

# Customers Workflow - Data Controller

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## Scope



EMEA



NAM



LAM



APAC

## ERP



PF1



PI1

## References

## Attachments

## Objective and Scope

## Rules on General Data

Explains the rules defined for the data controller to check the content of a request. Step previous to check made by Credit Management. Done before final validation and recording into PRS (Permanent Reference System).

- All requests on customers in PRS (PF1-050) for systems PF1 and PI1 handled in the Workflow.
- Mission entitled to the Data Controller, which constitutes the second step within the procedure for handling client level data of Customers with validation through Workflow.
- The whole procedure for creating or updating a customer in PRS (PF1-050) is described in the following document.

# Introduction

## General workflow process steps

- 1<sup>st</sup> - The requester enters the data in the SAP workflow form and submit its request
- 2<sup>nd</sup> - The request is available in the workplace of the "Data Controller" who must check the request and approve or reject it, according to the Data management CORE rules.
- 3<sup>rd</sup> - If the customer is a "Payer", the request is available in the workplace of the "Credit Manager" who must check and update the credit data.
- 4<sup>th</sup> - The customer is automatically created in PRS.

Afterwards, the customer is sent to the operational environments by the usual ALE procedure.

The data inserted in the workflow is under the responsibility of the Requester. SBS only verifies if the information is in accordance with the CORE rules.

The second step of the procedure, i.e. the first validation, is intended to check the request according to the Data management rules. It is executed by a Data Controller, whose **mission** is detailed in the CORE rules of the present document. The possible actions are described in [\(VALIDATION ACTIONS OF THE DATA CONTROLLER\)](#)

If the check is positive, the request is approved and then automatically recorded into PRS, except if it is a 'Payer', as the request becomes available for checking and approval in the workplace of the Credit Management, i.e., a second validation.

Otherwise, the Data Controller either returns the request to the requester, or rejects it definitively, always using the Communication Area to explain how the content of the request does not conform to the rules.

The GAC Data Management team, who is functionally responsible for the customers and vendors data maintenance, must be contacted for any problem concerning this procedure.

## Request types

- Creation.
- Modification

# Accesses

## Requesters access

Access for Requester is done via transaction **Z1S\_CWF\_REQUEST** in PF1\_050 system.

**SIS Data - Customer Creation Request Management**

My Requests Create a request

Request for Creation. Please fill at least one of the following fields and the customer country

Search term

City

Country

Request for Modification of an existing customer's master

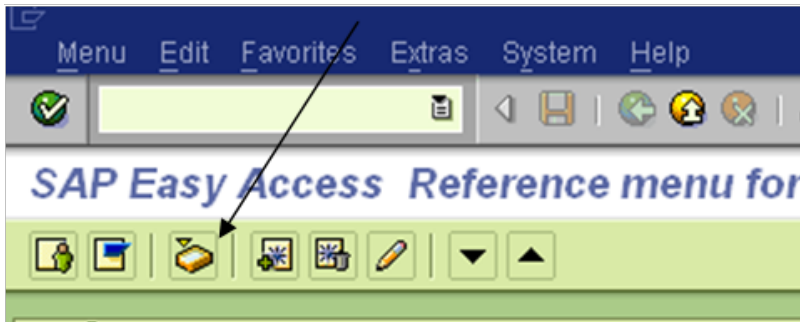
Customer

Display or change an existing request

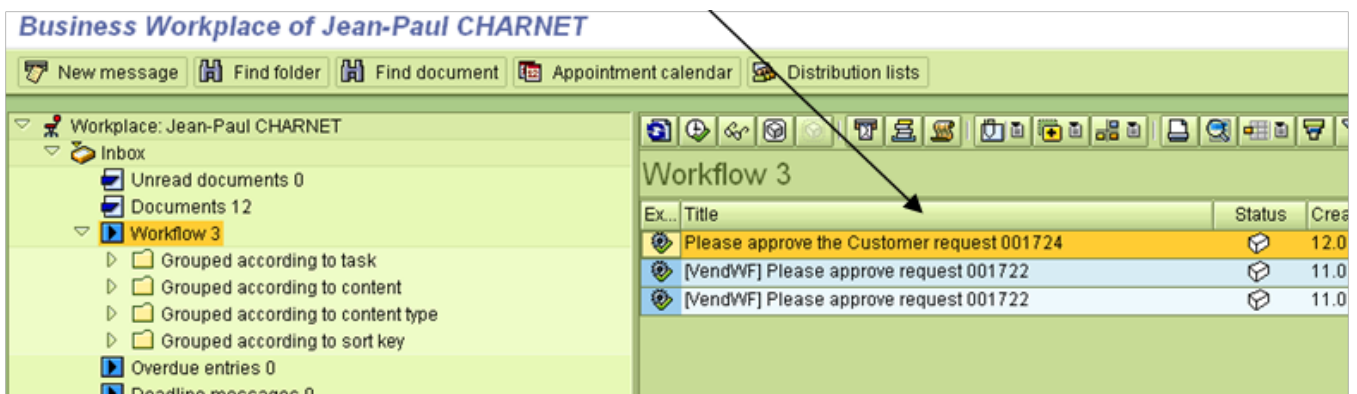
Request number

## Data Controller access

Access for Data Controller is done via transaction **SBWP** in PF1\_050 system or simply clicking in the below Icon.



Open the folder "Workflow" in your Inbox  
 The list of the requests appears on the right part of the screen.  
 Double click on the line of the request you want to open



## Data controller Rules – Broad description

### Standard Version

Once the Data Controller selects a request, the main screen consists in (see example below):

- a line of workflow functional action icons
- a header with the administrative field

- 8 sheets which contain the customers data

The control action rules of the Data Controller are defined as follows:

- Verify Communication Area
- Verify No duplicates ([Rules on Duplicates when creating new records](#))
- Rules on General Data
- Rules on General Data 2
- Rules on Bank Accounts
- Rules on remaining tabs (Phone/Fax/Mail, Credit, Companies and Distribution)

Specific rules apply on requests for modification: ([Specific Rules on requests for modifications](#))

## International Version

The international version contains the name and address of the customer in non European characters (Kanji, Chinese, Cyrillic, etc). **It must never be checked by SBS (totally under the responsibility of the requesters)**

For information only: Access to the international version: click on the button "Internat. versio..." in the screen "General data"

Then, the following screen appears

Vendor International address version	
敬称	
名称	京浜化成株式会社
<input type="button" value="Preview"/>	
検索条件 A <input type="text" value="ケ化成イ"/>	
アドレスVersion <input type="text" value="KK"/>	

Physical Address international version	
気付	
都道府県名	北区金城2-1-11
地名 4	City 名古屋市
所在地	地域 23
郵便番号	
部屋番号	

It is only possible to see the right characters only if the language selected is the right one (JA for Japanese, ZH for Chinese, BG for Cyrillic). The language code will determine the characters appearing in the international version.

SBS Data Controllers are not in charge of the international version, which is totally under the responsibility of the requester.

In mode "Change", neither click on this button, except if you are logged in the appropriate language (Chinese, Japanese, Bulgarian)

## Rules on Duplicates when creating new records

The check on duplicates is done by the standard SAP Matchcodes (transaction XK03).

- For customers located in EU, a **first search** must be done with the country code (mandatory) and the VAT code. Then, if this search is negative, a **second search** must be done with the country code and a significant part of the name in upper case and lower case (for example **\*JIANGSU\*** and **\*iangsu\*** if the name is CHINA JIANGSU INTERNATIONAL)
- For customers out of EU, only the second search can be done.

Request:

Vendor		to		<input type="button" value="↔"/>
Country	CN	to		<input type="button" value="↔"/>
Name	*JIANGSU*	to		<input type="button" value="↔"/>
City		to		<input type="button" value="↔"/>
Postal code		<input type="button" value="Multiple Selection for Name"/>		
Region		<input type="radio"/> 2Single vals <input type="radio"/> Ranges		
Search term		<input checked="" type="checkbox"/> *JIANGSU*		
Address		<input checked="" type="checkbox"/> *iangsu*		
Authorization				
Created on				
Created by				
Group				
Account group				

Result:

Table : LFA1  
Displayed fields: 56 of 100 Fixed columns: 2 List

	Client	Vendor	Country	Name	Nam
<input type="checkbox"/>	050	0302304294	CN	SINOCHEM JIANGSU	
<input type="checkbox"/>	050	0302305364	CN	CHINA JIANGSU INTERNATIONAL	ECO
<input type="checkbox"/>	050	0302307039	CN	JIANGSU HUATAI DECORATION	CO.
<input type="checkbox"/>	050	0302307125	CN	JIANGSU DHL CO., LTD WUXI BRANCH	
<input type="checkbox"/>	050	0302307130	CN	YUEHUA CPA FIRM, JIANGSU BRANCH	
<input type="checkbox"/>	050	0302307135	CN	JIANGSU PROVINCIAL ACADEMY OF	ENV
<input type="checkbox"/>	050	0302307248	CN	JIANGSU HOUYI SAFETY SCIENCE AND	TEC
<input type="checkbox"/>	050	0302307369	CN	Jiangsu Internat. Corp.	

## Rules to Check Duplicates

<h3>Distribution into PF1</h3> <p>This field must never be changed by SBSStep</p>	<p>if they must contain different transportation zones.Z1S_CWF_CHANGEAction</p>
<p>1</p>	<p>If the customer already exists, in the same account group, the same VAT registration number (for EU countries), the same name and the same address, the data controller must:</p> <ul style="list-style-type: none"> <li>◦ indicate in the Communication Area that the customer already exists, with its code. For example "Customer already exists, see customer number xxxxxxxx",</li> <li>◦ save the request,</li> <li>◦ <b>reject</b> the request.</li> </ul> <p>If the customer already exists, with the same account group, and almost the same name and/or address, the data controller must:</p> <ul style="list-style-type: none"> <li>◦ indicate in the Communication Area sheet that an almost identical customer already exists, with its number,</li> <li>◦ save the request,</li> <li>◦ <b>return</b> the request.</li> </ul> <p>If the customer already exists with the same VAT code, the same name and the same address, but with another account group, see <a href="#">chapter "Account group"</a> . . .</p> <p>If the customer already exists with similar data but with different VAT, the data controller must:</p> <ul style="list-style-type: none"> <li>◦ indicate in the Communication Area sheet that a similar customer already exists but with a different VAT number (indicating the customer number),</li> <li>◦ save the request,</li> <li>◦ <b>return</b> the request, asking for confirmation that it is a different customer.</li> <li>◦ If confirmed, the request is accepted.</li> </ul> <p>When a VAT code of a customer has changed, the requester must generally ask the creation of a new customer before blocking and deleting the old customer.</p> <p>That means that a request must never be returned (or rejected) when the requester asks the creation of a new customer "in replacement" of an existing one.</p> <p><b>FRANCE</b></p> <p>1) 2 companies cannot have the same SIRET, which means the same TAX1 of 14 characters. On the other hand, they can have the same SIREN (code TAX1 of 9 positions) and the same VAT if they have the same name. In this case, the data controller must ask the requester to search for the right SIRET when he says there's one already used.</p> <p>2) It is common to have requests for new customers (pharmacies) with a message in the communication area asking to block an old form of this customer. The data controller may accept the request but CODIFHQ must always be informed by mail in order to proceed to the old data blocking.</p> <p><b>RUSSIA</b></p> <p>For Russian customers, concerning the duplication of records, please consider the following rules:</p> <ul style="list-style-type: none"> <li>◦ <b>Duplication = Same name + Same INN (Tax code 1) + Same KPP (9) (Tax code 3).</b></li> </ul> <p>If such scenario does not apply, then the duplication is not to be considered (e.g. Same name, same INN but different KPP, then no duplication exists).</p>
<p>2</p>	<p>There may be more than one organization with the same INN – usually it means subdivisions of the same company in different regions – and thus they must have different KPPs.</p> <p>Note: banks or state authorities created as a general counterpart, can be considered as exceptions.</p> <p>In case there is an identification of duplicate customers in system with the same function, before blocking the newest record according to procedure, there are several checks to put in place:</p> <ul style="list-style-type: none"> <li>A – Check if there are open items to be reconcile (Use <b>FBL5N</b> – Add your customer number without selecting any company code);</li> <li>B – Check if there are sales open (Use <b>VKM4</b>);</li> <li>C – Check if sales organizations on the newest customer record (Duplicate to be deleted) are also available at customer that will remain active.</li> </ul>

Before proceeding with the deletion, we inform the CSR for the sales organizations, we detect that are still open orders.

**Display Customer: Sales Area Data**

Other Customer    General Data    Extra Master Data

Customer: 2051733    ARGON KIMYA SANYI VE TICARET    ESENLER ISTANBUL  
 Sales Org.: NL05    Solvay Sol.Nederland  
 Distr. Channel: 10    Emulsion/Polymeris.  
 Division: 39    Novicare Référence

Sales    Shipping    Billing Documents    Documents    Partner Functions

PF	Partner Function	Number	Name	Partner Description	D...
SP	Sold-to party	2051733	ARGON KIMYA SANYI VE TICARET		<input type="checkbox"/>
Q1	QtyCertRec/shpTo pt	82661	COA receiver		<input type="checkbox"/>
BP	Bill-to party	2051748	ARGON KIMYA SANYI VE TICARET		<input type="checkbox"/>
PY	Payer	2051748	ARGON KIMYA SANYI VE TICARET		<input type="checkbox"/>
SH	Ship-to party	2051733	ARGON KIMYA SANYI VE TICARET		<input type="checkbox"/>
SH	Ship-to party	2055746	ARGON KIMYA SANYI VE TICARET		<input type="checkbox"/>
Z6	SDS Receiver - Sales	88230	MSDS receiver		<input type="checkbox"/>
ZI	Int. CSR Contact	30004576	Brokane Liene		<input type="checkbox"/>

## Rules on General Data, Phone/Fax/Mail, Bank, Credit, Companies, Distribution and Communication Area

Globally each field must follow its rules detailed in the documentation on Customers.

### General data 1

The following fields are mandatory: line 1 of the Name, Country, Account Group, Language, Search Term, and City. Some fields are required according to the Country.

**Customer name** should be in accordance to the name on legal documents. The workflow needs to be sent back to the requestor in case the **Customer Name** includes any of the below.

- Customer name includes C/O's (Care Of) name
- Customer Name includes DBA (Doing Business As)
- Customer Name includes T/A (Trading As)
- Customer name includes A/C (Account)
- Customer Name includes the location of a plant/warehouse/branch/factory/office/department/center/division
- Customer Name includes tax codes
- Customer Name includes any other illegal character
- Customer Name includes part numbers
- Customer Name includes address
- Customer Name is in small alphabets
- Customer Name includes the name of a person or department with ATTN/ FOA
- Customer Name includes abbreviation/alternate name following the complete name of the customer.

Regarding the **Care of** Field : If need to be check duplications regarding this data, must coordinate table ADRC with KNA1 (SE16) specially when are many results.

Table **ADRC** give us the Name, Care of, Country and Region.

Table **KNA1** will help to filter by Street and account group.

**Note (Intragroup):** When checking a request concerning a Group customer of vendor, or that seems to be a Group entity (even if there is not complete certainty), **the Data Controller should not process the request. Reject the request, with the following information:**

- Please proceed in creating a ticket for Procurement with your request in Service One Portal:
- Procurement / Procurement Data & Analytics / Vendors out of purchasing / Update an intercompany account (vendor or customer)

### General data 2

Tax code 1, Tax code 2 and VAT registration number are required for customers, according to the country.

