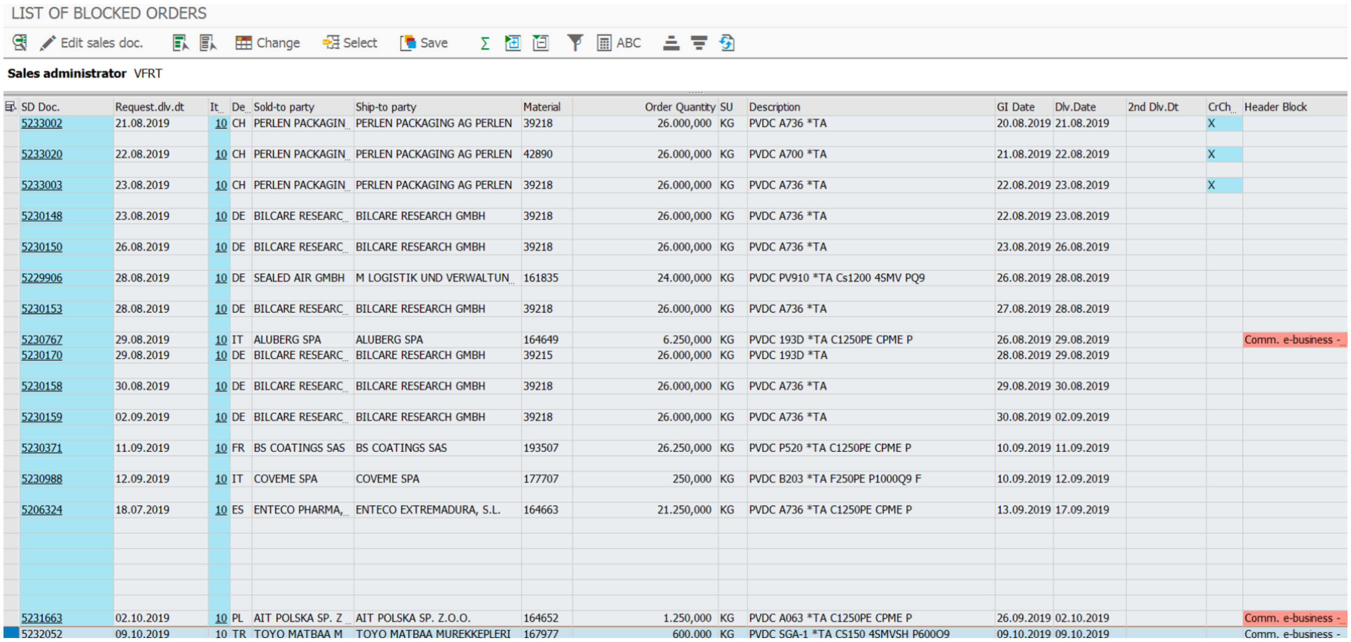
2. Processing Orders in PF1

All orders from the webshop are transferred to SAP in a blocked status (Header Level - CE block).

