

FD - P1. Focus on Trade Compliance GTS

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Version Control

Version	Date	Description	Author
v.1	05.07.2021	Creation	Josiane Peytraud

1. General overview

To ensure Solvay will not make business with not authorized parties, we'll set up an interface between Core CRM and GTS. This will ensure all new prospects will be screened prior being screened when becoming a SAP Customer.

1 - Sales force Core CRM to GTS to transfer new Prospects or old prospects not screened yet but used in new activity (visit report, opportunity, cases, ...), or changed prospects in synchronous time.

2 - GTS to send result of screening with 2 possible status values : Released or Blocked in synchronous or Asynchronous mode. Status Blocked can become Released after some days of analysis from CTC team or the opposite when new rules are applied in GTS.

3 - When the Prospect is converted into a SAP customer, the prospect is deleted in GTS

As Prospects have no Customer number, we'll use the SFDC ID as Customer number in GTS.

At go live, we'll send the existing prospects created in the last 6 months to GTS. The other ones will have the Screening Status set to "Not Screened".

2. Screening Status

- The status will have 4 values: Ongoing, Released, Blocked and Not Screened.
Depending on those values, we'll display a **banner** on the top of the account.
If the status is **Ongoing**: "All prospects created in CRM are automatically screened against sanctions lists. **Please do not take any action** until Screening Status gets updated."
If the status is **Blocked**: "Your partner got a hit in a sanction list. **Please do not take any action** until further notification. SBS CTC team will analyse the block and inform you accordingly within 72 hours."

2.1 When creating an account

Each time an account is created, if

- Record type = Non SAP Account
- Partner type = Prospect, Third party, indirect customer or Non buying customer

send the creation screening to GTS.

When getting acknowledgment from GTS that they received the creation screening, the status is set to "Ongoing"

2.2 When updating an account

If something is changed on a prospect such as Name or address, if the Screening Status is ""Not Screened", send the creation screening to GTS. Otherwise, send the update screening to GTS.

When getting acknowledgment from GTS that they received the creation screening, the status is set to "Ongoing"

2.3 When creating an activity (visit report, opportunity, ...)

If an activity such as case, visit report, opportunity and quote is created linked to an account with

- Account record type = non SAP Account and
- Partner-type = Prospect, Third party, indirect customer or Non buying customer and
- Screening Status = "Not Screened",

when saving, send the creation screening to GTS.

3. Screening Date

Each time we're getting an update from GTS, we update the Screening Date with the date of the day.

4. "GTS Deletion flag"

When a prospect is about to "disappear", we need to request GTS to delete it from their database. There are 2 situations when this happens.

- Prospect Conversion into SAP customer : in CRM, set GTS Deletion flag to "True" when SAP conversion is completed (status = validated) for Prospect can be deleted in GTS as replaced by SAP customer. When saving, send the deletion request to GTS.
- Merge of duplicate Prospect ==> For the moment, this will be managed manually. Before doing a merge, the user must update the prospect which will be deleted and set the "GTS Deletion Flag" to True. When saving, if the GTS Screening Status is not "Not Screened", send the deletion request to GTS.

Impact on Merge process for Prospect "Blocked": need to ask requestor before merging with another account in CRM :

- Prospect Blocked + SAP customer ==> check before merging with requestor (can be OK to do if no sanction)
- Prospect Blocked + Prospect status = " " or "released" ==> check before merging with requestor (can be OK to do if no sanction + need Admin to update GTS deletion flag , which one to keep as master ?)

5. Contacts

When we are on the Contact layout, we display the Screening status of the main account of the contact. We also display the same banner.

6. Account Banner Trade & Compliance with text and links to Google drive (last update 28/09/2024)

A banner is displayed to users in Core CRM and ICare to share about Countries of concern - Distributors compliance statement all changes requests from Trade & Compliance team are described in this [file](#) .

The criteria to display the banner is same for both Core CRM and ICare but the way it is done is a bit different :

Core CRM

Depending on criteria Country at risk or distributor , the system will display different sentence in the banner.

- Distributor based on **GBU segment from** Account in ICare and from GBU segmentation Core CRM (almost 1 value for 1 GBU) **(Key Distributor - Standard distributor)**
- Countries at risk or Countries of concern managed with **Custom labels** (2 lists in Core to manage Countries crisis only)

SLV25_Risk_1_countries

SLV25_Risk_2_countries

SETUP

Custom Labels

country at risk

Custom labels enable developers to create multilingual applications by presenting information (for example, help text or error messages) to users in their native language. A custom label is a custom text value that can be accessed from Apex classes, Visualforce pages, and Lightning components. If Translation Workbench is enabled for your Salesforce org, you can translate these labels into any of the languages that Salesforce supports. You can create up to 5,000 custom labels, and each label can have up to 1,000 characters.