**SOUTH KOREA:** Payers should have defined "type of business", "type of industry" and "name of representative". Not mandatory.

## Telephone/Fax/Email

General Data	General Data 2	Phone/Fax/Mail	Banks	Credit	Companies	Distrib
Please provide the customer's phone and fax numbers and e-mail addresses						
Communication type						
Telephone		04 70 32 32 32				
Internet mail (SMTP)		Pierre.Dupont@Matex.fr				

These fields are checked automatically by the system and are one of the causes of requests with errors ([described chapter Requests processed in error](#)).

The email address information format should be: xxxxxxxx@xxx.xx, with only one email address per line and without any additional inputs (including blank spaces).

If such requirements are not followed, the data controller should return the WF request for correction by the Requester, mentioning the correct rules. The exception is if it is a typing error, e.g. a blank space or an extra point.

The data controller must check:

- The global coherence of the entered data.

Telephone and fax numbers should only have numeric digits in its fields but it is also possible to have: "/". Any other special characters ("-", "+", "&", etc...) must be removed. The requester should be informed of correct practice.

**FRANCE:** 'Dataline' and 'Teletex' are used for French pharmacies. They have to be both inserted and used at the same time -

- Teletex = 3 digits, numerical
- Dataline = generally 6 or 7 digits, numerical

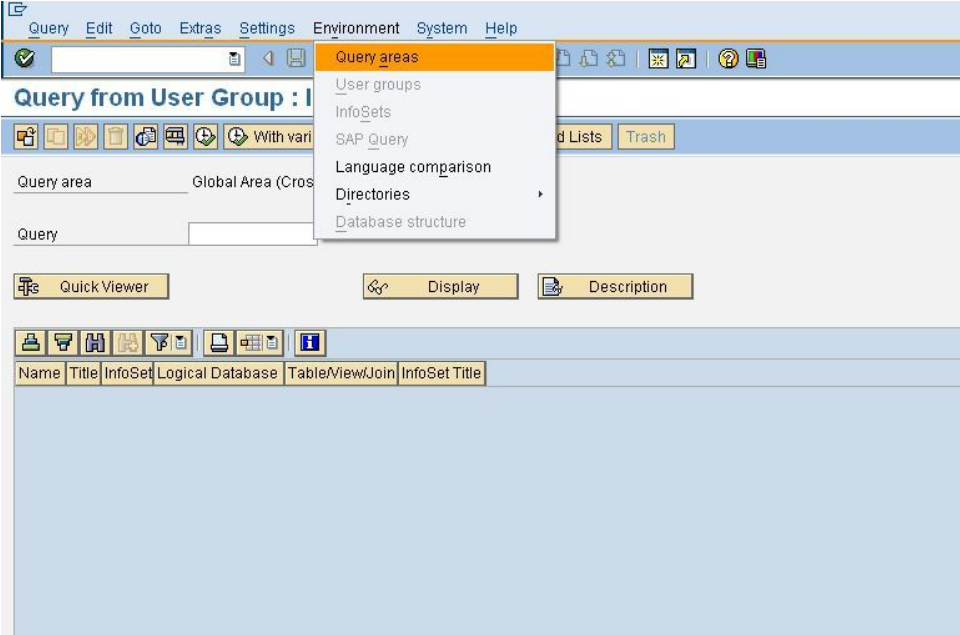
**ITALY:** Phone and Fax number must contain 0 before the city code number.

**JAPAN:** No specific rule (International prefix = 081)

**CHINA:** Hyphens "-" are allowed, on both, Phone and Fax

## Checking Bank account Duplicates

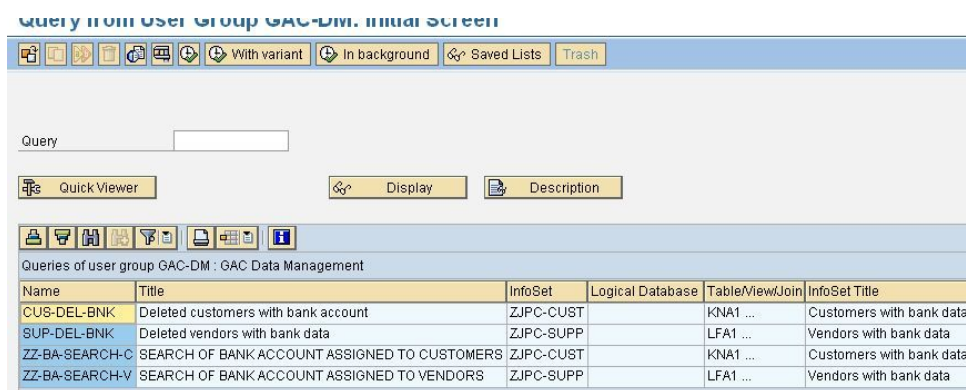
Step	Action
1	This control step is used to search for potential duplicate use of bank accounts, i.e., two different entities using the same bank account
2	Using transaction SQ00, in PRS, click on Environment, Query areas:



Then select the option 'Standard area (client-specific)':



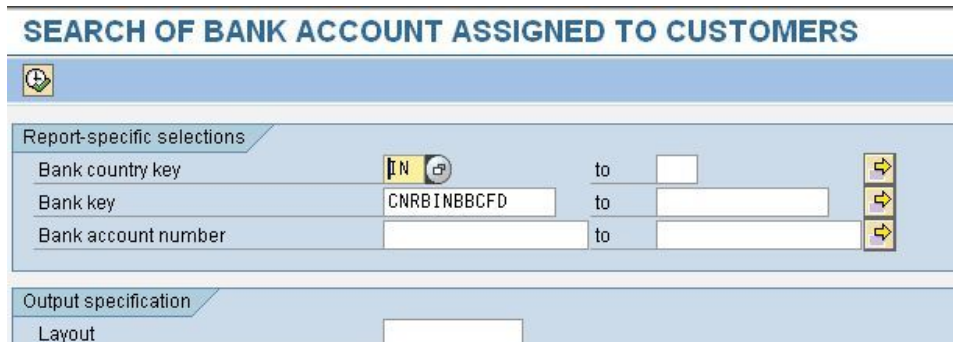
After the following screen appears:



Select the correct option, depending if you are searching duplicates for vendors or customers:

- ZZ-BA-SEARCH-C;
- ZZ-BA-SEARCH-V

After selecting click on 'Execute'  and the following appears:



Insert the data needed to perform the search (e.g. Bank Country key, Bank Key...) and click on 'Execute' .

Once the outcome of the search appears, please act in accordance:

- If no duplicate exists: Continue with the validation / handling of the request according to the core and control rules;
- If the duplication concerns 2 customers belonging to the same legal company or to the same Industrial group, it can be considered as valid;
- If duplicate(s) exist: confirmation to local of relation between companies is requested and has to be clarified.

## Bank accounts

A bank account is not mandatory, but if entered it must be correct according to the SAP rules (checked by SAP).

In some countries, an IBAN code is required and must be calculated by SAP.

If no IBAN code is introduced, nothing has to be asked to the requester, as each night, a program is running which generates automatically the missing IBAN.

**Netherlands:** Bank Key must have 8 and 12 digits. If it has less than that (e.g. 4 digits bank keys), the following Name appears in the Bank Name area: "DELETED – Please never use this Bank Key".

The bank key in the list below have been created wrongly:

Bank country	Bank key	Bank name
NL	ABNA	DELETED - Please never use this bank key
NL	BNPA	DELETED - Please never use this bank key
NL	BOFA	DELETED - Please never use this bank key
NL	CITI	DELETED - Please never use this bank key
NL	FTSB	DELETED - Please never use this bank key
NL	FVLB	DELETED - Please never use this bank key
NL	GEBA	DELETED - Please never use this bank key
NL	HBUA	DELETED - Please never use this bank key
NL	INGB	DELETED - Please never use this bank key
NL	KRED	DELETED - Please never use this bank key
NL	PSTB	DELETED - Please never use this bank key
NL	RABO	DELETED - Please never use this bank key
NL	RABO21	DELETED - Please never use this bank key

So, if the requester enters one of these banks, the request must be returned, and the requester must enter a right bank key.

NB: This kind of wrong bank key doesn't exist only for NL, all the banks mentioned as "deleted" must no longer be used.

**IBERIA:** The bank data for a customer is not mandatory except if the payment method is L ("Recibo Domiciliado").

In all companies (except Pharma), the requesters have to fill the payment methods and payment terms in Companies tab.

**ITALY:** The bank data for a customer is not mandatory, except if the payment method is B ("Ricevuta Bancaria").

The bank account should have 12 digits. Italian bank accounts are composed by the account number (12 digits numerical), and the control key (one digit alphabetical).

As the control key is included in the IBAN code, it is mandatory and must be inserted in column CK (control key)

**Request**

Req. Nr: 47739 ❌ E Error(s) in the request

Requester: Angelo RIZZO

Email: angelo.rizzo@solvay.com

Type of request: Request for modification of customer No. 0000409199

General Data | General Data 2 | Phone/Fax/Mail | Banks | Distribution

Please provide customer's bank account numbers and others bank data

Ctry	Bank key	Bank account	Account holder	CK	BankT	IBAN	Ref. de
IT	0103071132	000000420828			0001		

The Control key is the letter in the 5th position of the IBAN

IBAN							
IBAN	IT40	I010	3071	1320	0000	0420	828

If this control key is missing, the request is in error and the customer cannot be created automatically.

To check Italian bank data (with ABI e CAB):

<http://online.bancaroma.it/site/abanca/abicabdr.asp>

List of countries with IBAN code can be checked on: <http://www.tbg5-finance.org/?ibancheck.shtml>

**GERMANY:** bank accounts must have 10 digits (numerical). The IBAN code must always be checked with the IBAN Checker provided by the Swiss Interbank Clearing, or on the website [www.iban-rechner.de](http://www.iban-rechner.de)

**JAPAN:** A new field has been added for customers - Japanese Company Code for Account holder.

Bank data...	Del. bk detail
Alternat. payee	Permitted Payee
Japanese Company Code for Account Holder	

It must contain the code of one of the 3 Japanese (0360, 5799 and 5846) Solvay Company. **This field must never be changed by SBS.**

**Note:** These 3 Japanese companies opened specific "sub-accounts", linked to their own bank account for each customer. This "sub-account", named "Virtual account" by Conexia, must be registered in the customer master data.

When a customer is created, it is automatically filled in by a specific program (out of the workflow), with a specific bank type ZJP1. So, in the requests for "creation", the bank data must be blank.

For additional information regarding modification of bank data for Japan, check [Bank Data](#).

#### SAUDI ARABIA:

**Bank key:** Swift code (8 or 11 positions)

**Bank Account:** Even if the bank account on the IBAN has 18 digits, it's not necessary to complete with zeros if the bank account on the invoice has less than 18 digits.

**Check digit:** Must be blank.

Example:

Bank details						
Ct...	Bank key	Bank account	Acct holder	CK	IBAN	BankT
SA	SABBSARIJED	000000608010167519				0001

**When customer confirms more than one bank account for different types of payment** (GBP, EUR, CNY), it is possible to use bank types beginning by the 3 letters of the official currency abbreviation (e.g. GBP0, EUR0, CNY0 and so on). And when there are more than one bank account for the same currency, the fourth digit must be incremented (USD0, USD1, USD3...).

#### IBAN:

As indicated on the website <http://www.sarie.gov.sa/iban/?iban=format&lang=en> the format is:

**Country code** = SA

**IBAN check digit** = 2 digits (The IBAN Check digit is a totally different notion than the bank account check digit)

**Bank identifier** = 2 digits (see more information below)

**Bank account** = 18 (with zeros at the beginning if the bank account has less than 18)

Example:

Bank Details	
Bank country	SA
Bank key	SABBSARIJED
Bank number	80
SWIFT code	SABBSARIJED
Bank account	000000608010167519
Control key	
IBAN	
IBAN	SA03 8000 0000 6080 1016 7519
Valid from	01.09.2009

Where **SA** is the country code, **03** is the IBAN check digit, **80** is the bank identifier, and **000000608010167519** is the bank account. The bank identifier has been entered for all SA banks, it is stored in the field "Bank number".  
Example:

Bank Data	
Bank country	SA
Bank key	SABBSARIJED
Address	
Bank name	THE SAUDI BRITISH BANK
Region	
Street	
City	AS-21491 JEDDAH
Branch	MAKKAH ROAD BRANCH
Control data	
SWIFT code	SABBSARIJED
Bank group	
<input type="checkbox"/> Post.bank acct	
Bank number	80

**BRAZIL:**

Vendor: 2500001000 GRUNWALD E GIRAUDEAU ADVOGA... SÃO PAULO

Ctry	Bank Key	Bank Account	Acct holder	CK	IBAN	IBANValue	BnkT	Reference de
BR	23700957	432466-8					0001	

**Country code** (2 positions) = BR

**Bank Key** (8 or 9 positions) = *BBB0AAAA* or *BBB0AAAAA* (E.g.: 23700957)

- BBB = Bank Code with 3 positions (E.g.: 237)
- 0 = bank code digit (E.g.: 237-2)

Note: If bank code digit is unknown, the number zero is required

- AAAA or AAAAA = Agency with 4 or 5 positions (Ex: 0957)

Note: For further details on the setup of the bank key check ( <http://teamsites.solvay.com/sites/FinOpProc/DBM Docs Public/Bank key rules by country.xls> )

**Bank Account** = Bank Account with 5 or 12 positions (E.g.: 432466) (Minimum 5 positions)

**Control Key (CK)** = Bank Account digit with 1 or 2 positions (E.g.: 8)

Note: Bank Account digit can be fulfilled with Bank Account, but dash is required (E.g.: 432466-8)

Customer's Bank	Ctry	Bank Key	Bank Acc	CK
Itaú - 341	BR	<i>BBB7AAAA</i> or <i>BBB0AAAA</i>	<i>CCCCC</i> or <i>CCCCC-D</i>	<i>Db</i> or <i>b</i>
Bradesco - 237	BR	<i>BBB2AAAA</i> or <i>BBB0AAAA</i>	<i>CCCCC</i> or <i>CCCCC-D</i>	<i>GD</i> or <i>G</i> or <i>b</i>
Other with 1 bank account digit	BR	<i>BBB0AAAAA</i>	<i>CCCCC</i> or <i>CCCCC-D</i>	<i>Db</i> or <i>b</i>
Other with 2 bank account digits	BR	<i>BBB0AAAAA</i>	<i>CCCCC-DD</i>	<i>bb</i>

Legend: **G** – Agency Digit; **D** – Bank Account Digit; **b** – blank

For new master data creations the following table can be envisaged as reference:

Vendor's Bank	Ctry	Bank Key	Bank Acc	CK	BnkT
1 bank account digit	BR	<i>BBB0AAAAA</i>	<i>CCCCC-D</i>	<i>b</i>	<i>NNNN</i>
2 bank account digits	BR	<i>BBB0AAAAA</i>	<i>CCCCC-DD</i>	<i>b</i>	<i>NNNN</i>

## SWIFT Code

The swift code is used by the banking network to handle bank transfers. It is managed by CODIFHQ in table BNKA and introduced for each bank key from an international reference table. The web site of the SWIFT organization is, as you know, (<http://www.swift.com>), part BIC online.

