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0. Ticket Management

1. User Management

1.1. To whom is assigned the DFU (case of Sales Employee, Sales Assistant)?

- In DynaSys, create a new grid view in your starting workspace by selecting data fields "Active DFUs" and "View DFU" and by filtering with DFU reference (note: it is more precise to check by code) and by grouping with the correct Master Table (Sales Employee, Sales Assistant...).
  - If the person matches the information sent by the requester, it is OK.
  - If the person does not match the information sent by the requester, check imported information and if there is an override.
- In DynaSys, create a new grid view in your starting workspace by selecting all data fields in "Sales Employee - Material:Ship-to@DC" or "Sales Assistant - Material:Ship-to@DC" data tables in "Master Tables Update" model (depending on the role you're analyzing). All information are available: Sales Rep./CSR from Ship-to@DC (WP1), Account Manager/CCS from Product Group:Ship-to@BU (PF1)...
  - If there is an override, it means it is a manual input from the Demand Planner - he is responsible for deciding to remove it or not and to do it in Dynasys.
  - If there is information coming from WP1 and PF1, WP1 information has priority over PF1 information.
  - If the information from WP1/PF1/SFDC does not match the information sent by requester, check BW file.
- In BW Ship-to@DC or M3 file (found in AP21 folder in which there are all BW files), check by Code (note: it is more precise to check by code)
  - If information in BW file does not match DynaSys, check with Interface.
  - If information in BW file matches DynaSys, check in SAP Customer data or M3 Sales Orders.
- In SAP WP1, key in transaction code XD03 and check the following points:
  - key in the Ship-to code and click on "Customer's Sales Area";
  - select one by one the Sales Org. related to the correct Distribution Channel (note: DynaSys/BW does not manage multiple Sales Org., the rule is to take the one with more volume sales);

        - check latest changes on the data for "Sales Group/CSR" (note: information is updated in DynaSys on D+2 at the latest)
            - If information in SAP does not match BW, check with BW team.
            - If information in SAP matches BW (in general or for the Sales Org. with the highest volume sales), communicate to Demand Planners responsible so they check directly with SAP Admin. team and/or CSR.
- In SAP PF1, key in transaction code VA05N and check the following points:
    - key in the M3 code;
    - go to M3 "Details", "Sales" tab, and check the "Sales Account Manager/CCS Representative"
    - check latest changes on these data for (note: information is updated in DynaSys on D+2 at the latest)
        - If information in SAP does not match BW, check with BW team.
        - If information in SAP matches BW (in general or for a specific M3), communicate to Demand Planners responsible so they check directly with SAP Admin. team and/or CSR.

1.2. To whom is assigned the DFU (case of RKAM/GKAM)?

- In DynaSys, create a new grid view in your starting workspace by selecting data fields "Active DFUs" and "View DFU" and by filtering with DFU reference (note: it is more precise to check by code) and by grouping with the correct Master Table (Ship-to KA).
    - If DynaSys data matches the information sent by the requester, it is OK.
    - If DynaSys data does not match the information sent by the requester, check imported information (note: there is no possible override for Ship-to KA).

- In BW PrComShipto (found in AP21 folder in which there are all BW files), check by Code (note: it is more precise to check by code)
    - If information in BW file does not match DynaSys, check with Interface.
    - If information in BW file matches DynaSys, requester needs to check directly with Commercial Excellence (to update in GBR).

Note: only for Novecare, there are two notions Ship-to KA and Ship-to KA Adjusted according to the following rules:

- If Ship-to KA <> Decicision Various, Ship-to KA is taken.
- If Ship-to KA = Decicision Various, Ship-to is taken.

1.3. To whom is assigned the DFU (case of RMD, S&OP/Demand Planners)?

- In DynaSys, create a new grid view in your starting workspace by selecting data fields "Active DFUs" and "View DFU" and by filtering with DFU reference (note: it is more precise to check by code) and by grouping with the correct Master Table (S&OP Leader, Market, BfC BU...).
    - If DynaSys data matches the information sent by the requester, it is OK.
    - If DynaSys data does not match the information sent by the requester, check imported information and if there is an override only for S&OP leader and BfC Market.

- Case of S&OP Planner: In DynaSys, create a new grid view in your starting workspace by selecting all data fields in "S&OP Planner - Material:ShipTo@BU" data table under User Scope Management user model. All information are available: S&OP Planner by type of flow, adjusted...
    - If there is an override, it means it is a manual input from the Demand Planner - he is responsible for deciding to remove it or not and to do it in Dynasys.
    - If there is no override, it means regular rules apply based on type of flows and/or BfC Market.
- Case of Market/BfC: In DynaSys, create a new grid view in your starting workspace by selecting all data fields in "Material:ShipTo@DC | BfC Market" data table under Master Data Update user model. All information are available: BfC Market from WP1 and PF1...
    - If there is an override, it means it is a manual input from the Demand Planner - he is responsible for deciding to remove it or not and to do it in Dynasys.
    - If there is no override, it means regular rules apply based SAP Structure.

2. DFU Management

2.1. How to check if a Material is not in DynaSys?

- In DynaSys, open the Master Table "Material" and find by Code, Name or Short Name (note: it is more precise to check by code):
    - If Material is in the Master Table, check related conditions (active, planned...) and related users' views as it might be related to screen design.
    - If Material is not in the Master Table, check BW Material file.

- In BW Material file (found in AP21 folder in which there are all BW files), check by Code or Name (note: it is more precise to check by code):
    - If Material is in the file, it will be imported in DynaSys on the next weekly Static Batch on Saturday.
    - If Material is not in a file, check in SAP Material Master data.
- In SAP, key in transaction code MM03 and check the following points:
    - Basic, MRP, Costing and Accounting views must be created;
    - Related plant and BU must be included in our BW filter.

Note: all materials are imported in DynaSys as long they are included in our filters (related plants and BUs).

2.2. How to check if a Ship-to is not in DynaSys?

- In DynaSys, open the Master Table "Ship-to" and find by Code, Name or Short Name (note: it is more precise to check by code):

    - If Ship-to is in the Master Table, check related conditions (active, planned...) and related users' views as it might be related to screen design.
    - If Ship-to is not in the Master Table, check BW Ship-to file.

- In BW Ship-to file (found in AP21 folder in which there are all BW files), check by Code or Name (note: it is more precise to check by code):
    - If Ship-to is in the file, it will be imported in DynaSys on the next daily Static Batch.
    - If Ship-to is not in a file, check in SAP Sales Order data.
- In SAP, key in transaction code VA05N and filter by Ship-to only:
    - If there is no result, it means there is no SAP Sales Orders for this ship-to so it won't appear in DynaSys.
    - If there is a result, it means there is at least one SAP Sales Orders for this ship-to so it will appear in DynaSys.

Note: only ship-tos inputted on SAP Sales Orders are imported in DynaSys.

2.2.1 How to add a site in DynaSys?

- If the site does not yet exist in dynasys (check master table) and BW files you have to:
    - Ask the team interface to add this site in their export filter.
    - In DP1 TS and AP: you need in the view "Master Tables update | GBU site - Main production site" and "Master Tables update | GBU site - Main shipping site" ticked the corresponding site so that it appears in the view of the users.

2.3. How to check if a DFU is not in DynaSys?

- In DynaSys, open the Master Table "Material:Ship-to@DC" and find by Code, Name or Short Name (note: it is more precise to check by code):
    - If Material:Ship-to@DC is in the Master Table, check related conditions (active, planned...) and related users' views as it might be related to screen design.
    - If Material:Ship-to@DC is not in the Master Table, check BW DFU file.
- In BW DFU file (found in AP21 folder in which there are all BW files), check by Code or Name (note: it is more precise to check by code):
    - If Material:Ship-to@DC is in the file, it will be imported in DynaSys on the next daily Static Batch.
    - If Material:Ship-to@DC is not in a file, check in SAP Sales Order data.
- In SAP, key in transaction code VA05N and filter by Material and Ship-to and Distribution Channel only:
    - If there is no result, it means there is no SAP Sales Orders for this Material:Ship-to@DC so it won't appear in DynaSys.
    - If there is a result, it means there is at least one SAP Sales Orders for this Material:Ship-to@DC so it should appear in DynaSys.
- In each SAP Sales Order, check the following points:
    - Blocked scheduled lines: some blocks exclude DFUs to be imported.
    - Reason for rejection: some reasons (related to Customer) exclude DFUs to be imported.
    - Related plant: it must be included in our BW filter.
    - SAP Sales Order changes: some changes can include DFUs (before, they might be excluded based on above reasons).