1. CSR to run transaction **ZPVD inPF1**
   Note: make sure the CSR list does not exclude the Comm. e-business block



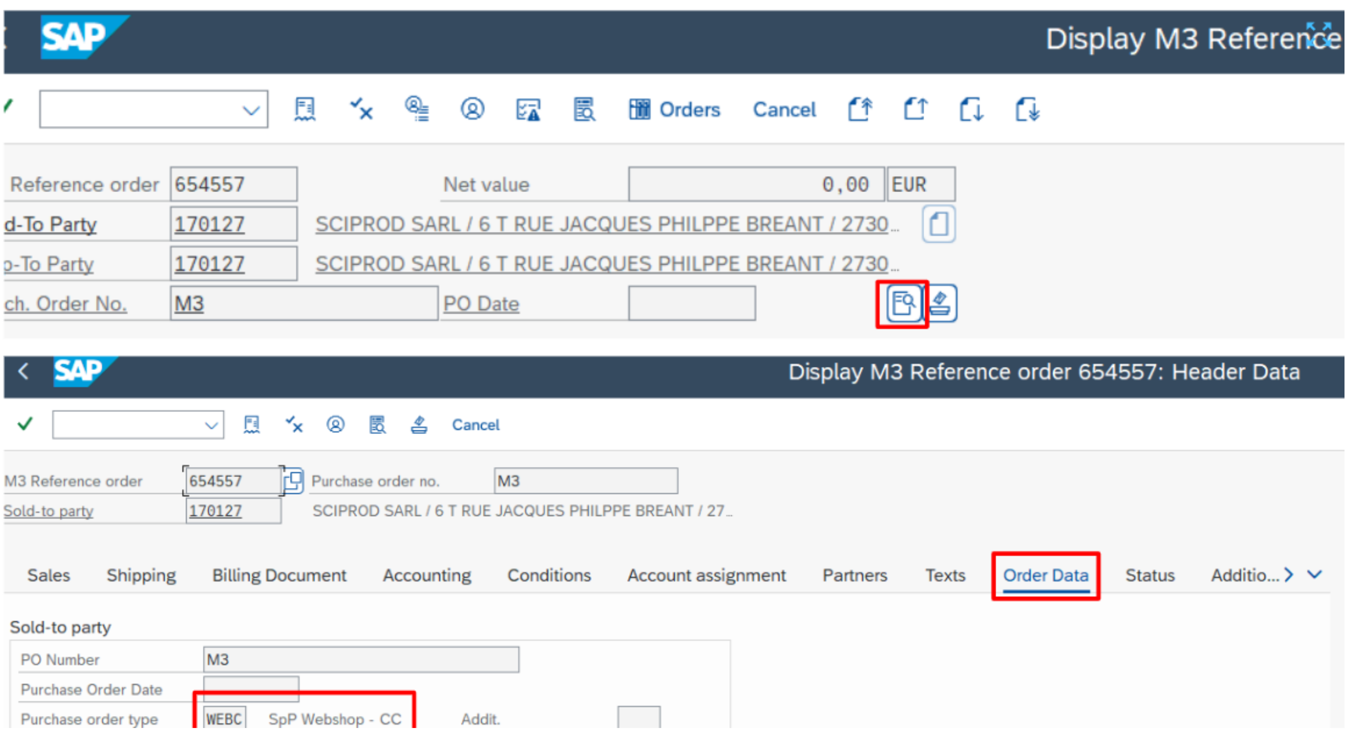
LIST OF BLOCKED ORDERS

Edit sales doc. Change Select Save ABC

Sales administrator VFRT

SD Doc.	Request.dlv.dt	It_	De_	Sold-to party	Ship-to party	Material	Order Quantity	SU	Description	GI Date	Dlv.Date	2nd Dlv.Dt	CrCh_	Header Block
5233002	21.08.2019	10	CH	PERLEN PACKAGIN_	PERLEN PACKAGING AG PERLEN	39218	26.000,000	KG	PVDC A736 *TA	20.08.2019	21.08.2019		X	
5233020	22.08.2019	10	CH	PERLEN PACKAGIN_	PERLEN PACKAGING AG PERLEN	42890	26.000,000	KG	PVDC A700 *TA	21.08.2019	22.08.2019		X	
5233003	23.08.2019	10	CH	PERLEN PACKAGIN_	PERLEN PACKAGING AG PERLEN	39218	26.000,000	KG	PVDC A736 *TA	22.08.2019	23.08.2019		X	
5230148	23.08.2019	10	DE	BILCARE RESEARC_	BILCARE RESEARCH GMBH	39218	26.000,000	KG	PVDC A736 *TA	22.08.2019	23.08.2019			
5230150	26.08.2019	10	DE	BILCARE RESEARC_	BILCARE RESEARCH GMBH	39218	26.000,000	KG	PVDC A736 *TA	23.08.2019	26.08.2019			
5229906	28.08.2019	10	DE	SEALED AIR GMBH	M LOGISTIK UND VERWALTUN_	161835	24.000,000	KG	PVDC PV910 *TA Cs1200 4SMV PQ9	26.08.2019	28.08.2019			
5230153	28.08.2019	10	DE	BILCARE RESEARC_	BILCARE RESEARCH GMBH	39218	26.000,000	KG	PVDC A736 *TA	27.08.2019	28.08.2019			
5230767	29.08.2019	10	IT	ALUBERG SPA	ALUBERG SPA	164649	6.250,000	KG	PVDC 193D *TA C1250PE CPME P	26.08.2019	29.08.2019			Comm. e-business -_
5230170	29.08.2019	10	DE	BILCARE RESEARC_	BILCARE RESEARCH GMBH	39215	26.000,000	KG	PVDC 193D *TA	28.08.2019	29.08.2019			
5230158	30.08.2019	10	DE	BILCARE RESEARC_	BILCARE RESEARCH GMBH	39218	26.000,000	KG	PVDC A736 *TA	29.08.2019	30.08.2019			
5230159	02.09.2019	10	DE	BILCARE RESEARC_	BILCARE RESEARCH GMBH	39218	26.000,000	KG	PVDC A736 *TA	30.08.2019	02.09.2019			
5230371	11.09.2019	10	FR	BS COATINGS SAS	BS COATINGS SAS	193507	26.250,000	KG	PVDC P520 *TA C1250PE CPME P	10.09.2019	11.09.2019			
5230988	12.09.2019	10	IT	COVEME SPA	COVEME SPA	177707	250,000	KG	PVDC B203 *TA F250PE P1000Q9 F	10.09.2019	12.09.2019			
5206324	18.07.2019	10	ES	ENTECO PHARMA,_	ENTECO EXTREMADURA, S.L.	164663	21.250,000	KG	PVDC A736 *TA C1250PE CPME P	13.09.2019	17.09.2019			
5231663	02.10.2019	10	PL	AIT POLSKA SP. Z_	AIT POLSKA SP. Z.O.O.	164652	1.250,000	KG	PVDC A063 *TA C1250PE CPME P	26.09.2019	02.10.2019			Comm. e-business -_
5232052	09.10.2019	10	TR	TOYO MATBAA M	TOYO MATBAA MUREKKEPLERI	167977	600.000	KG	PVDC SGA-1 *TA CS150 4SMVSH P600Q9	09.10.2019	09.10.2019			Comm. e-business -