SWIFT is mandatory for all countries. Is mandatory, the rule is generic. If not available, the Data Controller should contact the CODIFHQ giving:

- The country code of the bank
- The bank key
- The request number (the request number is not necessary for CodifHQ, but if it is useful for SBS, it can be added)

and asking for the creation of the SWIFT CODE.

In case an inconsistency exists between the swift code of the vendors' document (physical proof) and the swift code in the bank file, CODIFHQ is contacted.

If the bank key is marked for deletion, the request can be accepted, but an email must be sent to CODIFHQ with the requester in CC, for CODIFHQ to check if the account can be used (and thus unmarked for deletion).

Additional information: The SWIFT code can be with 8 characters or 11 characters; only the 8 first digit are mandatory, the 3 characters at the end are optional.

Exception: Banks that are not linked to the SWIFT network don't have SWIFT Code, so, in that case, a bank can have no SWIFT code.

### Customer bank details Insert or Modify

The process is the following:

- The Sales Assistant and/or Cash Collector have to request to the customer, to send **directly** to [customers.datamanagement@support.solvay.com](mailto:customers.datamanagement@support.solvay.com) the Bank details with **non editable** document in attachment (e.g.: PDF, JPG, etc.).

**Note:** For **US country** it is mandatory to have a official document from the Bank.

- Customer Master Data Team ( [customers.datamanagement@support.solvay.com](mailto:customers.datamanagement@support.solvay.com) ) updates customer account with the bank details provided officially by the customer.

**Note:** this e-mail is allowed only for external users like this situation

-If data is not according to requirements in terms of format, Customer Master Data Team will ask to provide the correct document or data to the customer and will wait 3 working days for a feedback. If still not get any answer from the customer, a kindly reminder will be sent with information that if no reply the case will be closed within 3 working days.

-After insertion of Bank Details, Data Controller will inform Cash Collections about it and case is complete from Customer Master Data Team side.

For internal topics must always use SERVICE ONE portal

### Exceptions :

1. Refund with Direct Debit (SEPA /RIBA) Payments: In these particular cases , the bank accounts can be sent by the CSR or Local Sales or from Cash Collector.

A flag will be add in Collection Auth. in Payment Transactions tab .

Acct holder	Co...	I...	IBANValue	Bk.typ.	Reference details	Colle...	SWIFT/BIC	Bank name
		→				<input type="checkbox"/>		
		→				<input type="checkbox"/>		
		→				<input type="checkbox"/>		

### ~~2. Rucvinyl exception:~~

~~As the invoices are treated by Rucvinyl, the verification and the confirmation of Bank Accounts are done locally. Customer Master Data Team will not intervene in this process and will accept creation and changes of Bank Accounts (by CWF) in the Master records based on the controls performed locally by Rucvinyl.~~

~~Exchange letters and e mail with Rucvinyl can be found in the end of this procedure.~~

### ~~3. Vostok~~

~~The Bank accounts can be inserted in the Customer Workflow Request if customer is from Russia.~~

### 4. Chinese Customers

Bank accounts can be sent by the CSR or Local Sales or directly by the customer.

## Credit

The Data Controller is not concerned by this sheet. The credit data must only be checked by the Credit Manager

**ITALY** : It is mandatory that the requester fills the credit limit of a Payer. If this field is empty, it must be returned to the requester in order to complete

the information.

**Note:** A standard procedure seems not to exist. It will be migrated " as is ", but must be reviewed later on, with POW (Chantal Liesse).

**JAPAN :** Nothing specific for Japan. Specific account groups Z9J1, Z9J4 and Z9J5 created, requiring a validation by the credit manager.

## Contact Person

Contact Person									
Title	Name	First name	Telephone	Department	Function	Language	Fax Number	E-Mail	

**This sheet is optional for Payer and Payer-bis.**

As Sold-to, Ship-to/Bill-to, and Prospects are not sent to PI1, Data Controllers do not have to check their "contact person" data.

Data :

Field	Text	Mandatory /Optional	Remark
Name	Name of the contact person	M	
First name	First name of the contact person	O	
Department	Kind of department the contact belongs to	M	
Function	Function of the contact	M	In creation, the only value authorized is ZD (Dunning Contact).
Language	Language to be used for contacting the person	M	
Fax	Fax number of the person	O	Same checks as for Fax number in Phone/Fax/Mail sheet
Phone	Phone number of the person	M	Same checks as for Phone number in Phone/Fax/Mail sheet
E-mail	Email address of the person	O	Same checks as for email address in Phone/Fax/Mail sheet

## Distribution

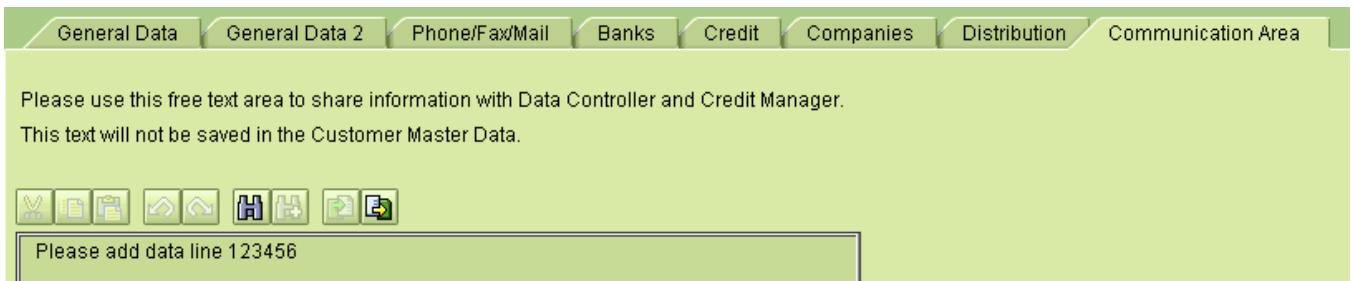
The customer will be distributed to the following systems:	
Targ. System	
ERP (PF1)	

**Target system PU1 is no longer used.**

## Communication Area

Area used by Requesters, the Data Controllers and Credit Managers to communicate each-other.

May be used to provide tips/information from the stakeholders mentioned above, explain reasons and giving feedback on requests returned or rejected, or add any relevant additional necessary information.



Check if some comments have been entered by the requester in this free text area.

As detailed in [Data controller Rules – Broad description](#), this tab, must be primarily checked by the Data Controller.

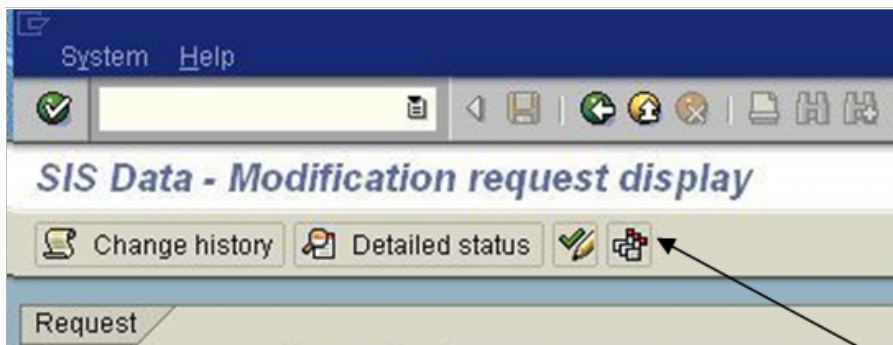
## File Attachment

Area used to attach any file documents to the request. No specific check performed by the Data Controller with the exception of requests placed by SBS organization (company 5960).

## Specific Rules on requests for modifications

### First check

If the request is a modification, the Data Controller first examines the list of fields changed, as displayed by clicking on the Icon "Fields changed". Each updated field must be checked along the corresponding rules.



### Additional rules on requests for modification

## General data

Modifications for "Name", "Street", "Account Group", can not generate a duplicated record. If modification generates a duplicate record, rules on chapter [Rules on Duplicates when creating new records](#) are applied.

## Distribution

It is forbidden to remove a system from the distribution list: in that case the Data Controller must return the request.

## VAT Registration number

**VAT Reg. Number** can be added, but, for Payers, **it must never be changed or removed.**

Changing/Removing a VAT ID can be accepted only to correct a mistake and if the customer has never been used. In this case, it must be changed, but the accountants must be informed, in order to check the impact on the VAT reports (to be detailed).

For the countries belonging to the EU, a VAT ID must never be changed for a "Payer" (Z\*\*1; or Z\*\*3, or Z\*\*4, or Z\*\*5). If not, the Data Controller **returns** the request, mentioning this point.

**Note:** If the VAT IDs were to be changed, the VAT reports sent by Solvay each month to European Tax Authorities might be wrong.

Concerning "Sold-to" (Z\*\*8), the VAT ID is only used for internal purposes of data maintenance, so, it can be changed (but it must always correspond to the reality, and be in according with its payer. It can be checked on the Internet site: [http://ec.europa.eu/taxation\\_customs/vies/vieshome.do?selectedLanguage=EN+](http://ec.europa.eu/taxation_customs/vies/vieshome.do?selectedLanguage=EN+)

and, concerning "Ship-to/Bill-to" (Z\*\*2), the VAT ID is not mandatory. It can be changed or removed.

One VAT Code (per Country) –

- Only one "Payer";
- Zero, one or several "Payer-bis";
- Zero, one or several "Sold-to"

**SPAIN:** It is possible to change the VAT number for Spain according to the table below -

Current Legal form	Can be possibly changed to
G	J U V
Q	R
N	W

This is only valid for the key position which is the first character after the country code ES (e.g. ES **G** 010101110).

1) If the request consists in changing the NIF (or VAT ID), the current customer must be blocked and a new customer must be created; 2) If the request consists in changing the first letter of the NIF while the numbers that follow the letter remain unchanged, then the request can be approved by **Data Team** (there is no change in the client's legal personality, as it remains the same);

## Tax codes

For LAM region, the tax code can't be changed for Payers accounts. If the request consists in changing the TAX code, the current customer must be blocked and a new customer must be created.

Concerning "Sold-to" (Z\*\*8), the TAX ID is only used for internal purposes of data maintenance, so, it can be changed (but it must always be according with its payer. It can be checked on the official documents.

## Bank Data

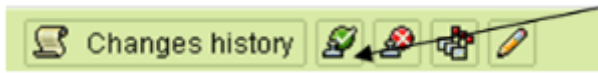
**JAPAN** : In the requests for "update", the bank data is present, with bank type ZJP1, and **must never be updated or deleted by the data controller** . The bank type ZJP1 must never be used for another use.

For additional information regarding creation of bank data for Japan, check section [Checking Bank account Duplicates](#) .

# Validation Actions of the Data Controller

## Approval

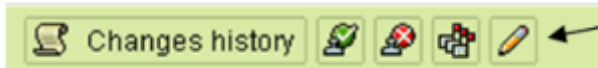
If the request is OK, you just have to click on the Icon "Data Controller approval"



The customer will be automatically created and the customer's number will be automatically added in the request.

## Update

If the request has to be updated, you have to click on the Icon "Change (Data Controller)"

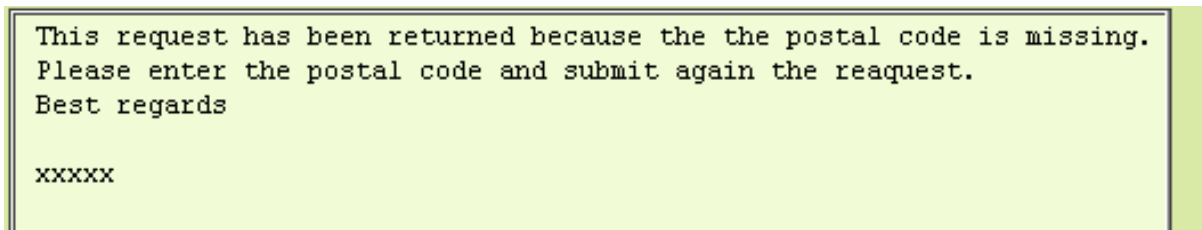


Change or add information in the appropriate fields  
Then, save your changes and approve or return the request

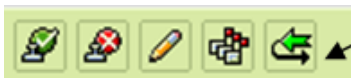
When the request has been saved by the Data controller, a new possibility is now offered to the data controller, he can return the request.

## Return

If the data controller need explanations and or wants to ask the requester to add or modify something, he must write his questions in the communication area:



And then, click on the return button.



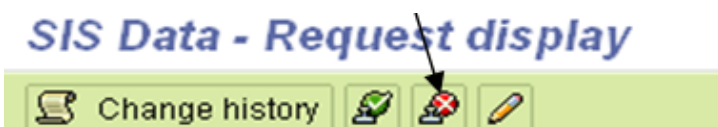
## Reject

If the request is not acceptable (for example when the data controller has detected a real duplicate) the data controller must reject definitively the request.

If the request is globally acceptable but that one or more information are wrong or missing, the Data Controller must return the request to the requester who will update and resubmit it.

The process is the same in both cases:

Click on the Icon

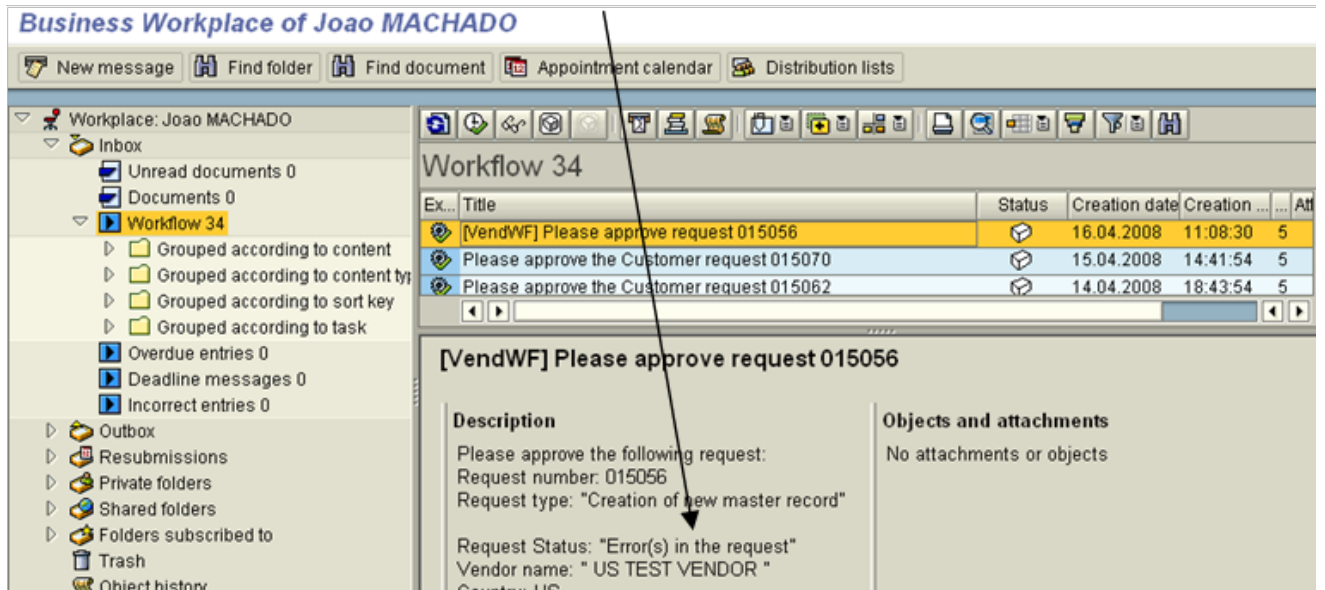


Then, the "Communication Area" screen is automatically displayed.