2.4. How to check how a DFU is managed in DynaSys?

- In DynaSys, create a new grid view in your starting workspace by selecting data fields "Active DFUs" and "View DFU" and by filtering with DFU reference (note: it is more precise to check by code)
    - If both data fields are ticked, it means that DFU is existing, active and planned: assignments and/or screen design need to be reviewed.
    - If only "Active DFUs" data field is ticked, it means that DFU is existing, active but replaced: supersessions set-up need to be reviewed.
    - If both data fields are not ticked, it means that DFU is existing but deactivated ("Deactivate DFUs" data field is ticked): re-activation might be the solution.

Note: the fourth situation (where only "View DFU" is ticked) is not technically possible.

2.5. How to check Supersessions set-up?

- In DynaSys, go to Supersession User Model, Configuration Data data table and open a record view with "Substituted Reference" and "Substituted Reference Final" in query mode.
- Filter with your DFU reference on Item/Material:Ship-to@DC if this is the "new" DFU or on Substituted Item if this is the "old" DFU.
- The created view gives what is/are the related DFU references:
    - If both data fields are ticked, it means the supersession goes through and results will/are visible.
    - If only "Substituted Reference" data field is ticked, it means the supersession does not go through and results will/are not visible.

Note: If both data fields are not ticked, it won't appear in the view and so it means there is no supersession set-up.

2.6. How to check Supersessions which are set-up but not going through?

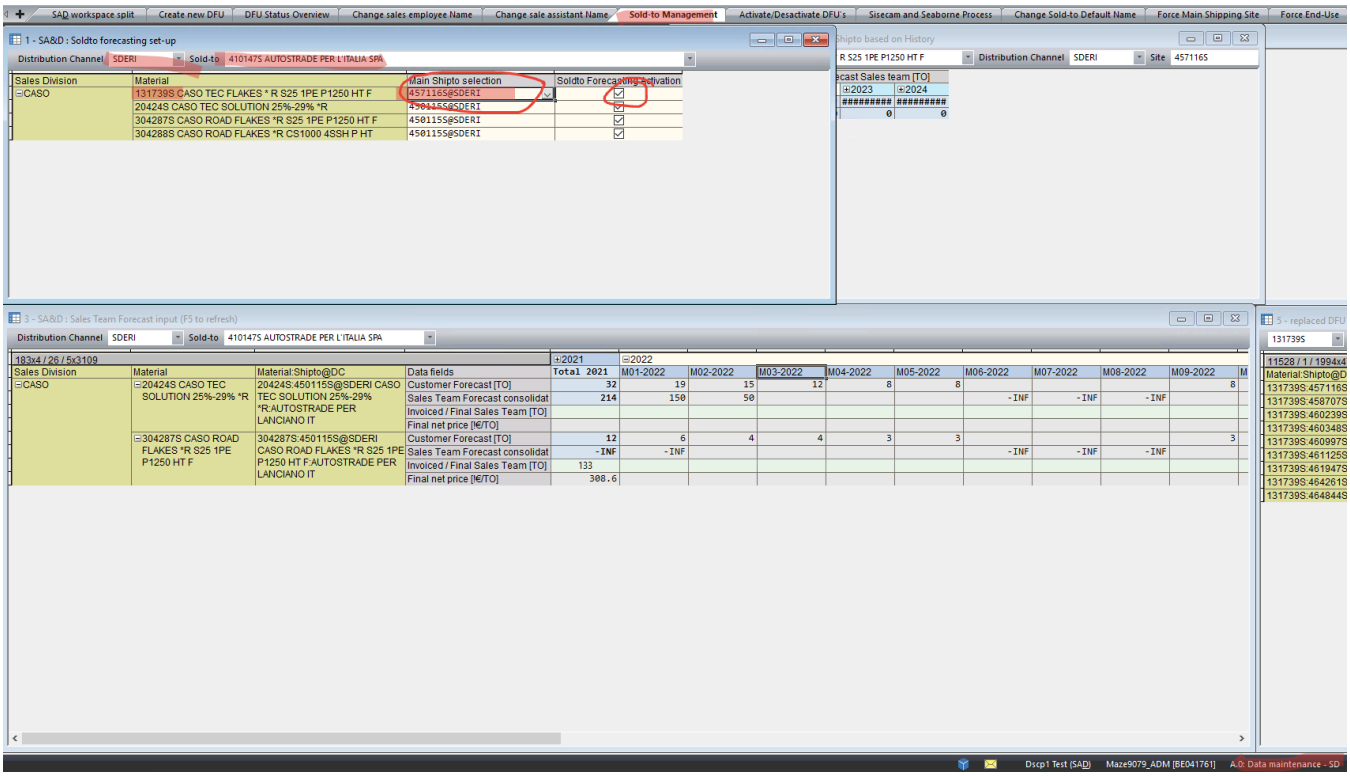
- In DynaSys, go to Supersession User Model, Technical Data data table and open a record view with "Wrong Supersession from N to 1".
- Filter with your DFU reference on Item/Material:Ship-to@DC if this is the "new" DFU or on Substituted Item if this is the "old" DFU (note: you can also open the view without any filter).
- Set-up dimensions order with first Old DFU and then New DFU to highlight supersessions which are not meeting the golden rules.
- The created view gives what is/are the related DFU references for wrong supersessions:
    - from 1 old DFU to N new DFU;
    - from 1 old DFU A to 1 new DFU A (auto-supersession);
    - from 1 old DFU A to 1 new DFU B and from 1 old DFU B to 1 new DFU A (loop supersession).

2.7. How to cancel a supersession?

- Demand Planners are responsible for setting-up and for cancelling supersessions: we can give them the procedure but we won't do it for them unless they give us a precise request.
- Untick the "Substituted Reference" data field, usually in the Life Cycle workspace: one by one or with the Mass Supersession view.

2.8. How to set-up a forecast for a sold-to

- This is a set-up done by the users in the Workspace A0 Data maintenance / tab sold to management. They have to select the main shipto and tick the activation of sold-to forecasting.
- In our side you can direclty check if a DFU is forecasted as a sold in the Data Field, "Filter for DFUs".



2.9. Steps to follow for deactivating a DFU

- First step is to check if the DFUs have a forecast.
- If there is a forecast, you should inform the user in order to know if it is okay to deactivate them or not. The user should be aware that if the DFUs are deactivated, all the data related to them is lost.
- Once you have the confirmation from the user, you can deactivate the DFUs.

3. Data Management (Import/Export)

3.1. How to check BfC Market assignment?

- In DynaSys, create a new grid view in your starting workspace by selecting data fields "Active DFUs" and "View DFU" and by filtering with DFU reference (note: it is more precise to check by code) and by grouping with the correct Master Table (BfCMarket, BfC BU...).
    - If DynaSys data matches the information sent by the requester, it is OK.
    - If DynaSys data does not match the information sent by the requester, check imported information and if there is an override only for S&OP leader and BfC Market.

- In DynaSys, create a new grid view in your starting workspace by selecting all data fields in "Material:ShipTo@DC | BfC Market" data table under Master Data Update user model. All information are available: BfC Market from WP1 and PF1...
    - If there is an override, it means it is a manual input from the Demand Planner - he is responsible for deciding to remove it or not and to do it in Dynasys.
    - If there is no override, it means regular rules apply based SAP Structure (Division x DC for WP1 has priority over Material x MSS for PF1 in DynaSys).
- In SAP WP1, key in transaction code MM03 and check the following points:
    - key in the Material code and click on "Basic Data 1";
    - check the Division;

        - If information in SAP does not match DynaSys, information will be updated on next Static batch.
        - If information in SAP matches DynaSys, requester needs to contact Controlling Team to check/update directly in SAP.
- In SAP PF1, key in transaction code MM03 and check the following points:
    - key in the Material code and click on "Accounting 1";
    - check the Profit Center;
        - If information in SAP does not match DynaSys, information will be updated on next Static batch.
        - If information in SAP matches DynaSys, requester needs to contact Controlling Team to check/update Profit Center directly in SAP or to force the Main Shipping Site in DynaSys.

3.2. Tickets for Customer Account Change in SAP

- For a shipto, the customer account needs to be changed:
  - In this case, the first step is to change the Customer Account in SAP; the user should raise a ticket to SAP on the category "Customer Sales view data- Update (Single/Mass)" by using the link https://solvay-dwp.onbmc.com/dwp/app/#/itemprofile/1577. The main contact for account change is the Data Steward for each GBU.
  - Once the change is completed in SAP, the Customer Account is updated in Dynasys automatically. If the new customer account is an existing Sales Rep. in Dynasys, we do not need to take any action.