2. Webshop order are tagged Header Data >>Tab Order Data >> Purchase Order Type : **WEBC** SpP Webshop CC



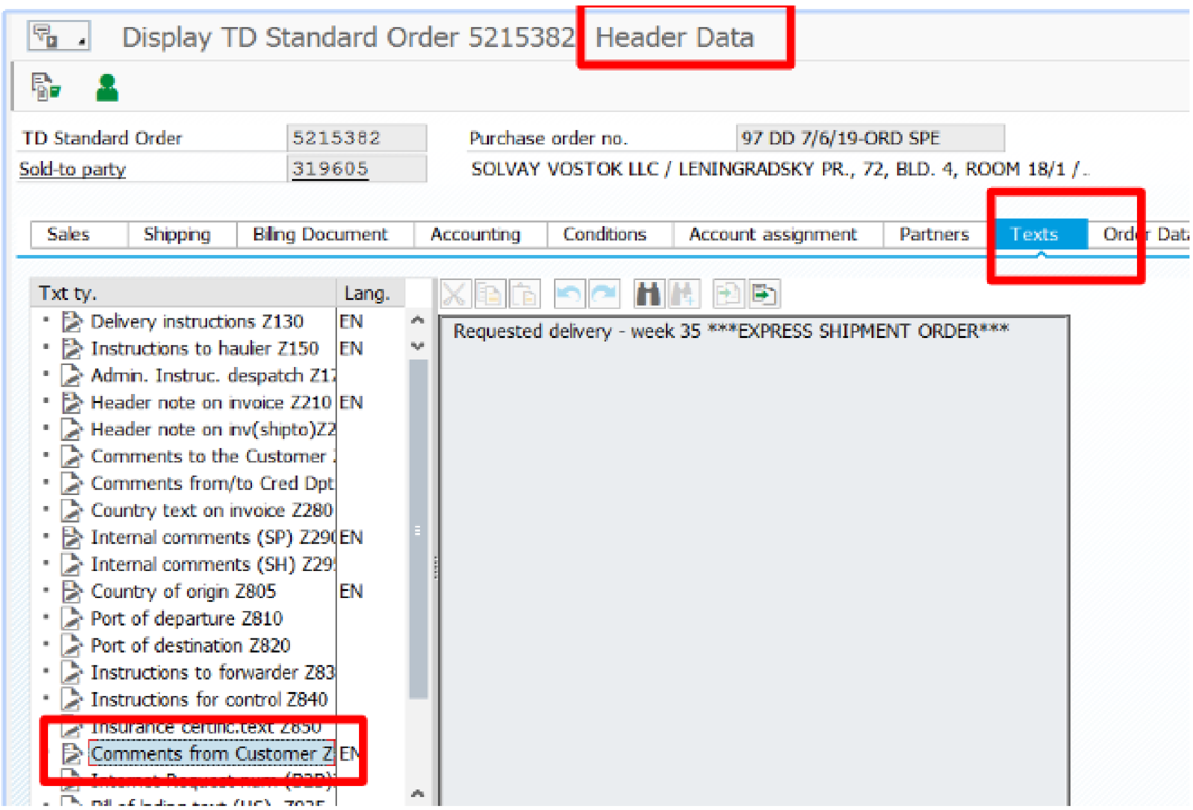
From there on, regular order mgmt process

At the time of the order entry the ZCAR output is automatically sent to the customer from SAP

Notes:

- Make sure the ZCAR output is set up for every targeted accounts
- The output is automatically sent to the email address the customer used to login into the webshop

1. Before unblocking an order, the CSR must check in sfdc if a PO was attached and if yes, they need to review that all info are matching
2. The CSR must also check if there are any internal comments from the note during the order entry



To make sure we do not miss a PO when the customer is adding an attachment, we developed the below functionalities:

1. a comment "attachment added to the order" will appear in the SAP comments from the customer (header level)
2. a case with the link to download the PO will be created automatically. The case is sent to the IDigital Help Desk GC & TW (and then dispatched to the CSR in charge of the account) - case queue tbc, I added you in copy of the email where i am checking the name of the queue