The Data Controller must indicate clearly if it a reject and enter his questions or the reason of the reject.

## Requests processed in error

When a request is in error the request continues available in the business workplace mailbox with the indication ( **status = Error(s) in the request** ).



## List of requests

The list of all the requests can be edited by the transaction **Z1S\_CWF\_REQUEST\_LIST**.

This transaction must be executed at least twice per day (8:00 AM and 14:00 GMT) for checking if all the requests have been successfully processed

**My Requests**

Status to   
 Creation date  to   
 Created by  to   
 Req. Type to   
 Country to   
 Account group to

In the initial screen, you can enter some criteria: Status, Creation date, User ID of the requester.

Request status							
Req.#	Requester	Last modification	Customer	Name	City	Cy Ext	
Error(s) in the request							
001649	ESPHJCP	WF-BATCH	23.03.2007 12:57:01		SARA FIBLA Y OTRO C.B.	CASTELLON DE LA PLANA	ES
Saved							
001666	BE05257	BE05257	23.03.2007 15:37:37		INDUSTRIAL EQUILAB S.A	SAN JOSE	CR
001712	ESBARGH	ESBARGH	29.03.2007 11:13:58		MY TEST2	LISBOA	PT
Completely processed							
001660	FR76020	WF-BATCH	23.03.2007 16:44:04	152994	MR CHEAV	BONNEUIL	FR
001661	FR76020	WF-BATCH	23.03.2007 16:44:48	152995	MR LEBOEUF PIERRE OLIVIER	ANTIBES	FR
001662	FR76020	WF-BATCH	23.03.2007 17:23:43	152996	MR HERNANDEZ	PRADINES	FR
001663	BE05257	WF-BATCH	27.03.2007 15:10:32	805580	ARCADIS	Newmarket	GB

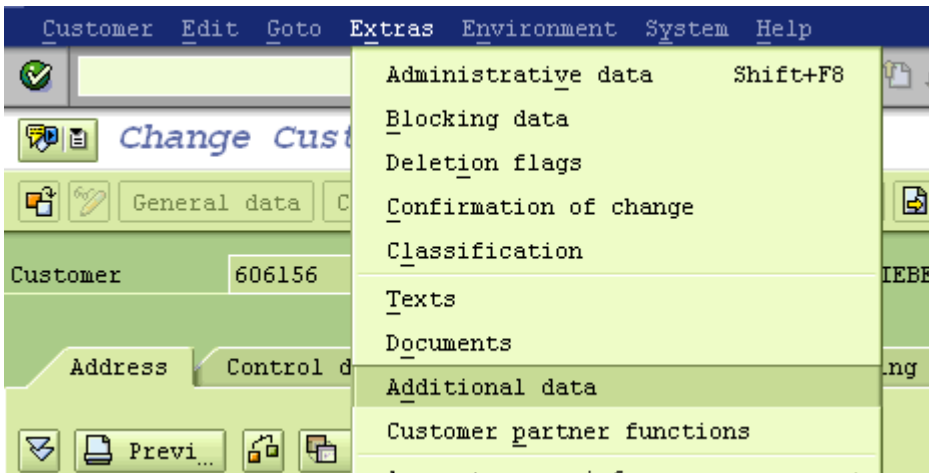
The list is displayed by status. The Data Controller can double-click on a line for editing the request.

## Distribution into PF1

The content of a request (*tab Distribution*) shows if the customer is intended to be transferred into PF1\_020.

In case the distribution asked by the requester is NONE, the customer's data are not transferred.

These fields are part of the "Additional data"



Normally, if the requester enters correctly the fields "Distribution", the Data Controller doesn't have to take care of these indicators, but it may be interesting to know where this information is stored in SAP.

## General data 1 - Name and Address

Screen shot example:

General Data	General Data 2	Phone/Fax/Mail	Banks	Credit	Companies	Distribution	Communication Area
<b>Customer</b>							
Title		Account group	Z3U4	Customer			
Name	PLASTICOS SESSION 2	Head office		Language	EN	Search term A	PLASTICOS
<b>Physical Address</b>							
c/o		House number	333	City	NEW YORK	Region	NY
Street	FIFTH AVENUE	Transportzone	1784	Postal code	10111	Country	US
Address line 2							
District							
<b>Postal Address</b>							
P.O. Box		PO box PCode		P.O.Box city			

## Customer area

### Title

This field can only be used for "politeness" title, which must be printed on documents but which is not part of the partner's official name, such as "Mr", "Mrs".

Official title part of the company name, such as "Inc." must be included in the name fields and not in this "title" field.


It is printed in the address block of commercial documents.

To avoid the language problem mentioned above, entries are inserted for each "title" in each language needed, copying the description text unchanged in all language codes.

No specific check performed by the Data Controller.

### Name (line 1 mandatory)

The name is recorded on one line or more. 4 lines for the name may be entered, the first one is mandatory.

If the name exceeds 35 positions, it will be continued on the second line by cutting reasonably the name in two parts, avoiding cutting in the middle of a word. The button "preview"  Preview must be used to check the presentation by SAP with the customer's one.

If, according to his name the customer seems to belong to the Solvay Group, the data controller must check if it is really a Solvay Group Company. To check if it is indeed an Intragroup company the Data Controller has to check if the Group field contains the code 0000800001 (see [chapter Group](#)).

Then, if it is really a Solvay Group Company, the Data Controller must inform the requester (ask the requester to put the value "G" in the field "customer class" and **return** the request.

**The name lines cannot contain "address" data.**

The use of the fourth line is not recommended, as it may not be printed in some documents.

If the lettering is not in capital letters, the Data Controller can make the change (if it is not significant, like the address or type of corporation) and then writes in the Communication Area that this action was performed.

**Note:** This rule can not be applied for Pharma in DACH.

**ITALY:** Except for "Natural Persons", all names of customers should finish with the kind of corporation (SPA, SNC, SRL, SAS ...)

**Exception:** On **Ship-to**, if the name of the company is followed by the indication of "Care of" (in Italian it is "**P/C**"), **the request must be approved even if** type of corporation is missing.

For Ship-to, the 4 possibilities below must be approved:

- Company 1 P/C Company 2
- Company 1 **SNC** P/C Company 2
- Company 1 P/C Company 2 **SNC**
- Company 1 **SNC** P/C Company 2 **SNC**

**SPAIN:** Except for "Natural Persons" all names of customers should finish with the type of corporation. The list (non exhaustive) of possible types of corporations in Spain is:

"S.A." (Sociedad Anónima)  
 "S.L." (Sociedad limitada)  
 "S.A.L" (Sociedad Anónima Laboral)  
 "S.C" (Sociedad Colectiva)  
 "S.C.S." (Sociedad en Comandita Simple)  
 "S.C.A" (Sociedad en Comandita por Acciones)  
 "L.T.D.A." (Sociedad de Responsabilidad Limitada)

**RUSSIA:** Type of Corporation (e.g. JSC / LLC / OOO / OAO / ZAO) should be placed after the company's name (e.g. SATURN OOO)

**DACH:** mutated vowels and other special characters are written with 2 characters:

Ö = OE, Ä = AE, Ü = UE, ß = SS

### USA (NORTH AMERICA): DOMESTIC and INTERNATIONAL shipping, billing, payer & sold to addresses

- Upper case
- Type complete full legal company name in - abbreviate as follows (if applicable):
  - CO (Company)
  - INC (Incorporated)
  - CORP (Corporation)
  - MFG (Manufacturing)
  - LTD (Limited)
  - LLC (Limited Liability Corp)
  - LLP (Limited Liability Partnership)
- Do not use punctuation
- No spaces are to be entered for company names with alphabetical abbreviations
  - ABC COMPANY and not A B C COMPANY

Therefore, checks performed by the Data Controller:

- Move address into correct field (Street or other) if submitted in field "Name"

## Account group (mandatory)

### Definitions

The account group is used to determine the roles a customer can play in sales transactions, its number range and the zones which are mandatory or optional.

Account groups have been defined according to the following criteria:

- the country or regional area where the customer is located;
- the different roles the customer may have in ERP transactions.

Four main roles have been defined:

- **Payer:** customer who is invoiced. It does not mean that he will necessarily receive the invoice or that he will make the payment himself, but that he is legally responsible for the payment.
- **Sold-to-party:** customer who orders. It must be part of the same legal company as the payer. He must have the same VAT code than the Payer he is linked to.
- **Ship-to-party:** customer who receives the goods. Only one ship-to-party can be created per company / address (same company and same address). When several sub-addresses or departments exist, different unloading points must be used for the same ship-to-party. Exceptions may be done if the same ship-to is used by different customers with different texts. Only exists at General Level.
- **Bill-to-party:** customer who receives the billing documents. Only exists at General Level.

### Account groups list

Step	Action																																	
1	<p>According to the geographical criteria and the category, the account groups have been defined as follows: The account group code is formed with the four following characters:</p> <ul style="list-style-type: none"> <li>▪ The <b>first character</b> is always "Z".</li> <li>▪ The <b>second</b> (region) and <b>third</b> (country) <b>characters</b> represent the geographical area.</li> <li>▪ The <b>last digit</b> is a number which corresponds to the category.</li> </ul> <p>It has been decided to no longer maintain South American customers in the specific South American account groups (Z1EX &amp; Z101) for the needs of the European Customers belonging to the Solvay Group.</p> <p>The creation of new South American customers must be now done in the "Export" account groups: Z7Q1, Z7Q2, Z7Q3, Z7Q4, Z7Q5, Z7Q7, Z7Q8 and Z7Q9.</p> <p>So, when the data controller receives a request for a South American customer with account group Z101 or Z1EX, it must ask to the requester which "export" acco (The data controller can send a mail and then change himself the account group in the request or use the "return" function)</p> <table border="1"> <thead> <tr> <th>Code</th> <th>Usual name</th> <th>Roles</th> </tr> </thead> <tbody> <tr> <td>Z**1</td> <td>Payer</td> <td>Payer/Sold-to-party/Ship-to-party/Bill-to-party</td> </tr> <tr> <td>Z**2</td> <td>Ship-to/Bill-to</td> <td>Ship-to-party/Bill-to-party</td> </tr> <tr> <td>Z**3</td> <td>Payer-bis</td> <td>Payer/Sold-to-party/Ship-to-party/Bill-to-party</td> </tr> <tr> <td>Z**4</td> <td>Payer only</td> <td>Payer/ Ship-to-party/Bill-to-party</td> </tr> <tr> <td>Z**5</td> <td>Payer-Bill bis</td> <td>Payer/Ship-to-party/Bill-to-party</td> </tr> <tr> <td>Z**7</td> <td>Prospect</td> <td>Used in order to ship free products, samples or make quotations to a prospect that has not been defined as a customer yet.</td> </tr> <tr> <td>Z**8</td> <td>Sold-to</td> <td>Sold-to-party/Ship-to-party/Bill-to-party</td> </tr> <tr> <td>Z**9</td> <td>End User</td> <td>Used for the determination of pricing, end-use, market segment and industry group.</td> </tr> <tr> <td>Z101</td> <td>Payer</td> <td>No longer used for creation</td> </tr> <tr> <td>Z1EX</td> <td>Payer</td> <td>No longer used for creation</td> </tr> </tbody> </table> <p><b>New rules, starting to 1<sup>st</sup> of July for Chemicals and Plastics sectors (all customers used in PF1_020, not only Conexia):</b></p> <p>Z**1 and Z**3 must no longer be used for the creation of new customers (this rule doesn't concern the existing customers; we don't have to change the account group)</p> <p>The new account groups Z**4 and Z**5 have been created in order to progressively replace Z**1 and Z**3.</p> <p><b>Note 1</b> It is not possible to create a new Z**4 when a customer already exists in Z**1 <b>for the same legal entity</b> (or vice-versa, as it is not possible to have duplicates the requester should:</p> <ul style="list-style-type: none"> <li>◦ use the Z**1 ;</li> <li>◦ or ask to the creation of a Z**5, which must be linked on credit control area level, to the existing Z**1</li> </ul> <p><b>Note 2:</b> Creation of new Z**1 is only authorized:</p> <ul style="list-style-type: none"> <li>◦ for Solvay Group customers</li> </ul> <p>As account groups Z**4 and Z**5 do not have the role "Sold-to", it's normal to have the same customer recorded twice, first time as Z**4 (or 5), and a second time as</p> <p><b>GERMANY:</b> The account group Y6D1 corresponds to <b>German pharmacie</b> s, which are maintained in an external number range (240*). The rules concerning this kin they cannot be transferred to PF1_020.</p> <p><b>JAPAN:</b> The following account groups have been defined for Conexia Japan. They must be used for creating all the new Japanese customers, even if it's not in the fi</p>	Code	Usual name	Roles	Z**1	Payer	Payer/Sold-to-party/Ship-to-party/Bill-to-party	Z**2	Ship-to/Bill-to	Ship-to-party/Bill-to-party	Z**3	Payer-bis	Payer/Sold-to-party/Ship-to-party/Bill-to-party	Z**4	Payer only	Payer/ Ship-to-party/Bill-to-party	Z**5	Payer-Bill bis	Payer/Ship-to-party/Bill-to-party	Z**7	Prospect	Used in order to ship free products, samples or make quotations to a prospect that has not been defined as a customer yet.	Z**8	Sold-to	Sold-to-party/Ship-to-party/Bill-to-party	Z**9	End User	Used for the determination of pricing, end-use, market segment and industry group.	Z101	Payer	No longer used for creation	Z1EX	Payer	No longer used for creation
Code	Usual name	Roles																																
Z**1	Payer	Payer/Sold-to-party/Ship-to-party/Bill-to-party																																
Z**2	Ship-to/Bill-to	Ship-to-party/Bill-to-party																																
Z**3	Payer-bis	Payer/Sold-to-party/Ship-to-party/Bill-to-party																																
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Account group	Account group text	Definition																																

Z9J1	Payer-Sold-Ship-Bill	Customer who can have all the roles. <b>No longer used</b>
Z9J4	Payer-Bill	Customer who can only be Payer and Bill-to. He must be unique for one legal entity
Z9J5	Payer-bill-BIS	To be used when more than one payer is needed for the same legal entity
Z9J8	Sold-ship-bill	Customer who can be Sold-to, Ship-to and Bill-to.
Z9J2	Ship-bill	Customer who can be Ship-to and Bill-to
Z9J7	Prospect	Used in order to ship free products, samples or make quotations to a prospect that has not been defined as
Z9J9	End-user	Used for the determination of pricing, end-use, market segment and industry group.

**MERCOSUR:**

Account group	Name
Z1A1	AR Payer-sold-ship-bill Old
Z1A2	AR Ship-bill
Z1A3	AR Payer-sp-sh-bp Bis Old
Z1A4	AR Payer-Bill
Z1A5	AR Payer-Bill-Bis
Z1A7	AR Prospect (Sold-ship)
Z1A8	AR Sold-ship-bill
Z1B1	BR Payer-sold-ship-bill Old
Z1B2	BR Ship-bill
Z1B3	BR Payer-sp-sh-bp Bis Old
Z1B4	BR Payer-Bill
Z1B5	BR Payer-Bill Bis
Z1B7	BR Prospect (Sold-ship)
Z1B8	BR Sold-ship-bill
Z1X1	S.Am Payer-sold-ship-bill Old
Z1X2	S.Am Ship-bill
Z1X3	S.Am Payer-sp-sh-bp Bis Old
Z1X4	S.Am Payer-Bill
Z1X5	S.Am Payer-Bill
Z1X7	S.Am Prospect (Sold-ship)
Z1X8	S.Am Sold-ship-bill

**ARGENTINA and BRAZIL:** Account groups Z1A\* and Z1B\* must be used respectively for Argentina and Brazil

**OTHER (Central and South America):** Account groups Z1X\* must be used for all the countries of Central and South America, excepted for Mexico (which belongs to

**Note:** it will not be possible to create South American customers and vendors with the current account groups (Z101, Z1EX, Z7Q\* -customers- and ZQ00 -vendors).