- A sales representative is being replaced by another sales representative:
  - In this case, the first step is again to change the Customer Account in SAP; the user should raise a ticket to SAP on the category "Customer Sales view data- Update (Single/Mass)" by using the link https://solvay-dwp.onbmc.com/dwp/app/#/itemprofile/1577. The main contact for account change is the Data Steward for each GBU.
  - The creation of the new sales rep should be completed in Dynasys.
  - Once the SAP accounts are assigned to the new Sales Rep, and the Sales Rep is created in Dynasys, the request is completed.
  - It is important to check the overridden DFUs on the previous Sales Rep, and move them to the new Sales Rep. This step can be confirmed with the requester.

***Sales View in SAP is managed by Data Management in Lisbon only for TS. Most of other GBUs - it is done by Customer Service Representatives.

- Data Steward for each GBU:

Aroma	vincent.toussaint@solvay.com
Novecare	YOOMI.KIM@solvay.com
Speciality Polymer	james.flock@solvay.com
Technology Solutions	evita.markus@solvay.com
Composite Materials	natacha.prenen@solvay.com
Oil & Gas	camila.guimaraes2@solvay.com

4. Screen Design

4.1 How to correct a User Model data field that doesn't reflect the correct total within a grid view ?

Note : This behaviour is due to the different conditions applied on the models used in the view.

Example : INC000000687091, in F01C data table, the condition applied on Material:Shipto@DC is “Active DFUs”. Whereas, in the Import User Model, no filter is set.

The solution would be to create the same data fields on F01C level. Then, replace the Import User Model data fields by the newly created one in the view.

Resolution steps for this ticket.

5. Modelling

6. Specific Process By GBU

- Composite
- Novecare

[Composite GBU] How to copy the final forecast in budget fields

[Composite GBU] Copy Sales Team Forecast from one year to another for Forecast Account Managers

Create a view choosing the Sales Team Forecast Final data field (Main Data | Material x Forecast x Spec level data table).

In the Selection options, choose the appropriate years for the Horizon dimension. Group the Material:Forecast Customer@Spec Dimension by the Forecast Account Manager.

Main Data | Material x Forecast Customer x Spec level - Sales Team Forecast Final

Sales Team Forecast Final [UoM]

648 / 12 / 1		Horizon											
Forecast Account Manager	Material:F	M01-2022	M02-2022	M03-2022	M04-2022	M05-2022	M06-2022	M07-2022	M08-2022	M09-2022	M10-2022	M11-2022	M12-2022
⊟IT / RUSSO Giuliano	1001103B												
	1001950B												
	12991020												
	12991020												
	12991020												
	12991055												
	12991055												
	12991055												
	154518R:												
	154522R:												
	154522R:												
	154522R:	53		96							40		
	154527R:	10				10		20				20	
	154528R:			4		6		20		30		20	
	154528R:				10								
	154528R:												
	154528R:												
	154540R:								8			8	
	154542R:												
	154548R:												
	154550R:												
	154550R:												
	155380R:												
	155380R:						12						
	155398R:												
	155398R:			2 610							4 320		4 320
	155401R:												
	155401R:								5 000				
	155403R:												
	155403R:			7 920		5 940				7 500		5 000	
	155423R:												
	155430R:												
	155439R:												
	155439R:			23 940		8 640	56 070		28 080				
	155439R:												
	155440R:			4 860					4 860				
	155469R:												
	155488R:												
	155488R:												
	155492R:									2 160			
	155492R:							12 000		12 000		12 000	
	155492R:						1 620	1 620					
	155497R:				155								
	155512R:												
	155512R:									275			
	155513R:												
	155513R:												

Copy forecasts, paste into correct year in the Sales Team Forecast data field.

NOTE: Make sure units of measure are the same prior to copying.

Main Data | Material x Forecast Customer x Spec level - Sales Team Forecast

Sales Team Forecast [UoM]

648 / 12 / 1		Horizon											
Forecast Account Manager	Material:Forecast Customer@Spec	M01-2023	M02-2023	M03-2023	M04-2023	M05-2023	M06-2023	M07-2023	M08-2023	M09-2023	M10-2023	M11-2023	M12-2023
⊟IT / RUSSO Giuliano	1001103B:2074182R@DEFAULT SPEC												
	1001950B:2074178R@DEFAULT SPEC												
	12991020B:2074148R@DEFAULT SPEC												
	12991020B:2074178R@DEFAULT SPEC												
	12991020B:2074658R@DEFAULT SPEC												
	12991055B:2074148R@DEFAULT SPEC												
	12991055B:2074178R@DEFAULT SPEC												
	12991055B:2074658R@DEFAULT SPEC												
	154518R:2074178R@BMS_5-63												
	154522R:2074178R@199-05-001												
	154522R:2074178R@299-947-097												
	154522R:2074178R@DAIR3050												
	154527R:2073923R@IPS04-05-003-01			20				20			20		
	154528R:2074178R@AMS_3374												
	154528R:2074178R@ECS_7232												
	154528R:2074178R@IPS04-05-003-01												
	154528R:2074178R@SMS-116302												
	154540R:2074094R@CYTEC-751		3	3		8			8			8	
	154542R:2074658R@CYTEC-1459												
	154548R:2074148R@CYTEC-261												
	154550R:2074178R@CYTEC-777												
	154550R:2074178R@IPS10-02-001-02												
	155380R:2074178R@BMS_5-137												
	155380R:2074178R@BMS_5-89												
	155398R:2074178R@21-SS8612-TC2												
	155398R:2074178R@SS8612												
	155401R:2074178R@21-SS8612-TC2												
	155401R:2074178R@SS8612		3 200										
	155403R:2074178R@21-SS8612-TC2												
	155403R:2074178R@SS8612												
	155423R:2074178R@BMS_8-341												
	155430R:2074148R@HDSM_2021												
	155439R:2074148R@BMS_5-154												
	155439R:2074178R@BMS_5-154												
	155439R:2079111R@BMS_5-154												
	155440R:2074178R@BMS_5-154												
	155469R:2072649R@BMS_8-341												

Forecast Input MCZ Alert: NV03a Forecast input on MCZ level & NV03b Forecast input on DFU level

The Novecare sales reps. are using the workspace NV03a in order to input forecast on MCZ level. Whereas they do still have the possibility to input forecast on DFU level.
- In case, the total of Forecast on DFU level is not equal to the total on MCZ level => the cells are shown in RED
- Sales Reps. should go to the workspace NV03b in order to check the input on DFU level => and clean the DFU input ; or make sure that the total of forecast on the DFU level will be equal to the MCZ level.

!! Even if there is error, DFU input will be taken into consideration for the final sales team forecast

Alert: Sales Team Forecast in RED !!

Workspace : NV03a - Customer Group and DFU Forecast Input (ETA)

ALERT : Sales Forecast [KG] shown in RED means that there is also an input on DFU level => switch to the workspace NV03b to see the input on DFU level

NV03a - MCZ Forecast Input (ETA) (KG)

Total <Any level> | L BRANDS

Class 1,2,3	Commercial Product	Material	Data fields	M01-2024	M02-2024	M03-2024	M04-2024	M05-2024	M06-2024	M07-2024	M08-2024
1	ALKAMULS CRH 40	ALKAMULS CRH 40 200KG PLASTIC DRUM	Sales Forecast [KG]	74 871	48 384	75 156	77 722	67 344	57 548		
			Final forecast Sales team [KG]	44 800	44 800	44 800	44 800	44 800	57 548	67 400	73 000
	GEROPON CG-PC	GEROPON CG PC 2200LB TOTE	Sales Forecast [KG]	0	0	0	0	0	0	0	
			Final forecast Sales team [KG]	17 962	17 962	17 962	17 962	17 962			21 122
		GEROPON CG PC 450LB OHP DR	Sales Forecast [KG]	0	0	0	0	0	0	0	
			Final forecast Sales team [KG]								
		GEROPON CG PC BULK	Sales Forecast [KG]	226 796	226 796	151 542	151 542	151 542	151 542		
			Final forecast Sales team [KG]	226 796	226 796	151 542	151 542	151 542	151 542	165 599	165 599
	GEROPON EL NAB SPEC MB	GEROPON EL NAB SPEC MB BULK	Sales Forecast [KG]	776 889	481 416	706 081	530 399	459 618	510 296		

North America | Total <Any level> | L BRANDS | ALKAMULS CRH 40 | ALKAMULS CRH 40 200KG PLASTIC DRUM

4 / 34 / 5 x 135 x 20589 x 16727 x 2831	Horizon													
	2023												2024	2025
Data fields	M01-202	M02-2023	M03-2023	M04-2023	M05-2023	M06-2023	M07-2023	M08-2023	M09-2023	M10-2023	M11-2023	M12-2023	Total 2024	Total 2025
Gross History and Last Validated forecast (ETA) [KG]	34 400	44 000	28 000	61 600	70 400	59 200	52 800	93 603	69 600	80 600	64 800	48 000	670 755	334 007
Order Book (Requested Date - ETA) [KG]	34 400	44 000	28 000	61 600	70 400	59 200	52 800	93 603	69 600	80 600	64 800	48 000	61 600	
Sales Forecast [KG]	29 108	48 734	45 307	30 970	35 837	43 861	49 460	55 942	65 595	81 600	82 571	73 656	401 025	
Budget ETD [KG]	46 057	41 870	48 151	43 199	45 359	47 519	43 199	47 520	45 359	46 776	46 777	42 524	695 320	

Alert: Sales Team Forecast in RED !!

