SF as the source. It is also to check if data is available in both SF (icare and Core) Currently in the transparency dash all the codes are from SF but it is better o explore if there is a better source.	SF	Account . Id					there is no track in BW

Account manager		Account manager and sales rep are both are solvay employee. The data at the target application is used at CPC level. The info are available in all data sources but the challenge is that there are different values from one to another. It has been prioritized for Q4 It is only for iCare not for CORE	SF	Account . Owner_Name__c		NG(15/06): I remember seeing this field in core as well. Please confirm if this needs to be excluded as well if not available in core? GURRAM-ext, Naveen not in the scope of this Q	Refer to Sales rep ID comment combination of sales area, division, and distribution channel defined for a GBU.		?
Team cluster		Only in iCare and should be empty for CORE Franck comment: Three ways to get the data • (Preferred solution) API • SF function to get the data • (not preferred alternative) Googlesheet for mapping (only used for iCare) 1NVHMJOTRYA3tR7Pf6HCirAJb2ik7JCRD5b2CrLnSVuc Note: it is used to get the market cluster (link with market cluster)	SF	Using API for Account . Team_Cluster__c		NG(15/06): Will exclude for now as this is not available for Novacare (core). Also this attribute doesn't seems to me at account level		This concept is only available in iCare. it is a way in in SpP to associate an account to a team (Sales team?) Corresponding concept in CORE might be BU (to check) Notes: -Team cluster refers to the sales team in Solvay that handles an account. It is a way to associate an account to a sales team in solvay. Each sales team handles a specific (market) like automotive. battery, etc. One account might be purchasing from various teams. in that case, team cluster is the one with the biggest sale. that makes the Market cluster different from team cluster.	?
GBU customer segment	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.	Included in the market dimension	COPA03 The Gsheet below is used for this field as well	technical name: GBU Segm. (Sold-to)_ [C_CUSTSAL__0CUST_GRP2] Customer_Sales_Area_Customer_group_2__Name_		NG(15/06): out of scope for customer flow.	In CORE, the table name is GBU_CUSTOMER_SEGMENTATION .	GBU customer segmentation shows what GBUs are related to an account. There is one GBU segmentation per account for a GBU	C_CUSTAL

Group customer segment	It refers to Solvay group level of segmentation for customer. Depends on the service level a customer receives from Solvay, it can be classified as KA, or standard, etc. The same customer segmentation can be applied at GBU level (below)	only in BW Comment from Lavinia: strategic ley account at group level are enforced to be strategic account for all GBU child account are following the parent account for GBU and group segmentation both (there are exceptions that can be specified by users)	COPA03 Sold_to_party_Group_Segm___Corp___Name_ and COPA03 Sold_to_party_Group_Segm___Corp___Name_ check the field: if it contains "not assigned" or is empty, we display "Not Assigned" Then use the mapping file to clean the values of the field retrieved from COPA Colors in the mapping file is should have for transparency dashboard Note: For all sheets to explore who owns the sheet and how it is maintained	Group Segm. (Corp) (Name)_ [C_SOLDID]. [1C_CUSTGRC]			it is not available in SF		