

TRAINING DOCUMENTATION

Tips of the week

MASTER DATA MANAGEMENT	
TRAINING DOCUMENT	INSTRUCTIONS
CUSTOMERS Customer Segmentation Implementation Playbook v2	SAP BASIC SETTINGS - SAP Basic Settings - USER PROFILE - Parameter ID - SU3
MATERIALS - Customer Material Info Record Creation- VD51 - CMIR transfer to new ship to's	CUSTOMERS - New Account conversion process - Customer Master Data Texts - Sales View Updates - Display/Search a Customer (VD03) - Customer Data cleansing in WP1
PRICING - Price Policy - SFDC ONE Quote Pricing process (CSR training) - Incoterm - Blockage for Manual Price - Display Price (VK13) - Rebates - Rebates management Best Practices - Closing rebate agreement without payment - Closing rebate Agreement with payment - Rebate creation 9001 9002 - Rebate creation 9003 9004 - Template Year End Rebate	MATERIALS - LINK MATERIAL TO A CUSTOMER (VD51-VD52-VD53) - SEARCH MATERIAL IN SAP (MM03) COMPLIANCE 2025 Training EMEA LTD - through GTS 2025 Training USMCA /KORUS - through GTS - Tax Exemption (NAM) - VAT exemption (France and Italy)

INVOICING / POST-INVOICING

ORDER MANAGEMENT	
TRAINING DOCUMENT	INSTRUCTIONS
- Document conformity - CSR - Samples Good practices (EMEA NAM) - NOV- WP1 - Order cancellation , modification or completion - WW - NOV -Express Delivery Management Procedure - WW - NOV- WP1 - Minimum Order Value and Minimum Order Quantity - WW - Return Process & SAP instructions - Novecare Return Request Form - CMC Sample Order Management - CMC Sample order (Europe / TS) - Direct Trading Third Party order - Available to promise - One time Customer - Usage and restrictions - Text Management	SALES ORDERS - FREE ORDERS (Samples & Free goods) - Consignment Stocks KB/KE - U.S. Goods Returned Procedure - DISPLAY THE LIST OF SALES ORDERS (VA05) - Stock consultation - CREATE A PACKING LIST - Order book follow up ZWOCR05 - Order cancellation - Reasons for Rejection - ATP easy one - MB51 - Searching for a sales order by Batch# - Delivery and Billing Blocks - WP1 Delivery blocks impacts
EXPORT ORDERS - Canadian Shipments Guide - BREXIT Guidelines - FCA proof of Receipt Process and Maintenance - TEMPLATE - List of orders - Attestation VAT - FCA proof of delivery - external use (make a copy) - Note CS letter customer proof of reception jan 2019 - Letter to customers EXW FCA FAS FOB contracts (make a copy)	TRADING - PURCHASING ORDER FOR TRADING ORDER - MIGO - NEGOCE SAP - When a Migo does not work - WorkCycle User Guide - Direct and Indirect Trading - Negoce Plants (EMEA)

SHIPMENT AND TRANSPORT

TRAINING DOCUMENT	INSTRUCTIONS
• Post-invoicing procedure • Template to request Post-Invoicing approval • elnvoice Italy_eDocument	• CREDIT/DEBIT NOTE CREATION • Search Credit Manager (FD33) • CREATE OR DISPLAY AN INVOICE OR PROFORMA (VF01-VF03) • How to create a PROFORMA invoice (for Payment in Advance and Brexit) • TAKING OUT A PROFORMA FROM SAP (VF02)

TRAINING DOCUMENT	INSTRUCTIONS
Logistic / Customer Service workshops (2023) • International Trade Basics • PO Checking / Shipping Condition • Reading Shipping docs, instructions, Texts mgt, • Freight Forwarders tools • Routes: definitions, roles & responsibilities • Orders shipping to Canada • Export to Middle-East, documentation requirements • Project 44 - shipment platform	• Display Shipment Document • Splitting a delivery • PACKING LIST • Auto Sending of COA

CONTROLS
• Open Order Report - ZWOCR05 • For Analytics • Shipped Not Billed - ZWOC78A

USEFUL
• CSR activity checklist • CS Document Printing HandBook • ACRONYMS AND ABBREVIATIONS • MWST error • CI+Q - Intro Newcomers - Lisbon SC • Training Agenda

OTHER TOOLS	
DYNASYS • Novecare - Adv FPS - Sales Manager Administration	SAP Manager • IS_GRC_Manager_Validation_in_CUP
GOOGLE • Chromebook user manual • GNow	Electronic Orders • ESKER Training • Solvay@eCommerce - SAP user guide • Solvay eBusiness Solutions 2021 • Solvay eCommerce - User Creation
Service One Tickets • Service One Link • How to request access to CRM, Qlikview & QlikSense dashboards	CRM Sales Force • Link to the documents