Workspace : NV03b - Customer Group and DFU Forecast Input (ETA)

On the workspace NV03b the input of MCZ level for January is 74 841; whereas Final Forecast Sales Team is 44 800 because sales team forecast is input on DFU level (shown in green on the screenshot). To remove the error, 2 options:

-Clean the Sales Team Forecast inputs on DFU level completely and the error will be removed, the MCZ input is considered
-Or, adjust the DFU inputs in order to have the same total as the MCZ level, the error will be removed

NV03b - MCZ & DFU Forecast Input (ETA) (KG)

Total <Any level> | L BRANDS

Class 1,2,3	Commercial Product	Material	Data fields	M01-2024	M02-2024	M03-2024	M04-2024	M05-2024	M06-2024	M07-20
1	ALKAMULS CRH 40	ALKAMULS CRH 40 200KG PLASTIC DRUM	Sales Forecast [KG]	74 871	48 384	75 156	77 722	67 344	57 548	
			Final forecast Sales team [KG]	44 800	44 800	44 800	44 800	44 800	57 548	67 4

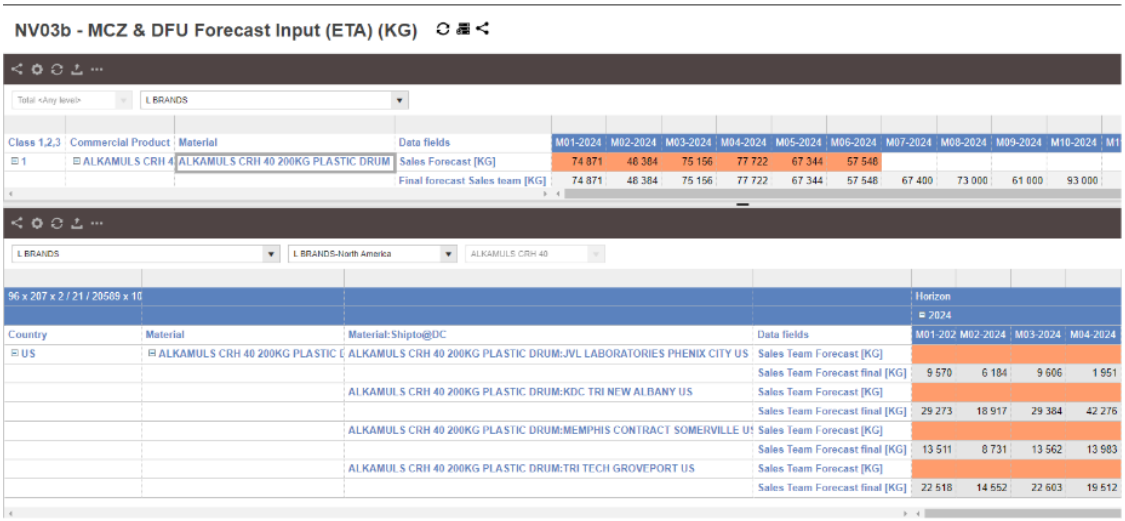
L BRANDS | L BRANDS-North America | ALKAMULS CRH 40

96 x 207 x 2 / 21 / 20589 x 103 x 1727				Horizon			
				2024			
Country	Material	Material:Shipto@DC	Data fields	M01-2024	M02-2024	M03-2024	M04-20
US	ALKAMULS CRH 40 200KG PLASTIC DRUM	ALKAMULS CRH 40 200KG PLA	Sales Team Forecast [KG]	0	0	0	
			Sales Team Forecast final [KG]	0	0	0	
		ALKAMULS CRH 40 200KG PLA	Sales Team Forecast [KG]	35 200	35 200	35 200	35 2
			Sales Team Forecast final [KG]	35 200	35 200	35 200	35 2
		ALKAMULS CRH 40 200KG PLA	Sales Team Forecast [KG]	9 600	9 600	9 600	9 6
			Sales Team Forecast final [KG]	9 600	9 600	9 600	9 6
		ALKAMULS CRH 40 200KG PLA	Sales Team Forecast [KG]	0	0	0	
			Sales Team Forecast final [KG]	0	0	0	

Alert: Sales Team Forecast in RED !!

Workspace : NV03b - Customer Group and DFU Forecast Input (ETA)

Once the DFU inputs are cleaned up on DFU level; the alert will be removed ;
Sales Team forecast = final forecast sales team

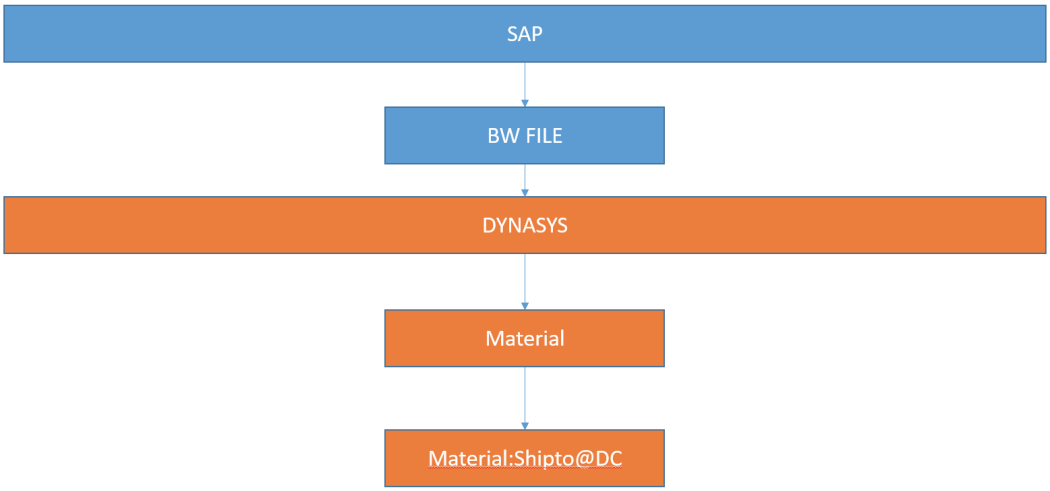


Here is the training document for Sales Rep. and the alert is explained on the page 50, 51, 52