2

New function for customers: "Payer to sold-to"

The screenshot shows the SAP Customer Master Data form for a customer named 'JOHNSON DIVERSEY TRADING (SHANGHAI) LTD'. The 'Physical Address' section is filled with 'SHAGOU ROAD', 'SHANGHAI', and 'CN'. The 'By Rail' checkbox is checked and circled in red. Below the form, the text 'Payer to Soldto' is also circled in red.

When the request concerns a Payer-Bill (account group Z9J4), if this indicator is ticked, the system will automatically create a Sold-to (account group Z9J8) with the same name and address. This indicator is blank when the customer is not with account group Z\*\*4.

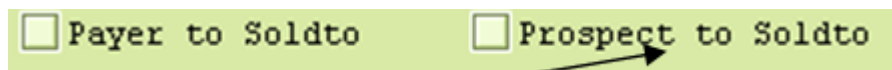
The Data Controller must check that the Z\*\*8 doesn't exist yet, and if the Sold-to exists (same name, address and tax codes), he must suppress the "Payer to Sold-to" Z\*\*8.

The screenshot shows the 'By Rail' checkbox checked, with a green highlight behind it.

This function is totally automatic. No specific check performed by the Data.

**Prospect:** The "Prospects" (account group Z\*\*7) are used in PF1\_020 for delivering "free of charge" samples, and they can be changed from Prospect to Sold-to, but On another hand, for the moment the VAT code is used for checking the existence of the customer (to avoid duplicates), so, it's interesting to have this information, for

For the moment, requests can be accepted by the Data Controller, even if the VAT Code is missing.



Change Prospect to Sold-to

The operation "Change prospect to Sold-to" is automatic; the Data Controller will not be concerned.

## Account group check

The rules described below for the payer and Payer-bis must also be applied for the new account groups (Z\*\*4 and Z\*\*5).

The Data controller must check if the requested account group can be created according to the rules below:

- If a **"Payer"** is requested and that a payer already exists (with different address) for the same juridical entity, the data controller must propose to the requester to create a **"Sold-to-party"** or a **"Payer-bis"**, (this last one only when really needed by the requester);
- If a **"Payer-bis"** or a **"Sold-to-party"** is requested and that no "Payer" already exists for the same juridical entity, the data controller must propose to create a **"Payer"**.

The account group must not be modified without the agreement of the requester.

**Payer:** If a Payer or a payer only has been requested with a similar name (the address is not relevant for this matter), but the new one is marked by the requester as "not subject to VAT," and that the old one has a VAT number, confirmation should be asked. If it is not the same Legal Company, there can be 2 different Payers.

If no Payer exists, the data controller can change the account group from "Payer-bis" to "Payer", indicate in the information area that it was changed, and accept the request

An important rule concerning the Payer is that only one payer can exist for a legal company.

Some exceptions can exist, principally for **customers belonging to the Solvay Group, and they always must be managed by GAC-Data Management.**

If a request is made to create a Payer that already exists for the same legal entity, but with a different address, the Data controller can change the request through transaction **"Z1S\_CWF\_CHANGE"** before the validation, to create a Payer-Bis, instead of reject the request. An information should be added in the communication area to inform request that the customer will be created as Payer-Bis, due to Main-Payer already exists.

**Payer-bis:** It is a payer linked to the Payer (legal responsible) through the Credit Limit. It is created when the customer wants the invoices separated from a working unit, but still belonging to the same Credit Control Limit. So, it is linked to the Payer as it uses its Credit limit. If a "payer-bis" is required, the code of the payer must be indicated in the Communication Area, at the attention of the credit manager.

**Sold-to:** When the Data Controller receives a request for the creation of a Sold-To (Z\*\*8), but that a Payer-Sold-Ship-Bill (Z\*\*1) already exists, the Data Controller must **\*approve** the request. Also, if a Payer-Bill (Z\*\*4) or a Payer-Bill-Bis (Z\*\*5) is required, but that a Z\*\*8 already exists, the request must also be **approved**.

**Ship-to:** Does not need a Payer. Only checked at address level (no VAT needed).

There is only one type of Ship-to: Account group Z7Q2. It can be created even if "mandatory" fields (City, Street, etc) are blank or replaced by a "." (point).

When some customers need to change the fiscal address, they can submit a request to create a new ship-to/bill-to (Z\*\*2). This new ship-bill contains the new fiscal address of the customer and that information must be included into the bill (the field "Fiscal Address", to be accessed after the customer – ship-bill – creation). The new ship-bill when inserted in this field will appear in the bill as a fiscal address.

In **Ship-to**, 2 or more customers can exist, **if they must contain different transportation zones.**

If no indication is given by the requester, the data controller should **return** the request in order to confirm possible duplication. **If a mention of need to use a different transportation zone is mentioned by the requester, then the request can be accepted, even if it is a duplication (with the exception of the Transportation Zone code).**

**SPAIN** Fiscal address is used only in 87 payers.

- In **RCS**, as Payer-bis does not exist, it is authorized to have **2 Payers created if one is the main payer and the other is to act as payer-bis.**
- In **PRS** only 1 Payer is authorized: if needed a Payer-bis can be created.

The link between Payers in RCS is: Main-payer will be Z\*\*4 in PRS and the other payer (the payer-bis) will be linked with the PRS payer-bis.

## Existing customer in another account group

The table below indicates the action which must be done by the data controller when the customer (same VAT code (or other legal identification number), same name, same address) already exists with another account group.

## Customer

It contains the customer's code after its creation.  
Therefore is pure informative and automatically filled by the system.  
A double click allows the data controller to check the result of the transaction.  
No specific check performed by the Data Controller.

## Head Office

This field contains the customer's code of the head office.  
If the requested customer is a " **sold-to-party** ", this field must contain the customer's code of the "Payer". In this case, the data controller must check that the code entered corresponds to the right payer (Same legal entity). The Payer must be from the same country than the Sold-to .

When requesters need the creation of a new customer, they now have to ask for the creation of one Payer and one Sold-to, sometimes with:

- The same address;
- Sometimes with another address.

In this second case, they have to enter 2 different requests. So, when a request for the sold-to is submitted, the Payer is generally not created yet, so it is not possible to indicate the Head Office.

Therefore, checks performed by the Data Controller:

- Must accept requests for creation of Sold-to even if the Head Office is blank.
- But, if the requester indicates a Head Office, the Data Controller has to check that it belongs to the same legal company as the sold-to.

## Language (mandatory)

Usual language of the customer (mandatory), in which all the documents will be addressed to the customer.  
No specific check performed by the Data Controller. **By default, the option should be English.**

## Search Term (mandatory)

The "search term" (mandatory) contains the most common abbreviation concerning the customer name.  
It is used for search by matchcode in the customers' database. Thus the search term must be typed with care, without misspelling.  
In case a customer changes its name (without changing its tax code or VAT registration number), it is good practice to check if the search term should be adjusted accordingly.

**DACH** : mutated vowels and other special characters are written with 2 characters:

Ö = OE,  
Ä = AE,  
Ü = UE,  
ß = SS

### Non- Interco Search Term

Since PO2 there was the need to duplicate some Interco codes and create as a regular customers to help the flow between the 2 companies - Solvay and Syensqo.

In the frame of the project and to help to identify these customers was decided that [Search Term](#) of the regular customers include the Trading Partner of the Source Code (Interco customer) + /STD

Regarding another type of customers that also was the need to replicate - Sub Leasing codes - the Search Term will be Trading Partner of the Source Code (Interco customer) + /SUBLE

Below is the image with detail example:

[blocked URL](#)

## Physical address area

### Care/of

This additional information may be inserted in the address block and will be generally printed before the "main street" line.

Used to add another party or intended recipient.

It is applicable to all Solvay GBUs, except **Specialty Polymers, Composite Materials and Intercompany accounts in Brazil**. If any of SPP, CM, IC BR accounts has been updated in mass by mistake, you can revert the change but for the rest of GBUs this is a mandatory requirement going forward.

## Street

Main official street name, without "House Number" (e.g., box, floor, room or office number). This which must be filled in the respective field "House Number".

Even if the SAP field contains 40 characters, only the 35<sup>th</sup> first must be used, the last 5 digits will be not printed on some documents.

According to the country, the address may contain such words as "RUE", "AVENUE", "STREET", "ROAD", "CARRETERA", "CALLE"...

**CHINA:** Address information is to be approved as is (the location is given by building number, not by street).

**S. KOREA :** Regarding the street, you can find several types of suffixes that are either roads, neighborhoods, towns:

- -eup, -myeon, -dong, -tong, -ri, -ban, -ro

**DACH:** mutated vowels and other special characters are written with 2 characters:

Ö = OE,

Ä = AE,

Ü = UE,

ß = SS

### USA (North America):

Abbreviations to be used:

- ST (Street) RD (Road) DR (Drive) CT (Court) AVE (Avenue) Blvd (Boulevard) LN (Lane) HWY (Highway) PKWY (Parkway) PL (Place)
- S (South) E (East) W (West) N (North)
- SE (South East) NE (North East) NW (North West) SW (South West)
- 1ST 2ND 3RD 4TH 5TH etc.

Therefore, checks performed by the Data Controller:

- Verify if a "House Number" is not included in "Street" field. If included, information is corrected (possible exception for France).

## House number

House and letterbox numbers, including their "natural" supplement (e.g. "19bis" or "25/R"). This field is printed on the "Street" line, before or after the street, according to the local use in the country.

No specific check performed by the Data Controller.

## Street 4

This field may be used to enter a supplementary street line . This line will be generally printed after the "main street" line.

No specific check performed by the Data Controller.

## District

This additional data represents a subdivision in a city. It is printed:

- *after the city, on the same line (FR, IT, BE, NL, ES, PT...)*
- *or before the "Main Street" line (DE,...)*
- *or before the "City" line (GB,...)*
- *or not printed (US,...)*

The requester must check the result through the button "preview" in the procedure.

**JAPAN:** Building name (including building number, floor, room, if any).

**S. KOREA:** District = town (suffix -SI) or city district (suffix -GU or KU)

No specific check performed by the Data Controller.

## Postal code

Required field if postal codes have been activated for that country in the country table customizing. Only official postal codes must be used. . The list can be found in:

[http://teamsites.solvay.com/sites/FinOpProc/DBM Docs Public/Post\\_codes\\_structure \(per Country\).xls](http://teamsites.solvay.com/sites/FinOpProc/DBM Docs Public/Post_codes_structure (per Country).xls)

### USA (North America): DOMESTIC shipping addresses only

- Enter 5 digit zip code or 5 digit "-" four digit when available

08520 or 08520-3022

## City (mandatory)

The official name of the locality must be entered, in the local language, whenever possible.

Additional information, such as the province, can be recorded after the name, if required by the local postal authorities and not provided by the region code.

**ITALY:** Italian zip codes (postal codes) and cities can be checked on website:

<http://www.posteitaliane.it/online/cercacap/>

No specific check performed by the Data Controller.

**S. KOREA :** City = name of the province or metro city

**DACH :** mutated vowels and other special characters are written with 2 characters:

Ö = OE,

Ä = AE,

Ü = UE,

ß = SS

## Country (mandatory)

Official country code must be recorded according to the ISO codification.

No specific check performed by the Data Controller.

## Region

The region represents the main administrative division of a country (e.g. department in France, province in Spain, state in the United States, federal state (Bundesland) for Germany and Austria, canton for Switzerland). Whenever possible, official codes are used, with a preference for ISO codes when they exist.

The region code is mandatory (not an SAP rule) in some countries: USA, Italy (*non exhaustive list*) and whenever it is used.

**DACH:** For Germany there exists a XLS-file to allow finding the correct federal state assigned to German cities and also to perform a cross-check if the Region is in accordance with the City:

{+} <http://teamsites.solvay.com/sites/3Se/CODIF/Federal%20States%20for%20Germany.XLS+>

**BRAZIL:** Region is mandatory for Brazil.

Therefore, checks performed by the Data Controller:

- Verify existence of region code for countries where it is used (e.g. US, EU countries, BR or AR). If does not exist, request is returned back and asked for missing code.

## Transportation zone

The "transportation zone" often uses the same subdivision of the countries as the region. It may be different in some countries (e.g. Germany) or when a customer's specific zone is required

Possibility of existing several **Ship-to's**, if for different Transportation Zones. (please see [Account group check](#) )

**DACH:** For Germany the transport zone consist of the 2 first digits of zip (postal) code.

Account group check

**JAPAN:** 2 characters numeric or begin by "Z".

**THAILAND:** numeric 4 digits) have been implemented for customers. The old ones (2 digits) cannot be used anymore

Control on the transportation zone: the "state/province/estado" transportation zones of NAFTA countries and "ZZ" zones of the major countries will no longer be allowed.

They can be identified by a + **S** + o + **D**+ o + **O** + at the end of their description.

returned to the requester for modification", with the explanation that the [transportation zone is no longer][ZD contact person is mandatory] valid due to the implementation of a new release.

Therefore, checks performed by the Data Controller:

- Verify if transportation zones of NAFTA countries and "ZZ" zones of the major countries are empty (+ S + o + D + o + O +). If not, request is returned with the explanation that the transportation zone is no longer valid due to the implementation of a new release.

## Railway Stations (*Pending IT Developments*)

In order to store in the customer its corresponding railway station code and name. It can therefore be completed only in account groups allowing the function 'Ship-to' and if 'Ship-to' is delivered by rail (meaning ship-to has a dedicated transportation zone).

The option 'by Rail' must be selected, so that the specific transportation zone code for rail (Rail T. Zone) is available to be entered.

Railway station code in format **XX S 1234567 ZZZZ**, where:

- XX being country of customer;
- S for railway station;
- 1234567 railway station code;
- ZZZZ station name

Note: Example: **DES190793** Ludwigshafen, (Rhein) BASF

Length of field: 25 (maximum)

Websites to check the Railway station codes:

<http://www.uic.org/spip.php?article378> (UIC website, requires log on registry)

[http://fret.sncf.com/fret/87-nomenclature\\_des\\_gares.html](http://fret.sncf.com/fret/87-nomenclature_des_gares.html) (website to look for code if you have no logon on UIC)

Therefore, checks performed by the Data Controller:

- Must only be completed in relevant cases;
- Must be completed in correct format

## Postal address area

### PO Box

Only the P.O. Box *number* must be entered. Mentions as "P.O. Box", etc, must not be entered as they are automatically printed when necessary by SAP.

Therefore, checks performed by the Data Controller:

- **Correct if needed, by removing expressions such as "P.O.Box", "B.P.", etc...**

### PO Box Postal code

This field is linked to the "PO BOX" field: official postal code as used in the country, for the P.O. Box address. The postal code of the PO Box is required if it is different from the postal code of the physical address.

**FRANCE** : Postal code of the CEDEX in France is filled in this field.

No specific check performed by the Data Controller.