View: country at risk Edit Create New View

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

Name	Categories	Short Description	Value	Language
SLV25_Risk_2_Countries	Risk 2 Countries Label	Risk 2 Countries	Georgia,Kazakhstan,Kyrgyzstan,Moldova, Republic of,Tajikistan,Turkmenistan,Turkiye,Ukraine,Uzbekistan	English
SLV25_Risk_1_Countries	Risk 1 Countries Label	Risk 1 Countries	Afghanistan,Armenia,Azerbaijan,Belarus,Burkina Faso,Central African Republic,China,Cuba,Congo, the Democratic Republic of the,Eritrea,Gabon,Guinea,Haiti,Hong Kong,Iraq,Israel,Lebanon,Libya,Macao,Mali,Myanmar,Niger,Nigeria,Nicaragua,Pakistan,Russian Federation,Saudi Arabia,Somalia,South Sudan,Sudan,Venezuela, Bolivian Republic of,Yemen	English

ICare SLV30_Risk_countries

Country at risk

Custom labels enable developers to create multilingual applications by presenting information (for example, help text or error messages) to users in their native language. A custom label is a custom text value that can be accessed from Apex classes, Visualforce pages, and Lightning components. If Translation Workbench is enabled for yo Salesforce org, you can translate these labels into any of the languages that Salesforce supports. You can create up to 5,000 custom labels, and each label can have up to 1,000 characters.

View: Country at risk Edit Create New View

Name	Categories	Short Description +	Value	Language
 Test_Script_Risk	Manual Tests	Test Script Risk	Risk	English
SLV30_Risk_Countries		SLV30_Risk_Countries	AF:AM,AZ,BF,BH,BY:CF,CN,CU,CD,ER,GA,GE,GN,HK,HT,IQ,IL,JO,KZ,KG,KH,LA,LB,LY,LM,MD,MN,MM,MO,OM,NE,NG,NL,PK,QA,RU,SA,SO,SS,SD,TJ,TM,TR,AE,UZ,VE,YE,ZW	English

Aura Component contains text

Core CRM SLV10_ProductEARMMessage

Export Control & Sanctions Compliance

****Warning message without blocking purpose****

- Country at risk - please make sure a Compliance Statement (Appendix 11 Eco or Sco of the Group Program Eco or Sco) completed by the customer is sent to the Export Control & Sanctions Compliance team through Service One for Eco or mailbox: trade.control@syensqo.com for Sco.
- Distributors - please make sure a Compliance Statement (Appendix 13 Eco or Sco of the Group Program Eco or Sco) completed by the Distributor is sent to the Export Control & Sanctions Compliance team through Service One for Eco or mailbox: trade.control@syensqo.com for Sco.
- For a new projected activity please fill the Appendix 09 - Approval Request Eco or Sco if the activity matches one of the following criteria: a) involves controlled Product, Technology, software and Services destined to a customer located in a country at risk Eco or Sco / Distributor or has a change of delivery channel; b) concerns a sanctioned entity; c) is related to Russia/Belarus (import, export); d) is related to the development, manufacturing, test and assistance of computing and semiconductor products in China (including Hong Kong and Macau); e) involves to a new customer in China when exporting from UK; f) is related to an end-use or end-user is space/military(excluding NATO / S.Korea / Australia / Japan / N.Zealand / Israel); g) involves a company from prohibited countries located outside of their home countries; h) is related to any sensitive operation identified by TCO and EO. The form will be automatically sent to the Export Control & Sanctions Compliance team, the Group Compliance Officer and the GBU Empowered Official for approval before you can proceed.

ICAre Account_Risk_Country_Banner

Warning:

Country at Risk - please make sure a Compliance Statement (Appendix 11 of the Group Program) completed by the customer is sent to the Export Control & Sanctions Compliance team through mailbox: trade.control@syensqo.com.

Distributors - please make sure a Compliance Statement (Appendix 13 of the Group Program) completed by the Distributor is sent to the Export Control & Sanctions Compliance team through mailbox: trade.control@syensqo.com.

For a new projected activity please fill the Appendix 09 - Approval Request if the activity matches one of the following criteria: a) involves controlled Product, Technology, software and Services destined to a customer located in a country at risk / Distributor or has a change of delivery channel; b) concerns a sanctioned entity; c) is related to Russia/Belarus (import, export); d) is related to the development, manufacturing, test and assistance of computing and semiconductor products in China (including Hong Kong and Macau); e) involves to a new customer in China when exporting from UK; f) is related to an end-use or end-user is space/military(excluding NATO / S.Korea / Australia / Japan / N.Zealand / Israel); g) involves a company from prohibited countries located outside of their home countries; h) is related to any sensitive operation identified by TCO and EO. The form will be automatically sent to the Export Control & Sanctions Compliance team, the Group Compliance Officer and the GBU Empowered Official for approval before you can proceed.

7. Useful links

Project Folder

- 11169 Mapping Prospect Business partner
- 11169 SBS-FSD-GTS - Transfer Prospect from CRM Sales force.
- Hypercare Issues follow up
- Report to follow remaining screening issues
- Current Jira bug in CRM
- Link to