7. Others

How to check why a Material is not in DynaSys ? - OK

Material import in Dynasys



Check if the material is in the BW file: DYS_BW_Material

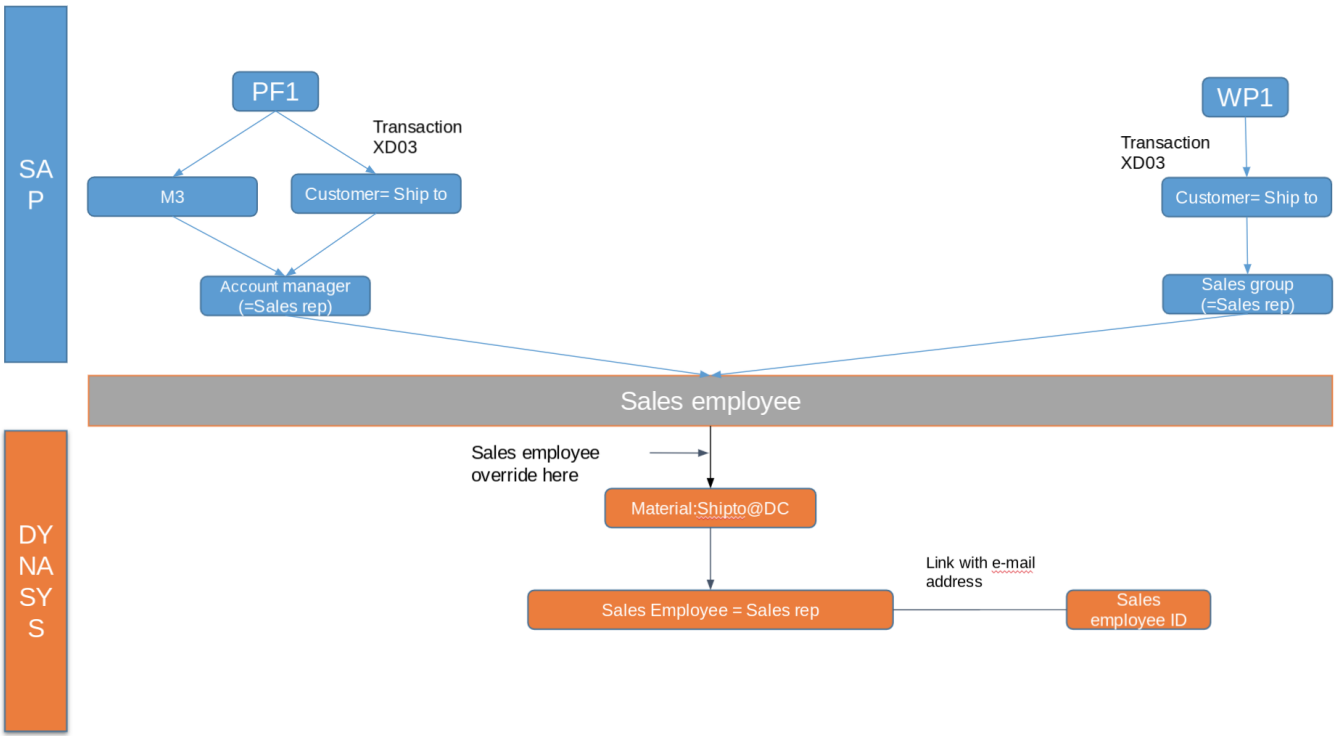
If yes: Ask to the interface team to run a static batch week end

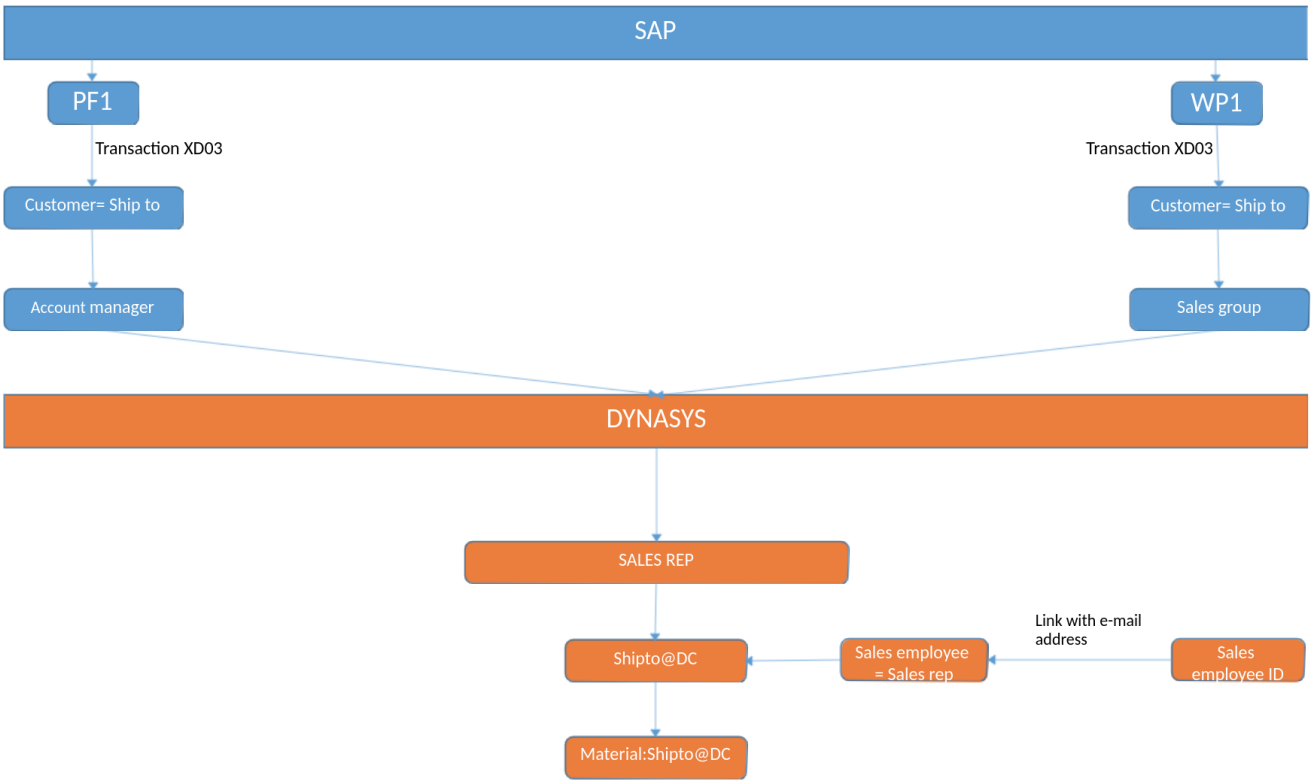
N.B: Material is created only every week at the week end

If no: you'll have to raise a ticket to BW team

How to check why a Sales Employee is not consistent with the Sales Group in SAP WP1 ? - TBC

Sales rep import from SAP to Dynasys





Extract the sales employee and the sales employe ID of the DFU and compare the Sales group/account manager in SAP

1- If there are not the sames, we need to check if there is a sales employee override :

Create a view using all data fields from the Material@Shipto@DC level |Sales Employee data table in the Master Table Updates user model. Pay special attention to the Sales Employee data field and the Sales Employee Override data field.

2- If there are the sames, 2 options:

- Ask the S&OP planner if he/she wants to keep the data in SAP but do the override in Dynasys
- Ask to the S&OP planner if he/she wants to change the data in SAP. In that case, it will change automatically in Dynasys after 2 days

The person in charge in SAP is the customer service

Material does not display the right name - TBC

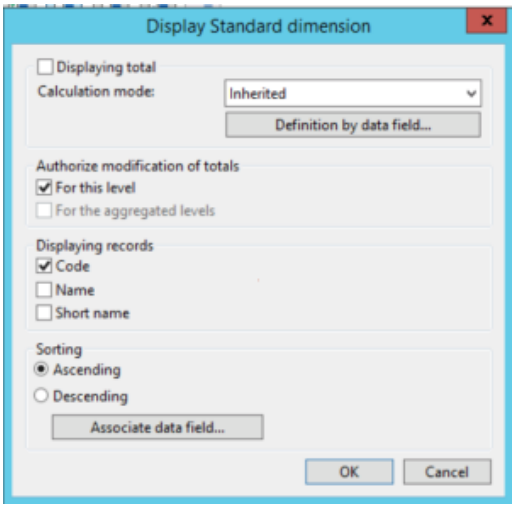
example:

In Dynasys, for each Item, we have description (sap name) and short description

the short description of shipto is: first 2 words of the SAP name + city name + country code

You could choose between the description or the short description with the filter

Choose name or short name



How to display BW file - TBC

Click on the data field

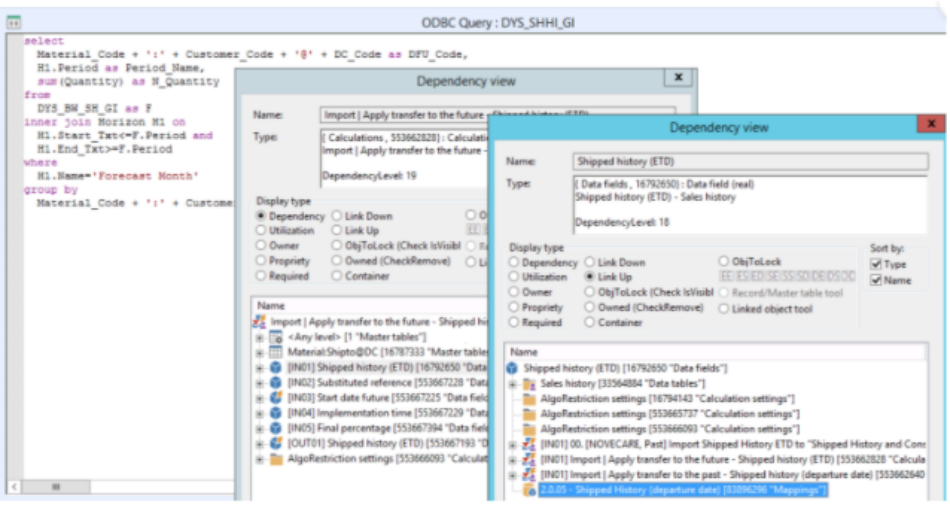
Open dependency view

Click on utilization

Find the "IN" data field and click on it

Click on the menu Link up

Right click on the line with 2.05. > DISPLAY text



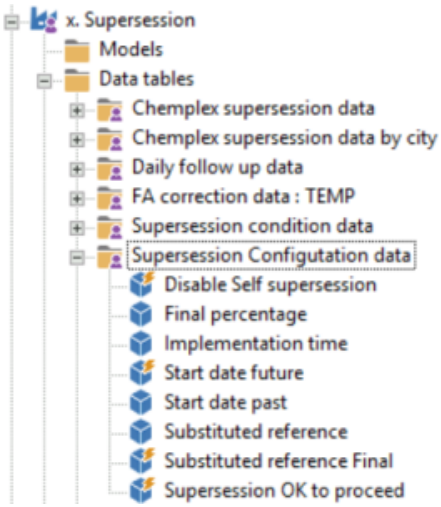
How to check if a supersession was not done yet - OK