### PO Box city (postal address)

This field must be used to indicate the name of the city corresponding to the "P.O. Box Postal Code" is located, if different from the "City" itself. No specific check performed by the Data Controller.

## General data 2 - Control Data

Screen shot example:

**SBS Data - Customer Modification request display**

Change history Detailed status

Request for modification of customer 158283 (AZELIS FRANCE SAS)

Request Number	559585	9 COMPLETELY PROCESSED	Last change	16.06.2023	WF-BATCH
Requester	Sibilla GIUSSANI	0039 0229092253	Company Code	6080	SOLVAY FRANCE S.A.
E-mail address	Sibilla.Giussani@solvay.com		GBU	SPECIALITY POLYMERS	
Acct Own E-mail					

General Data General Data 2 Phone/Fax/Mail Banks Contact Person Distribution Communication Area Attachments

**Tax Information**

VAT Reg. No.	FR83494030174	More VAT	SIRET	49403017400036	Tax number type	<input type="checkbox"/>
Reasn No VAT ID			SIREN		City code	CRB
Natural person	<input type="checkbox"/>					
Tax type	<input type="checkbox"/>					

## Tax information

### VAT Registration number

This field concerns only customers belonging to the European Union, it must be left empty for other countries . If the customer has a VAT registration number, it has to be recorded.

By principle, a VAT registration number will never be updated (unless an initial error, or national exceptions). Updating a VAT registration number, or erasing it, must be explained and justified by the requester in the Communication Area ( see chapter VAT Registration number ).

For customers, in the account groups "Payers" (Z\*\*1), a user-exit blocks the creation of a customer with a VAT identification for which a customer already exists with the same account group.  
The data controller must check that a value has been entered for all the customers "Payer", "Payer-bis" and "Sold-to" in the European Union.

**The VAT ID for " Payer " (Z\*\*1; or Z\*\*3, or Z\*\*4, or Z\*\*5) must never be changed.**

**Note:** If the VAT IDs were to be changed, the VAT reports sent by Solvay each month to European Tax Authorities might be wrong.

Concerning " **Sold-to** " (Z\*\*8), the VAT ID is only used for internal purposes of data maintenance, so, it can be changed (but it must always correspond to the reality). This field can also be empty; and does not need to match the head-office it belongs to.

And, concerning " **Ship-to/Bill-to** " (Z\*\*2), the VAT ID is not mandatory. It can be changed or removed.

**When a customer changes its VAT registration number, a new customer must be recorded, in order to prevent from any confusion between its old and new fiscal identification.** When appropriate, the old customer must be blocked and suppressed, after its company views and purchasing views have been blocked and suppressed in PF1, meaning that all relationship has been terminated.

When a customer changes its name and/or address and/or Tax Code 1 without changing its VAT registration number, those fields can be updated without creating a new customer in the database, respecting rules on modifications (see chapter [Specific Rules on requests for modifications](#) ).

The validity of the VAT registration number in Europe can be checked on the website:

[http://ec.europa.eu/taxation\\_customs/vies/vieshome.do?selectedLanguage=EN](http://ec.europa.eu/taxation_customs/vies/vieshome.do?selectedLanguage=EN)

**ITALY:** check if Tax Code 2 is inserted. If yes, then a VAT must also exist. If not inserted, the Data Controller must return the WF asking for it.

**JAPAN:** VAT number, Tax code1, and Tax code2 are not relevant for Japan

**CROATIA:** from the 1<sup>st</sup> of July 2013, Croatia is a part of the EU. Hence, after Croatia's entry into European Union, the assigned OIB shall be added with "HR" in front of the eleven numerical digits in order to make it suitable for international monitoring purposes.

OIB is the Personal Identification Number (or abridge in Croatian OIB) is an eleven digit numerical mark through which all taxpayers in Croatia. OIB bearers are all natural persons and legal entities.

The OIB may be assigned by the authorised TAX Administration. The authorisation of a certain branch office is determined according to a person's place of residence, legal entity's headquarters.

The OIB certificate is a document provided to all OIB bearers and is considered a public document. It is issued by the Tax Administration, and the bearer is obligated to keep the certificate.  
(Starting from January 1st 2010 all the natural persons and legal entities must have the OIB number shown on their documents, invoices etc.).

## More VAT button

VAT registration in Europe: button " **more VAT** " allows recording more than one VAT reg number, in other countries than the country of the vendor.

It is accepted that something is recorded in "more VAT" even if the field "VAT" is blank.  
Additional VAT numbers does not identify the customer himself but the fiscal representative of the customer in another country.  
So, changing a fiscal representative VAT number is allowed.

The VAT code in column "VAT numbers" must begin by the country code, even if the country code is also mentioned in column "Country" (see example in red).

Country	VAT Numbers
DE	188158403

Coun..	VAT registration no.
DE	DE188158403

Therefore, checks performed by the Data Controller:

- Check country code in column 1;
- Check full VAT registration code in column 2;
- **Check that the same country does not appear more than once;**

It has to have the VAT code of all the Fiscal Representatives in the field "OTHER":

Cou...	VAT registration number
BE	BE471948550
DE	DE812962775
DK	DK25466853
ES	ESN0391140A
FR	FR87431438662
IT	IT06120781007
PT	PT980203880

### Additional comments per country (this list is not exhaustive):

**BELGIUM** : the VAT registration number is the Enterprise number, prefixed by BE. The Enterprise number can be checked on the website: [http://kbo-bce-ps.mineco.fgov.be/ps/kbo\\_ps/kbo\\_search.jsp?lang=fr&dest=ST](http://kbo-bce-ps.mineco.fgov.be/ps/kbo_ps/kbo_search.jsp?lang=fr&dest=ST) Note that the VAT number format has been changed some time ago from 11 to 12 digits. Existing VAT numbers have been updated, adding a 0 between the country (BE) and the old number. For example, VAT number BE459728629 has been replaced by BE 0 459728629. As the database has not been updated yet, the VAT numbers may appear with 11 digits and 12 digits.

**ITALY** : the VAT registration number may be checked on website:

<http://www1.agenziaentrate.it/servizi/vies/vies>

[http://ec.europa.eu/taxation\\_customs/vies/vieshome.do?selectedLanguage=EN](http://ec.europa.eu/taxation_customs/vies/vieshome.do?selectedLanguage=EN)

**SPAIN** : The VAT registration number for "S.L." is always letter "B" after country code. For "S.A.", it is always "A". For "Natural Person" (that are not Juridical entities) the first character is never a letter and has always a random letter at the end of the VAT code.

The VAT registration number may be updated when a corporation changes its type (e.g. from "S.L." to "S.A."). In that case, the VAT registration number only changes in one letter.

**Natural persons' in Spain must have a VAT number. Therefore, the VAT number must be asked even if the natural person indicator is ticked.**

**UK and SWEDEN** : Different companies may have the same VAT registration number, since it is not an identification of the customer itself.

**FRANCE** : For France, Pharmacies customers have VAT numbers but many of them (99%) are currently missing in the customers file. The VAT Register and Tax Code 1 are mandatory.

**DACH**: The VAT code of EU customers which are located outside Germany have to be validated by the German "Bundeszentralamt für Steuern (BZSt)" (Federal Authority for Taxes). This validation must be a *qualified validation* . Only Z\*\*1 customers (Payer / head office) must be validated by a qualified validation.

Through this site there can exist either a simple or a qualified request. When choosing the *qualified request* , the answer automatically will be sent to the respective German company which is referred in that request (that means at least to CCTAX Germany). In addition the VAT registration numbers must be check regularly (once a year should be enough).

**SWITZERLAND** : VAT is only for countries belonging to the European Union (and not Europe's geographical area). E.g. Switzerland does not have a VAT code. In fact, Switzerland has a VAT Code but this VAT code must be registered in the field Tax code 1, never in the field VAT Code.

The Data Controller can nevertheless, accept creation of customers without the VAT number being inserted.

#### Examples of Customers not using VAT:

Physical persons, Administrations, Universities, Public Hospitals, Associations, and some other specific customers are generally not concerned by VAT registration.

These exceptions are depending on each country and there is no rule to know if a customer has or not a VAT number. For example, Public hospitals generally do not have VAT code, but some of them have one.

Therefore, checks performed by the Data Controller:

- Verify if submitted codification respect rules in this chapter. If not, request is returned back and asked correction to the requester.

## Tax code 1

This legal fiscal identification is required by some national authorities and is used for reporting to the tax authorities, according to the use defined by SAP. Its definition varies among countries (see chart). This field is mandatory for some countries (i.e. Spain), but only for customers that have one.

### Chart for Tax Code 1

Country	Tax code used (SAP definition)	Mandatory
Argentina	CUIT number or CUIL number	Yes
Brazil	CNPJ number	Yes – for companies only
Bulgaria	United identification code	Yes
Chile	RUT number	
China	VAT registration number ( <i>shui wu deng ji hao</i> )	
Colombia	NIT number	
Croatia	Legal persons: company identification number Natural persons: JMBG number	
Czech Republic	DIC number	
Egypt	Tax registration number (XXX-XXX-XXX) Arabic:	
France	SIRET / SIREN number	Yes
Greece	Personal ID	
Hungary	Tax number	
Italy	Tax number	Yes
Mexico	RFC number	
Peru	RUC number	
Philippines	Taxpayer identification number	
Poland	NIP number	
Portugal	NIF number	Yes
Romania	Tax number	
Russia	INN (Identification number of tax payer) – 10 digits	Yes
Slovakia	DIC number	
Slovenia	Tax number	
South Korea	Legal persons: Corporation ID Natural persons: personal identification number	
Spain	NIF number	Yes
Switzerland	New VAT codification: CHE + 9 digit + P (P is a check number)	
Taiwan	GUI registration number	
Thailand	"ID Card" number	Optional
Turkey	Name of business partner's tax office	
Ukraine	Taxpayer identification number	
Venezuela	RFI number	

In some countries, Tax Code 1 is coupled with the VAT registration number (e.g. in France a company has a VAT registration and a Tax Code 1, or none). Erasing a Tax Code 1 must be explained and justified by the requester in the Communication Area.

This field is mandatory for "Payer" and "Payer-bis" according to the country, as mentioned in the table above. Concerning "**Sold-to**" (Z\*\*8), the Tax Code 1 (as the VAT) is only used for internal purposes of data maintenance, so, it can be changed (but it must always correspond to the reality). This field can also be empty; and does not need to match the head-office it belongs to.

Comments on tax code 1 in some countries:

**FRANCE:** In France, VAT and tax Code 1 represent similar information. If not subject to VAT, then the request of tax Code 1 is not necessary. Two customers cannot have the same SIRET (same Tax Code 1 of 14 characters). In case of duplicate, check on the website. SIREN\SIRET codes can be found under the website:  
<http://avis-situation-sirene.insee.fr/avisituV2/jsp/avis.jsp>

SIRET/SIREN may have 14 or 9 digits but when it has 9 the system shows an attention remark. The request can be saved anyway and the Tax Code 1

can be accepted this way. The Tax Code 2 must always be blank for France.

**IBERIA:** Tax Code 1 to insert is the VAT number without the Country Code.

**ITALY:** The Tax Code 1, in Italy, is the fiscal code. If the company is a Juridical Entity, sometimes is equal to VAT ID., sometimes is a different number, but anyway they are always a numerical code.

For a " *Natural Person* " (that are no Juridical entities) it is an alphanumeric code of always 16 positions (egg, MSTGNN53A13L736E). To check the VAT CODE (Italy):

<http://www1.agenziaentrate.it/servizi/vies/vies>

For Juridical entities (companies) the code is fully numeric.

Tax Code 1 can exist fully numeric and without VAT for *[non-exhaustive list]*:

- municipality/prefecture/association/federation;
- religious entities (e.g. churches);
- embassy;
- Non Profit organizations.

**CHINA:** No tax code defined.

**SINGAPORE:** The Goods and Service Tax code (e.g. M09-0008879-T) is to be placed in the Tax Code 1 area.

**BRAZIL:** The data related with CNPJ can be checked in the official BR government site:

[http://www.receita.fazenda.gov.br/pessoajuridica/cnpj/cnpjreva/cnpjreva\\_solicitacao.asp](http://www.receita.fazenda.gov.br/pessoajuridica/cnpj/cnpjreva/cnpjreva_solicitacao.asp)

**EGYPT:** Project recommendation is to have a "flexible" check: the Egyptian tax authority does not have a very logical strategy. Hence it can be changed.

Therefore, checks performed by the Data Controller:

- Verify if submitted codification respect rules in this chapter. If not, request is returned back and asked correction to the requester.

## Tax code 2

This legal fiscal identification is required by some national authorities. Its definition varies among countries (*see chart*). This field is mandatory for some countries.

### Chart for Tax code2

Legal fiscal identification needed by the national authorities, according to the use defined by SAP.

Country	Tax code used (SAP Definition)	Mandatory
Argentina	NIP number or CM number	
Belgium	Enterprise number	
Brazil	CPF number: for "Natural Person" only	Yes
Bulgaria	Legal persons: tax number; Natural persons: personal number	Yes
Czech Republic	ICO number	
Egypt	Tax ID card number: XXX-XXX-XXX (new format = to Tax Code 1) or YYYY or YYYYY (old format) Arabic:	
Greece	AFM number	
Israel	VAT number	Yes
Italy	Codice fiscal	Yes
Russia	OKPO number (General Classifier of Enterprises and Organizations) – 8 or 10 digits, for statistical purposes	Optional
Slovakia	ICO number	
South Korea	VAT registration number	
Sweden	Organization registration number	
Switzerland	Old VAT registration number	
Taiwan	Tax registration number	
Thailand	Withholding tax code	Optional
Ukraine	Legal persons: USREOU number Natural persons: SRNP number	
Turkey	Tax number	
United kingdom	NI number	

United states	Employer identification number	
Venezuela	NIT number	

**THAILAND:** corresponds to withholding tax code (optional also), the format depends on the type of third party:

- **Personal Income TAX** (TAX no. 1XXXXXXXXXX or 2XXXXXXXXXX)
- **Legal entity** (TAX no. 3XXXXXXXXXX)
- **Independent entity** (TAX no. 4XXXXXXXXXX)
- **Blank on TAX number 2 is Vendor no withholding TAX**

Concerning "**Sold-to**" (Z\*\*8), the Tax Code 2 (as the VAT) is only used for internal purposes of data maintenance, so, it can be changed (but it must always correspond to the reality). This field can also be empty; and does not need to match the head-office it belongs to.

Therefore, checks performed by the Data Controller:

- Verify if submitted codification respect rules in this chapter. If not, request is returned back and asked correction to the requester.
- if the field is empty for countries not in this list

### Tax code 3

Tax code 3 is used in Russia to enter the KPP code (Registration reason code). This tax code is mandatory, its structure is: 9 digits, numerical.

**Tax Code 3 is mandatory for Companies in Brazil** (for "Natural Person" it should be left empty).

**EGYPT:**

English description	Arabic description	Format
Tax file number		X-XXXXX-XXX-XX-XX

### Tax code 4

Tax code 4 can be used in Russia for internal use (FI reports). This tax code is optional, its structure is: 10 digits, numerical. Data controller must check that this field is empty when the customer's country is not RU.

**EGYPT:** Tax office corresponds to the customer code previously created as the Tax Office for the customer being created. This Tax Office number (customer code) if not already available in the system, must be created before the customer being submitted.

English description	Arabic description	Format
Tax office		ERP customer code (of customer previously created as designated Tax Office)

### Natural Person

This indicator may be filled in if the customer is a physical person relevant for tax purposes (e.g. Doctor). Indicator used to distinguish between natural and legal persons for tax reporting.