Golden rules for supersession:

- set supersession from 1 DFU to 1 DFU
- set supersession from N DFUs to 1 DFU
- **NO** supersession from 1 DFU to N DFUs

First step:

You need to check the datas field **Substituted reference** and **Substituted reference final** from the user model **Supersession**



Substituted item= Old DFU

Material:Shipto@DC= New DFU

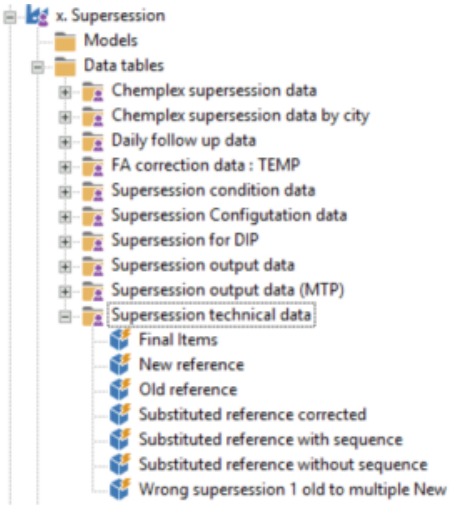
x. Supersession

1x44550 / 1		Data fields	
Material:Shipto@DC	Substituted item	Substituted reference	Substituted reference Final
304144S:410428S@CHFLO	304144S:457450S@CHFLO	☑	☐

In this example, it means that The "Substituted Reference Final" data field is the final output which is taken into account to apply supersession in data fields.

Second step:

You need to check if there was an issue with the supersession by checking the data filed: **Wrong supersession 1 old to multiple New**



In this example, we can see the the data field it is ticked and also that there was a supersession from 1 DFU to N DFUs.

However, it is not the best pratice.

In that case, the user needs to cancel the supersessions with the workspace Life cycle and uniticked the data field **Substituted reference:**

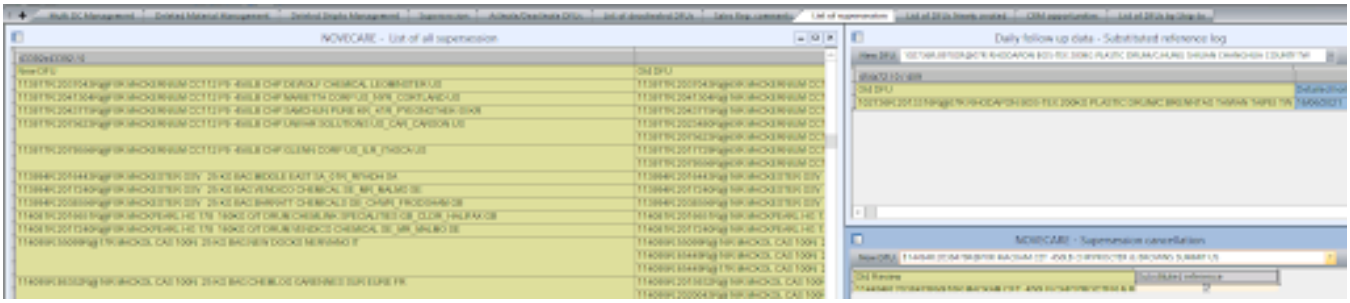
After 1 day, the user can do another supersession

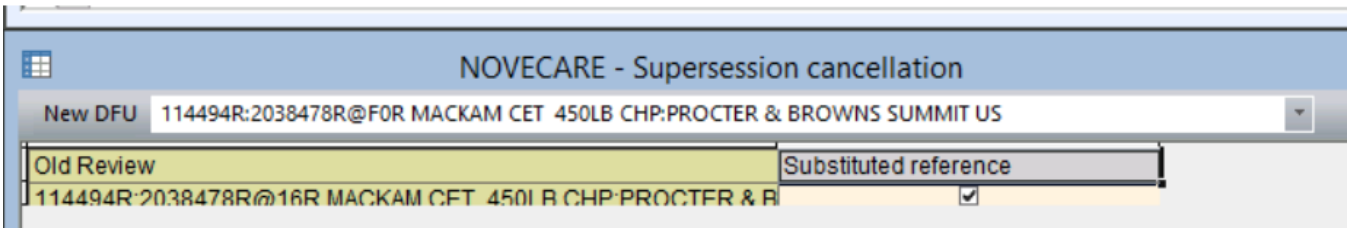
How to cancel a supersession - OK

Novecare process

Use the workspace Life cycle

Go to the grid view List of supersession





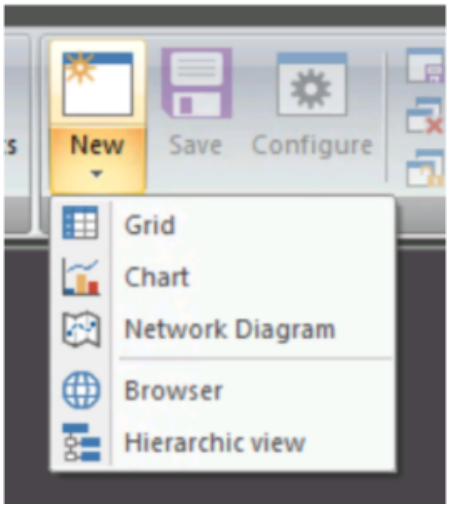
The user can't see his forecast - TBC

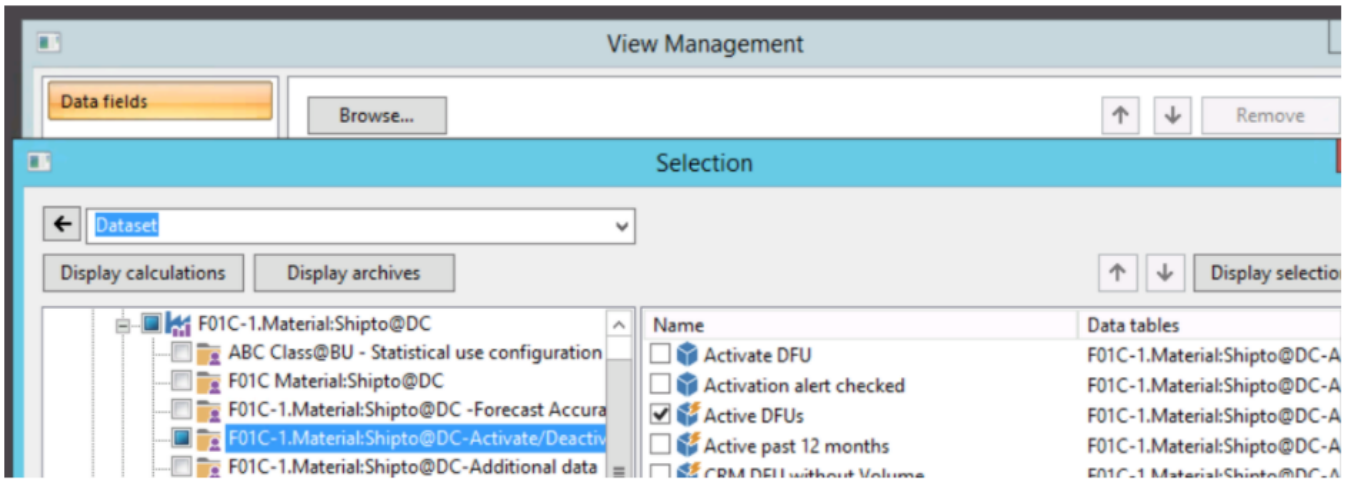
When analyzing a DFU issue start with the following:

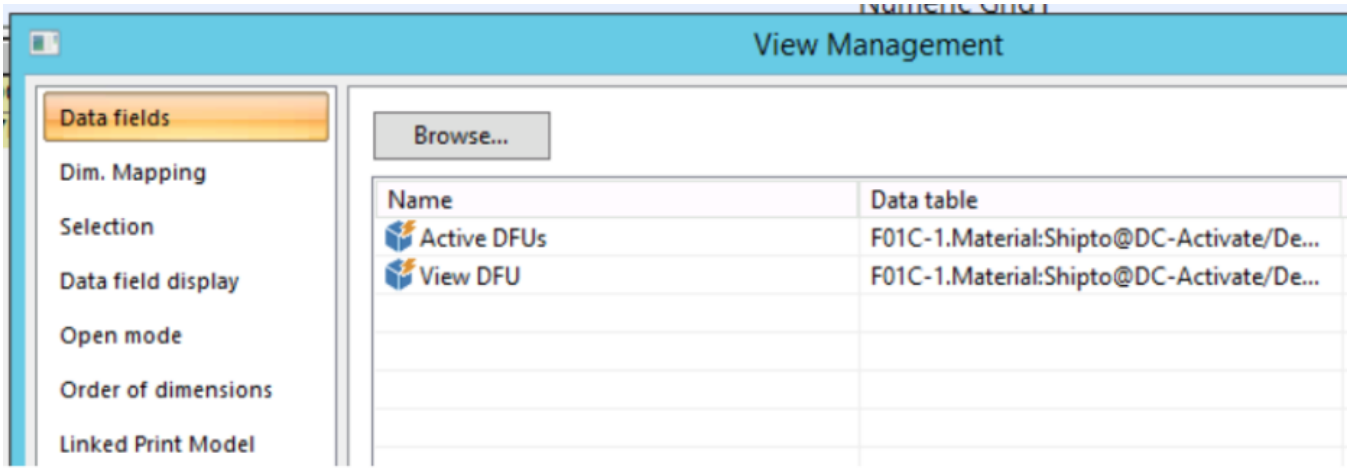
1. Check Active / Not Active / Planned
2. Check the person responsible for the DFU
3. Check if there was a supersession

1- Check if the DFUs are activated / deactivated

- Create grid view: Click on New => Grid

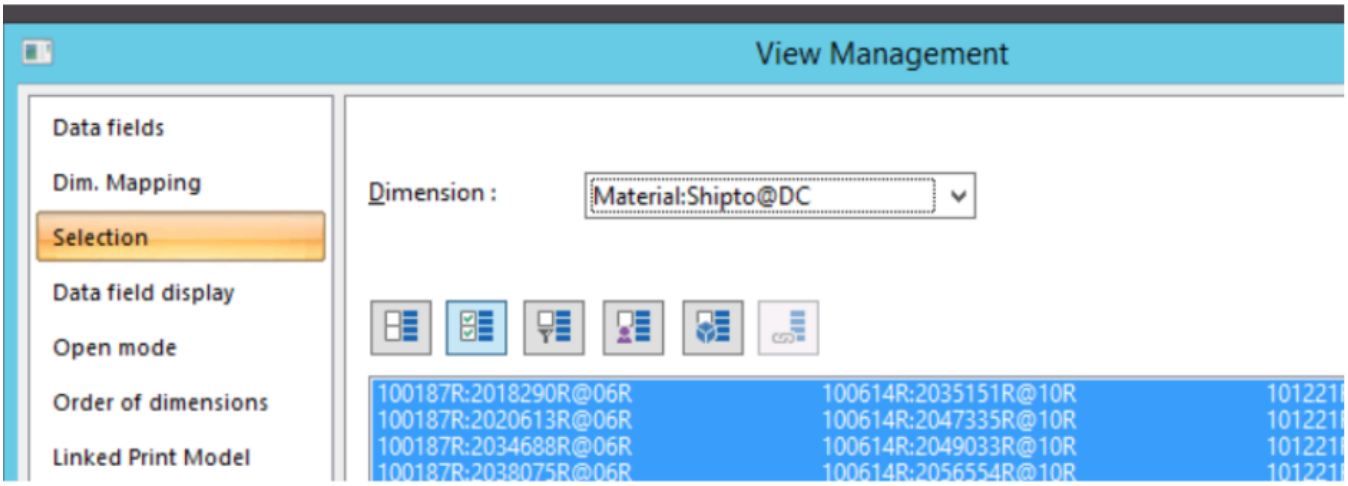






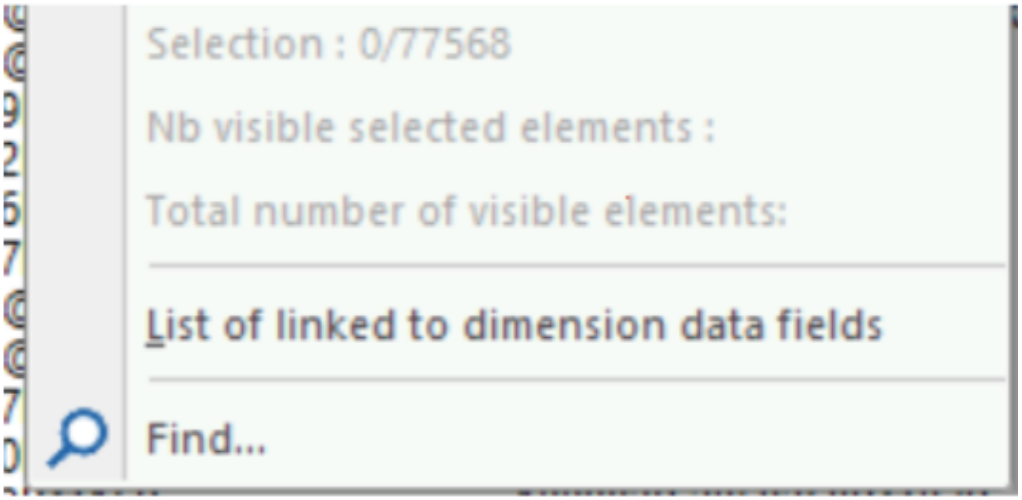
Click on Selection

- In the field Dimension, choose Material: Shipto@DC

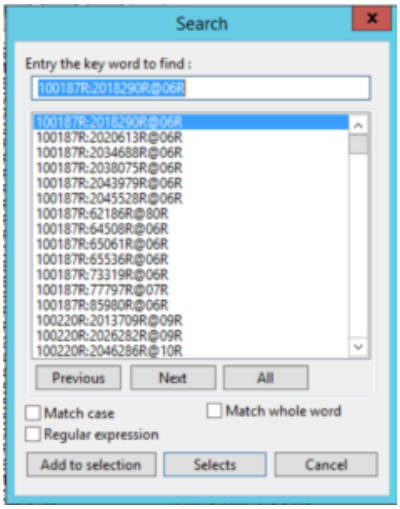


- Deselect all DFU with this icon

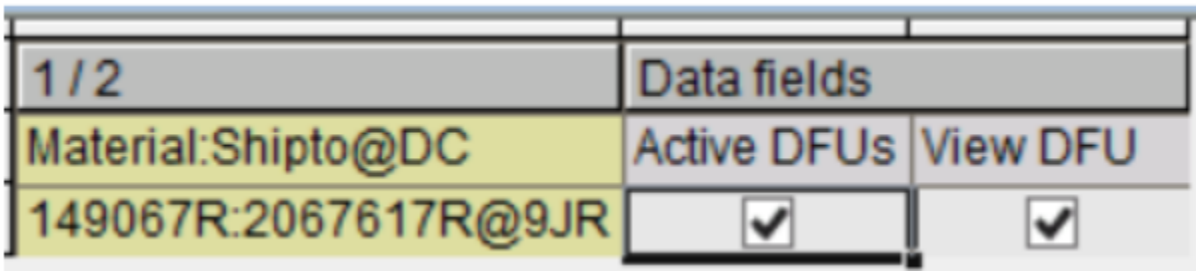
- Right click and, find



- Enter your dfu



Result=

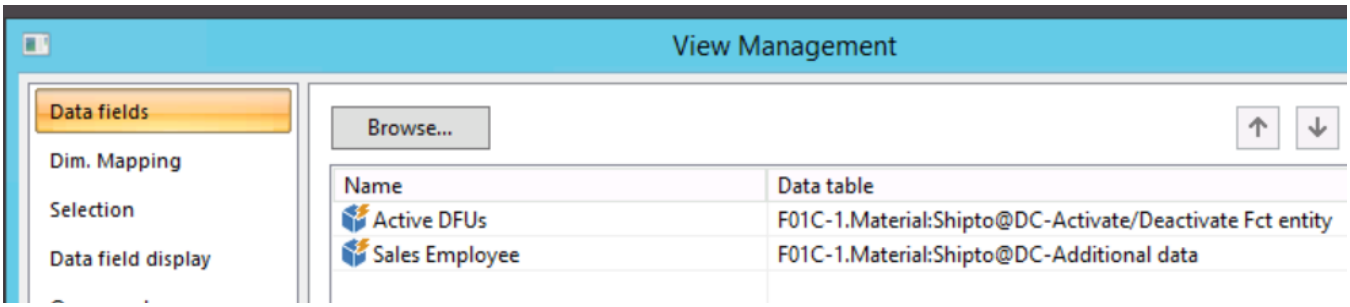


Case	Active	View DFU	Résult
1	x	x	Active + Planned
2	x		Active + Non planned
3			Deactivated + Non planned