**SPAIN:** Please check the VAT Reg. point for specificity concerning VAT number when Natural Person tick is selected.

Note: The field "Natural Person" is now totally independent from the VAT number and has to be used each time the customer is a natural person, irrespective of the country and the existence of a VAT registration number.

**RUSSIA:** For natural persons the only mandatory field is INN which should consist of 12 digits in this case

Therefore, checks performed by the Data Controller:

- Verify if coherence exists with the customer name. If not, request is returned back and asked confirmation to the requester.

### Reason No VAT ID

The 'Reason No VAT ID' field must be used to indicate the reason why a customer located in one of the countries of the European Union is not liable for VAT.

The screenshot shows a software interface with tabs for 'General Data', 'General Data 2', and 'Phone/Fax/Mail'. The 'Tax Information' section is active, displaying the following fields:

- VAT Reg. No.: FR83494030174
- Reason No VAT ID: (empty field with a dropdown arrow)
- Natural person:
- Tax type:

It is mandatory for all the customers from European Union **not liable for VAT** which are either:

- 'Payer' (account group Z7\*1 or Z7\*4)
- 'Payer-bis' (account group Z7\*3 or Z7\*5).

It can be used (but not mandatory) for **Sold-to** if needed.  
It must be blank for all other countries.

The possible values are:

The dropdown menu for 'Reason No VAT ID' contains the following options:

- ASS Association
- CIP French Health Estab
- OTH Other reasons
- PHY Physical Person
- PUB Public Establishment
- WAI Waiting VAT code

- **WAI**: customer is liable for VAT, but has not received yet its VAT number from the tax administration.
- **CIP** is exclusively reserved to french health establishment who have a CIP number (mainly Pharmacies and hospitals). Thus, it cannot be used for Chemicals and Plastics customers.
- According to the country, and to the cases, some 'Associations', 'Physical persons', or 'Public establishments' are liable for VAT. **Therefore, the use of this field is strictly reserved to customer really not liable for VAT.**

**The validity of this information is under the responsibility of the requester .**

Therefore, checks performed by the Data Controller:

- Verify globally that the use of this field is coherent with the name of the customer (e.g. Ministry of Health" cannot have reason "Physical person").

## Marketing

## Customer classification

It is the commercial classification of the customer. It is used for the determination of the risk category and credit management for "Payers" (Z\*\*1 or Z\*\*4), and for statistics for all the customers.

For the 'Sold-to' the classification must be equal to the Payer it belongs to.

Therefore, checks performed by the Data Controller:

- Check the global coherence;
- Check if the value "P" (Private hospital) cannot be used for a Chemical products company;
- Check if Small Med. Device, Private Hospital and Public Hospital are only for Pharma;
- Check if the value "G" (Belonging to the Solvay group) is entered when the field "Group" contains the value 0000800001;
- Check that the value "X" (not relevant for customer classification) is only used for "Ship-to-party/Bill-to-party" (account group Z\*\*2). As this field is only used for credit control, and the Ship-to does not have credit, it must be classified as Undetermined.
- 'Cannot be blocked' and 'required for follow-up' are not options in ERP and should be replaced by "Small account".

## Industry code 1

Market segment of the customer.

No specific check.

## Group

Industrial group the customer belongs to (not mandatory except if intragroup\*).

Industrial groups are defined by the SBUs' Marketing Managers according to juridical, financial and commercial considerations.

The code 0000800001 shows that the customer belongs to the Solvay group but the workflow is not used for creation of intra-group customers (\*done by CODIFHQ).

Therefore, checks performed by the Data Controller:

- If the request code 0000800001 is used, the Data Controller must return explaining this code is only valid for intra-group customers and in this case, the requester must insert in the *Customer Class* field "G" (for the request to be addressed to CODIFHQ).
- If other than the Solvay group code, the team checks via ZPRA if the code corresponds to the customer master data (e.g. 0000801130 is SHELL)

## Account control

### Vendor

If the customer is also a vendor, the field may contain the vendor's code.

If a value has been entered by the requester, check that the code really concerns the same juridical company.

This field shows that the customer is also a vendor. Then it contains the customer's code.

### Trading partner

This field contains the "Cheops enterprise code" for partners belonging to the SOLVAY group. This code is the same as the one used for company codes.



Currently this field is only used for the Solvay Group.

### Authorization group

Identification of the codification team responsible for the customer's country

No action possible.

## DUNS Code

Step	Action
Verification of DUNS in the website	<p>Checking customers on the DUNS Website  <b>DUNS Website :- <a href="https://solutions.dnb.com/grs/">https://solutions.dnb.com/grs/</a></b></p>
Choose your country from the drop down list and click 'Submit'	 <p>The screenshot shows the D&amp;B Global Reference Solution (GRS) website. At the top, there is a navigation bar with the D&amp;B logo and the text 'Decide with Confidence'. Below this, the main heading reads 'Global Reference Solution'. A 'Welcome to D&amp;B's Global Reference Solution (GRS)' message is displayed, followed by a dropdown menu for selecting a country. The dropdown menu is open, showing a list of countries including Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad &amp; Tobago, Tunisia, Turkey, Turkmenistan, Turks &amp; Caicos, Tuvalu, US Minor Islands, US Virgin Islands, Uganda, Ukraine, United Arab Emirates, United Kingdom, United States, Uruguay, Uzbekistan, Vanuatu, Vatican City State / Holy See, Venezuela, Vietnam, Wallis and Futuna Islands, Western Samoa, Yemen Arab Republic, Zambia, and Zimbabwe. A 'Submit' button is visible next to the dropdown menu.</p>
DUNS: User IDs and Password	<p>Enter the User ID and Password then click 'Log on' Accounts for the DUNS website:          Id: 565739 / password: magda01 (for BR in the name of Paulo Delbel)          Id: 565740 / password: rhodia08 (for Asia in the name of Ramlah Mohamed)          Id: 454999 / password welcome1 (for Europe in the name of Martine Guernier)          Note: All User ID/Passwords are open to the whole team, however it is not possible to connect if a User ID is already being used at the same time.</p>
	 <p>The screenshot shows the D&amp;B Global Reference Solution (GRS) website's login page. The page features the D&amp;B logo and the text 'Decide with Confidence'. Below this, the heading reads 'Global Reference Solution'. A 'Log On' section is visible, containing a search field, a 'User Id' input field, a 'Password' input field, and a 'Log On' button. There is also a 'Selected Country' dropdown menu and a 'D&amp;B Homepage' button.</p>
	<p>Enter the customer name and then click on 'Country' to obtain the list of countries. Choose the correct entry and click 'ok'.</p> <p>Then click on the button 'ok' at the bottom of the screen</p> <p>For Brazilian customers for example, you only need to fill the CNPJ (Tax Number 1) on 'National Identification' field.</p> <p>If it results a DUNS code (it will be just one), it will be the correct DUNS code even the name /address does not match.</p>

Verification of DUNS in the website

In View Results tab, you will be able to view the matched entries

The customer entries will be displayed with the DUNS Number and address according to the search criteria entered on the previous screen  
The DUNS Code is displayed on the left of the screen

Ind	D-U-I-S#	Company name	Global UIt	Physical Address Line 1	Physical City	Physical Postcode	Country
1	460054141	QUIMICA SINTETICA SA	301440546	CALLE GRAN VIA CARLES III 98	BARCELONA	08028	SPAIN
2	460940850	QUIMICA SINTETICA SA	301440546	CALLE DULCINEA, S/II	ALCALA DE HENARES	28805	SPAIN
3	461559530	QUIMICA SINTETICA SA	301440546	CALLE CALERUEGA (6ºIZDA) 102	MADRID	28033	SPAIN

If you put the mouse cursor over the name, the pop up box will give you the option to 'View this report'. You can then see the Customer's full address and other information.

On the new screen, the customer details will show with the complete address.

The Duns code is displayed in the top right, enter this DUNS code in the field STDC4 on RCS (the VAT number is also displayed on some entries under 'National ID')

GRS Viewing report 1 of 3 Save Search Help

Search  
Search In New Window  
Upload Files  
Account Profile  
Usage Reports  
Log Off

Information  
Company Indicator Key  
Sample Export Format  
Terms and Conditions  
Terms Of Use  
Contact Numbers

Other D&B Services  
Key British Enterprises  
D&B Market Insight  
DBAI  
www.dnb.com

Enter Search View Results Export / Print All Credits: 0

Return to List View Tree Print Report

### QUIMICA SINTETICA SA <sup>no</sup>

**Identification**

Physical Address	CALLE GRAN VIA CARLES III 98 BARCELONA BARCELONA 08028 SPAIN	D-U-N-S® National Id International Dialing Code Telephone Fax	<a href="#">460054141</a> <a href="#">A28008167</a> 34 <a href="#">918890577</a> <a href="#">918802086</a>
Registered Address	No		
Mailing Address			
Continent	<a href="#">Europe</a>		
Trade Style(s)		Former Name	
Marketable Ind.	Yes	Legal Form	corporation
Out Of Business Indicator	Active		

You can search using various criteria, Name, City, Postal Code etc to ensure the DUNS Website has been correctly searched if no entries are returned.

Also, take note of DUNS hierarchy to identify the Head Office for the searched customer :

Customer info searched in D&B base

Scroll down the page to « **Corporate Structure** » section to check the DUNS hierarchy

The Head Office will be the customer identified by « **Immediate Parent** »

Take note of the DUNS codes shown here, to populate DUNS hierarchy on « Extra Master Data » section on PRS later.

 **Global Reference Solution** Contact Us  
Decide with Confidence User Guide

GRS Viewing report 1 of 3 Save Search Help

Search  
Search In New Window  
Upload Files  
Account Profile  
Usage Reports  
Log Off

Information  
Company Indicator Key  
Sample Export Format  
Terms and Conditions  
Terms Of Use  
Contact Numbers

Other D&B Services  
Key British Enterprises  
D&B Market Insight  
DBAI  
www.dnb.com

Enter Search View Results Export / Print All Credits: 0

Return to List View Tree Print Report

### QUIMICA SINTETICA SA <sup>no</sup>

**Identification**

Physical Address	Rod. BR 232 Predio 1 SI D K JABOATAO DOS GUARARAPES PERNAMBUCO 54220-520 BRAZIL	D-U-N-S® National Id International Dialing Code Telephone Fax	<a href="#">678712581</a> <a href="#">11173911000480</a>
Registered Address	No		
Mailing Address			
Continent	<a href="#">Latin America</a>		
Trade Style(s)	Unilever Brasil Gelados do Nordeste Sa	Former Name	
Marketable Ind.	No	Legal Form	
Out Of Business Indicator	Active		

**Corporate Structure**

	D-U-N-S®	Company	Country
Immediate Parent	<a href="#">899588768</a>	<a href="#">Unilever Brasil Gelados do Nordeste S/A.</a>	<a href="#">BRAZIL</a>
Domestic Ultimate Parent	<a href="#">897009908</a>	<a href="#">Unilever Brasil Ltda.</a>	<a href="#">BRAZIL</a>
Global Ultimate Parent	<a href="#">897009908</a>	<a href="#">Unilever Brasil Ltda.</a>	<a href="#">BRAZIL</a>

incluido Internet | Modo Protegido: Ativado

When you have finished using the DUNS Website, it is important to click 'Log Off' to close down the Session. Do not click on the cross in the top right hand corner to close down the session

Update of  
Workflow

Once the codes are obtained, enter the WF and in General Data 2 insert the codes in the DUNS area:

Request			
Type of request	Request for creation of a new master record		
Request Number	228409	D Waiting for Data Controller approval	Last change
Requester	Ruben ARRABITO		29.10.2013 ARIA1384
Email	Ruben.Arrabito@solvay.com		Company
			3389 SOLVAY INDUPA (AI
			SBU
			D81 VINYLS

General Data			
Tax Information			
VAT Reg. No.	<input type="text"/>	More VAT	CUIT/CUIL
Reason No VAT ID	<input type="checkbox"/> Natural person		30707940200
			Codigo NIP
			Tax Number 3
			Tax Number 5
Fields required only for Business in specific regions			
ICMS law	<input type="checkbox"/>	SubTrib group	<input type="checkbox"/>
IPI law	<input type="checkbox"/>	Tax number type	80
CFOP Category	<input type="checkbox"/>	Tax type	01
			<input type="checkbox"/> IPI-exempt
Marketing		DUNS data	
Customer class.	S Small account	DUNS direct code	2
Industry Code 1	<input type="text"/>	DUNS HQ/Parent	<input type="text"/>
	Corporate Group	DUNS domestic ultimate	<input type="text"/>
	<input type="text"/>	DUNS global ultimate	<input type="text"/>
Account Control		DUNS ult. stat. SLV	<input type="text"/>
Vendor	<input type="text"/>	Reason absence DUNS	<input type="checkbox"/>
Trading Partner	<input type="text"/>		
	Authorization		
	#Q		

If no DUNS code is obtained enter in the reason for No DUNS (in 'Reason absence DUNS') the code UKN.

In case of not being possible to access the DUNS site to search the data, the code TBD in 'Reason absence DUNS' is also acceptable.

Reason absence DUNS:

**C-O** - Care of : to be used for Care Of

**SGL** - Single location : to be used when no hierarchy

**UKN** - Not found in DUNS : to be used when not found

**TBD** - To be determined : used when the search will be done at a later stage

**HTC** - Hierarchy to complete; to be used when the DUNS code is found, but when the other levels are not yet entered.

## Contact Support

Country	Name	Email address	Phone number
Japan	Naoko Kitagawa	Naoko.Kitagawa@solvay.com	+81-3-521-5580
DACH	Ulrike Voss (CWF) Martina Vowinkel (CWF)	Codif_Customers_DACH@solvay.com Codif_Suppliers_DACH@solvay.com	-
Iberia	Ferran Aranda	Ferran.Aranda@solvay.com	-
Exports	-	Brussels.Codifhq@solvay.com	-
France	-	France.Codiffr@solvay.com	-

## Escalation Rules

When a request is re-submitted for a third time by the requester (after a second return by the Data Controller) for the same reason, the case is escalated to Jean-Paul Charnet (GAC Team).

In this case, the request remains unprocessed by SBS Data Controller awaiting instructions from Jean-Paul Charnet (GAC Team).

## Attachments

### Scope of Customer & Vendors Data Management

The following document is attached to this SOP, containing the list of countries under the scope of SBS CODIF Data Controllers:  
<http://teamsites.solvay.com/sites/FinOpProc/DATA%20MANAGEMENT%20CUSTOMERS%20AND%20VENDORS/Customers%20and%20Vendors%20Data%20Management%20handled%20by%203S%20DATA%20CONTROL%20TEAM.aspx>

## Customers maintenance by Account Groups

Account group	Name	The request concerns PF1_020
Y6D1	DE Apoth Payer-sold-ship-bill	Reject
Z101	Brazilian customers	Accept only for modification
Z1EX	South american customers	Accept only for modification
Z3C1	CA Payer-sold-ship-bill	Accept
Z3C2	CA Ship-bill	Accept
Z3C3	CA Payer-sp-sh-bp Bis	Accept
Z3C4	CA Payer-Bill	Accept
Z3C5	CA Payer-Bill-Bis	Accept
Z3C7	CA Prospect (Sold-ship)	Accept
Z3C8	CA Sold-ship-bill	Accept
Z3C9	CA End-User	Accept
Z3M1	MX Payer-sold-ship-bill	Accept
Z3M2	MX Ship-bill	Accept
Z3M3	MX Payer-sp-sh-bp Bis	Accept
Z3M4	MX Payer-Bill	Accept
Z3M5	MX Payer-Bill-Bis	Accept
Z3M7	MX Prospect (Sold-ship)	Accept
Z3M8	MX Sold-ship-bill	Accept
Z3M9	MX End-User	Accept
Z3U1	US Payer-sold-ship-bill	Accept
Z3U2	US Ship-bill	Accept
Z3U3	US Payer-sp-sh-bp Bis	Accept
Z3U4	US Payer-Bill	Accept
Z3U5	US Payer-Bill-Bis	Accept
Z3U7	US Prospect (Sold-ship)	Accept
Z3U8	US Sold-ship-bill	Accept
Z3U9	US End-User	Accept
Z7A1	AT Payer-sold-ship-bill	Accept
Z7A2	AT Ship-bill	Accept
Z7A3	AT Payer-sp-sh-bp Bis	Accept
Z7A4	AT Payer-Bill	Accept
Z7A5	AT Payer-Bill-Bis	Accept
Z7A7	AT Prospect (Sold-ship)	Accept
Z7A8	AT Sold-ship-bill	Accept
Z7A9	AT End-User	Accept
Z7B1	BE Payer-sold-ship-bill	Accept
Z7B2	BE Ship-bill	Accept
Z7B3	BE Payer-sp-sh-bp Bis	Accept
Z7B4	BE Payer-Bill	Accept
Z7B5	BE Payer-Bill-Bis	Accept
Z7B7	BE Prospect (Sold-ship)	Accept
Z7B8	BE Sold-ship-bill	Accept
Z7B9	BE End-User	Accept
Z7C1	CH Payer-sold-ship-bill	Accept
Z7C2	CH Ship-bill	Accept

Z7C3	CH Payer-sp-sh-bp Bis	Accept
Z7C4	CH Payer-Bill	Accept
Z7C5	CH Payer-Bill-Bis	Accept
Z7C7	CH Prospect (Sold-ship)	Accept
Z7C8	CH Sold-ship-bill	Accept
Z7C9	CH End-User	Accept
Z7D1	DE Payer-sold-ship-bill	Accept
Z7D2	DE Ship-bill	Accept
Z7D3	DE Payer-sp-sh-bp Bis	Accept
Z7D4	DE Payer-Bill	Accept
Z7D5	DE Payer-Bill-Bis	Accept
Z7D7	DE Prospect (Sold-ship)	Accept
Z7D8	DE Sold-ship-bill	Accept
Z7D9	DE End-User	Accept
Z7E1	ES Payer-sold-ship-bill	Accept
Z7E2	ES Ship-bill	Accept
Z7E3	ES Payer-sp-sh-bp Bis	Accept
Z7E4	ES Payer-Bill	Accept
Z7E5	ES Payer-Bill-Bis	Accept
Z7E7	ES Prospect (Sold-ship)	Accept
Z7E8	ES Sold-ship-bill	Accept
Z7E9	ES End-User	Accept
Z7F1	FR Payer-sold-ship-bill	Accept
Z7F2	FR Ship-bill	Accept
Z7F3	FR Payer-sp-sh-bp Bis	Accept
Z7F4	FR Payer-Bill	Accept
Z7F5	FR Payer-Bill-Bis	Accept
Z7F7	FR Prospect (Sold-ship)	Accept
Z7F8	FR Sold-ship-bill	Accept
Z7F9	FR End-User	Accept
Z7I1	IT Payer-sold-ship-bill	Accept
Z7I2	IT Ship-bill	Accept
Z7I3	IT Payer-sp-sh-bp Bis	Accept
Z7I4	IT Payer-Bill	Accept
Z7I5	IT Payer-Bill-Bis	Accept
Z7I7	IT Prospect (Sold-ship)	Accept
Z7I8	IT Sold-ship-bill	Accept
Z7I9	IT End-User	Accept
Z7J1	BG Payer-sold-ship-bill	Accept
Z7J2	BG Ship-bill	Accept
Z7J3	BG Payer-sp-sh-bp Bis	Accept
Z7J4	BG Payer-Bill	Accept
Z7J5	BG Payer-Bill-Bis	Accept
Z7J7	BG Prospect (Sold-ship)	Accept
Z7J8	BG Sold-ship-bill	Accept
Z7J9	BG End-User	Accept
Z7N1	NL Payer-sold-ship-bill	Accept
Z7N2	NL Ship-bill	Accept
Z7N3	NL Payer-sp-sh-bp Bis	Accept
Z7N4	NL Payer-Bill	Accept
Z7N5	NL Payer-Bill-Bis	Accept
Z7N7	NL Prospect (Sold-ship)	Accept
Z7N8	NL Sold-ship-bill	Accept
Z7N9	NL End-User	Accept

Z7P1	PT Payer-sold-ship-bill	Accept
Z7P2	PT Ship-bill	Accept
Z7P3	PT Payer-sp-sh-bp Bis	Accept
Z7P4	PT Payer-Bill	Accept
Z7P5	PT Payer-Bill-Bis	Accept
Z7P7	PT Prospect (Sold-ship)	Accept
Z7P8	PT Sold-ship-bill	Accept
Z7P9	PT End-User	Accept
Z7Q1	EX Payer-sold-ship-bill	Accept (*)
Z7Q2	EX Ship-bill	Accept (*)
Z7Q3	EX Payer-sp-sh-bp Bis	Accept (*)
Z7Q4	EX Payer-Bill	Accept (*)
Z7Q5	EX Payer-Bill-Bis	Accept (*)
Z7Q7	EX Prospect (Sold-ship)	Accept (*)
Z7Q8	EX Sold-ship-bill	Accept (*)
Z7Q9	EX End-User	Accept (*)
Z7U1	UK-IE Payer-sold-ship-bill	Accept
Z7U2	UK-IE Ship-bill	Accept
Z7U3	UK-IE Payer-sp-sh-bp Bis	Accept
Z7U4	UK-IE Payer-Bill	Accept
Z7U5	UK-IE Payer-Bill-Bis	Accept
Z7U7	UK-IE Prospect (Sold-ship)	Accept
Z7U8	UK-IE Sold-ship-bill	Accept
Z7U9	UK-IE End-User	Accept
Z9C1	CN Payer-sold-ship-bill	Accept
Z9C2	CN Ship-bill	Accept
Z9C4	CN Payer-Bill	Accept
Z9C5	CN Payer-Bill-Bis	Accept
Z9C7	CN Prospect (Sold-ship)	Accept
Z9C8	CN Sold-ship-bill	Accept
Z9C9	CN End-User	Accept
Z9I1	IN Payer-sold-ship-bill	Accept
Z9I2	IN Ship-bill	Accept
Z9I4	IN Payer-Bil	Accept
Z9I5	IN Payer-Bill-Bis	Accept
Z9I7	IN Prospect (Sold-ship)	Accept
Z9I8	IN Sold-ship-bill	Accept
Z9I9	IN End-User	Accept
Z9J1	JP Payer-sold-ship-bill	Accept
Z9J2	JP Ship-bill	Accept
Z9J4	JP Payer-Bill	Accept
Z9J5	JP Payer-Bill-Bis	Accept
Z9J7	JP Prospect (Sold-ship)	Accept
Z9J8	JP Sold-ship-bill	Accept
Z9J9	JP End-User	Accept

(\*) : For account groups Z7Q\*, the request for creation must be accepted or rejected according to the country, as defined in the list below.  
**Note:** For Chemicals/Plastics Z9J\*, Z9I\* and Z9C\* must be used.

#### Account groups by country:

<http://teamsites.solvay.com/sites/FinOpProc/DBM Docs SemiRestricted/Account groups by country.xls>

Exchange letters and e-mails with Rusvinyl for insertion/modification of bank accounts on Rusvinyl customers:

ООО «РусВинил»  
 Юридический адрес: РФ, 607650,  
 Нижегородская область, Кстовский  
 район, г. Кстово, ПРОМЗОНА  
 Почтовый адрес: РФ, 603000,  
 г. Нижний Новгород, ул. Малая Покровская, д. 6/1  
 Телефон: (831) 431 77 88, факс: (831) 430 77 02  
 ИНН 5262218620 КПП 525001001  
 ОГРН 1075262019766 ОКПО 83385954  
 Р/сч 40702810685810000076  
 в Филиале ЗАО «БСЖВ» в Нижнем Новгороде  
 К/сч 30101810300000000711 БИК 042202711



## COMMITMENT LETTER

### *Maintenance of customers and vendors master data for the Russian company RusVinyl*

Currently, the process applied in Rusvinyl is the standard Solvay process in which the users create requests in the workflow that are afterwards processed by 3S in Lisbon.

We, at Rusvinyl, agree to apply the following principles:

- We will continue using the workflow requests in the SAP PRS environment for creating/modifying master data. Therefore, the standard Solvay process still applies in order to ensure consistency and accuracy in the master records that could be used by anyone in ERP. 3S in Lisbon will continue performing the usual checks before validating requests.
- Regarding the bank accounts management process, we commit to handle it locally according to the 4-eyes principle. The invoices are treated by Rusvinyl and the verification and confirmation of bank accounts are done locally. 3S will not intervene in this process and will accept changes of bank accounts in the master records based on the controls performed locally by Rusvinyl. We, therefore, take full responsibility of the accuracy of bank details in the master records introduced by us.

Finance director

Sukhov G.Y.



ООО "РусВинил"  
 Почтовый адрес: Россия - 603000 г. Нижний Новгород - ул. Малая Покровская, 6/1  
 Т. + 7 831 431 77 88 - Ф. + 7 831 430 77 02

**Silva, Joao**

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**From:** Abreu, Joao  
**Sent:** terça-feira, 10 de Maio de 2011 15:56  
**To:** Silva, Joao  
**Subject:** FW: Data Management Customers and Vendors - Rusvinyl  
**Importance:** High  
**Attachments:** Commitment Letter.pdf  
FYI to update

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**From:** de Mathelin, Charles  
**Sent:** segunda-feira, 28 de Março de 2011 7:50  
**To:** Ilya.Tikhomirov@rusvinyl.ru; Abreu, Joao  
**Cc:** Petre, Etienne; Iliev, Assen; Charnet, Jean-paul; Lahalle, Marc  
**Subject:** FW: Data Management Customers and Vendors - Rusvinyl  
**Importance:** High

○ Hello Ilya,

OK, The commitment letter is accepted.

Joao: Please take good note of this letter implying there is not any longer a validation of bank references by 3S.

Best Regards,

**Charles de Mathelin**  
*DCFi-CC-GAC/Standards, Procedures & Data Mgr +  
Bank Accounts Management Process Owner*  
**Phone:** +32 2 509 6615  
**Mobile:** +32 475 342 522

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○ **From:** Тихомиров, Илья Николаевич [mailto:Ilya.Tikhomirov@rusvinyl.ru]  
**Sent:** vendredi 4 mars 2011 14:03  
**To:** Petre, Etienne  
**Cc:** Зотов, Владимир Александрович; Локшина, Ольга Сергеевна; de Mathelin, Charles; Iliev, Assen; Charnet, Jean-paul; Lahalle, Marc  
**Subject:** Data Management Customers and Vendors - Rusvinyl  
**Importance:** High

Dear Etienne,

Thank you for accepting this Commitment letter (see Att.) and proceeding it further accordingly.

BR  
Ilya Tikhomirov  
CEO Advisor  
+7 (495) 988-18-01 ext. 6154  
Mob. +7 (915) 252-80-86  
[Ilya.Tikhomirov@rusvinyl.ru](mailto:Ilya.Tikhomirov@rusvinyl.ru)

11-05-2011

**From:** Etienne, PETRE [mailto:etienne.petre@solvay.com]  
**Sent:** Wednesday, December 08, 2010 6:58 PM  
**To:** Илья Тихомиров; Локшина, Ольга Сергеевна  
**Сс:** Зотов, Владимир Александрович; Gregory Soukhov; Assen Iliev  
**Subject:** Fwd: Data Management Customers and Vendors - Rusvinyl

Hello, this is the proposal : condition to allow you to enter vendor bank account.  
 If you agree and send me a signed agreement (copy the proposed text, add Rusvinyl logo and address), we will implement it.  
 Regards

----- Forwarded message -----

**From:** de Mathelin, Charles <Charles.Demathelin@solvay.com>  
**Date:** Tue, Jun 8, 2010 at 4:11 PM  
**Subject:** Data Management Customers and Vendors - Rusvinyl  
**To:** "Petre, Etienne" <Etienne.Petre@solvay.com>  
**Cc:** "Iliev, Assen" <Assen.Iliev@solvay.com>, "Charnet, Jean-paul" <Jean-paul.Charnet3@solvay.com>

Hello Etienne,

As discussed last Friday:

**Maintenance of customers and vendors master data for the Russian company Rusvinyl**

Currently, the process applied in Rusvinyl is the standard Solvay process in which the users create requests in the workflow that are afterwards processed by 3S.

As Rusvinyl is a joint-venture and, from a business point of view, is considered as a 'non-Solvay' company, we agreed that a particular handling of data management for this company would apply, considering that they are using the ERP:

- As we have to ensure consistency and accuracy in the master records that could be used by anyone in ERP, the standard Solvay process still applies in terms of handling data management in the workflow (PRS environment) where 3S will continue performing the usual checks.
- However, regarding the bank accounts management process, Rusvinyl has to commit they will handle it according to the 4-eyes principle (the requestor for bank details modification should not be the one verifying the bank account). The invoices are treated by Rusvinyl and the verification and confirmation of bank accounts are done locally. 3S will not intervene in this process, though it will flow through the workflow.
- Concerning the bank creation, we agree that this task can be performed locally by using transaction FI01 and FI02 in PRS. Rusvinyl should design 2 people in charge of this task. Authorizations in SAP will be granted accordingly.
- As Rusvinyl doesn't work with CPN (Corporate Purchasing Network), the CPN validation will not apply. This is configurable in a SAP table.

In order to proceed according to what is said above, we would really appreciate a commitment letter from Rusvinyl. Here below a proposal for such a letter:

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**COMMITMENT LETTER**

***Maintenance of customers and vendors master data for the Russian company Rusvinyl***

*Currently, the process applied in Rusvinyl is the standard Solvay process in which the users create requests in the workflow that are afterwards processed by 3S in Lisbon.*

*We, at Rusvinyl, agree to apply the following principles:*

- *We will continue using the workflow requests in the SAP PRS environment for*

11-05-2011

*creating/modifying master data. Therefore, the standard Solvay process still applies in order to ensure consistency and accuracy in the master records that could be used by anyone in ERP. 3S in Lisbon will continue performing the usual checks before validating requests.*

- *Regarding the bank accounts management process, we commit to handle it locally according to the 4-eyes principle. The invoices are treated by Rusvinyl and the verification and confirmation of bank accounts are done locally. 3S will not intervene in this process and will accept changes of bank accounts in the master records based on the controls performed locally by Rusvinyl.*

*We, therefore, take full responsibility of the accuracy of bank details in the master records introduced by us.*

\*\*\*\*\*

Best regards  
**Charles de Mathelin**  
DCFI-CC-GAC/Standards, Procedures & Data Mgr  
Phone: +32 2 509 6615  
Mobile: +32 475 342 522

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Kind regards - Cordialement  
Etienne

11-05-2011