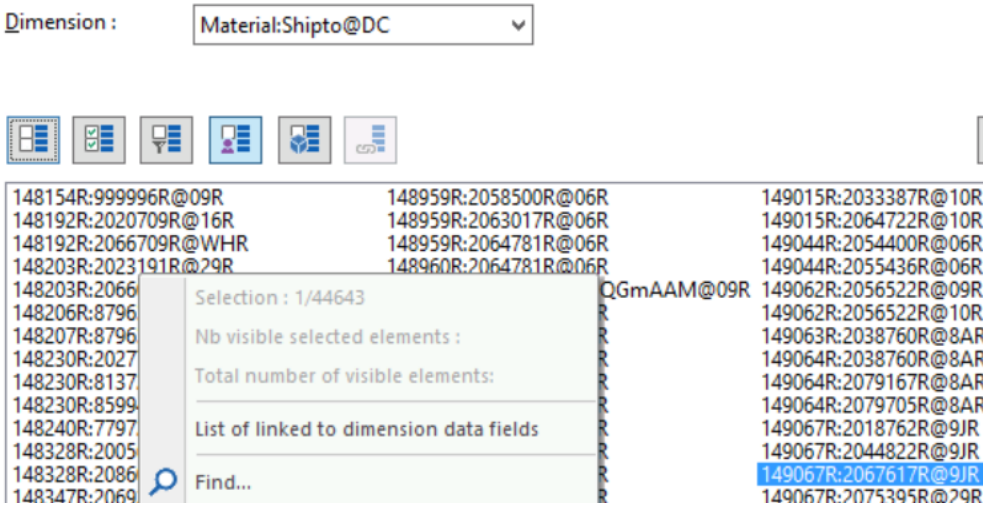
If you have the case 2 and 3 , there was probably a supersession

2- Ch

Create a grid view with the data fields Active DFU and Sales employee

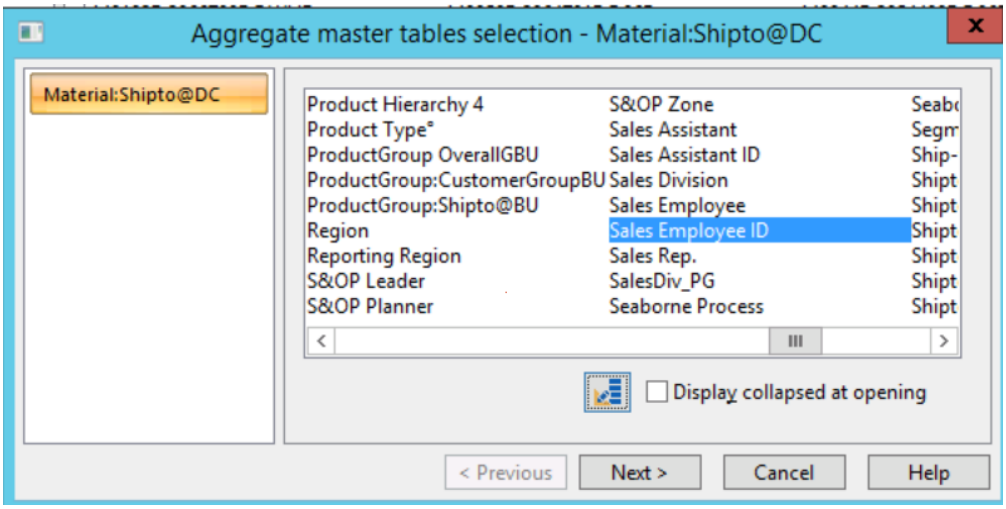


Select the DFU you want to analyse with the dimension Material:Shipto@DC



With icon Group by

Select the filter sales employee ID (if you want to know the sales rep responsible) or S&OP planner (if you want to know the S&OP responsible)



N.B: You can mange the display with this icon

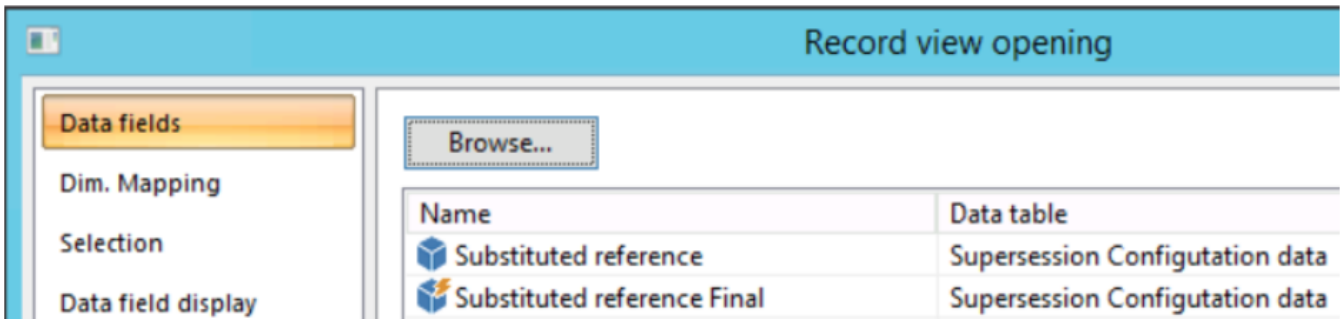
Result

In this example, the sales rep for the DFU is Andrew Sics

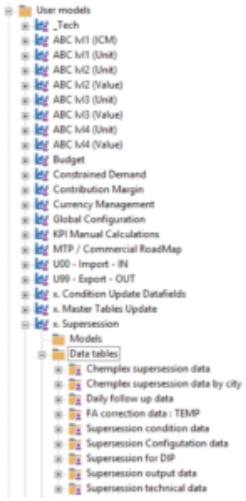
2 / 2	Material:Shipto@DC	
	andrew.sics@solvay.com SICS Andrew	
Data fields	149067R:2067617R@9JR	Total andrew.sics@solvay.com SICS Andrew
Active DFUs	☑	☑
Sales Employee	andrew.sics@solvay.com	andrew.sics@solvay.com

3- Check if there was a supersession

Open Grid view with data field



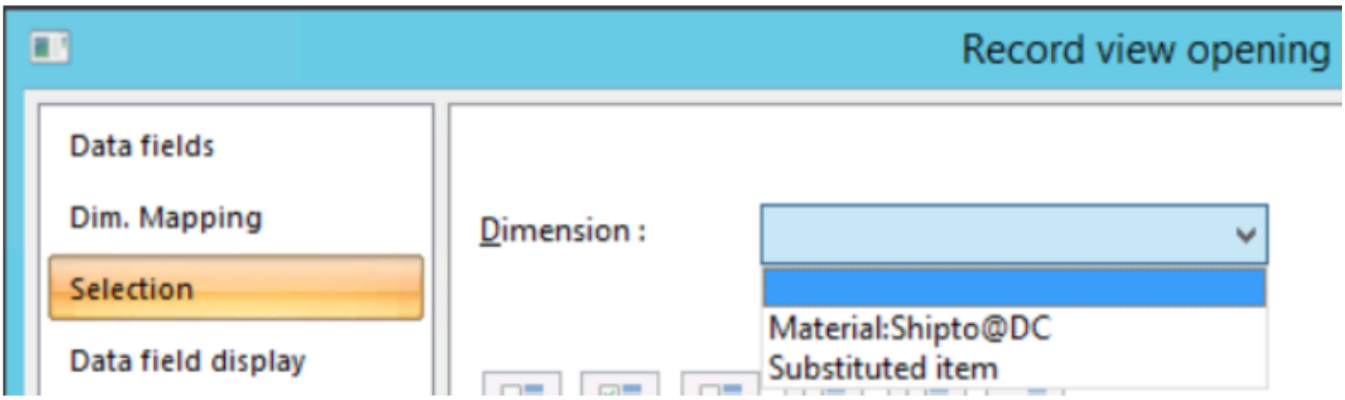
(Where to find these data field: user model Supersession)



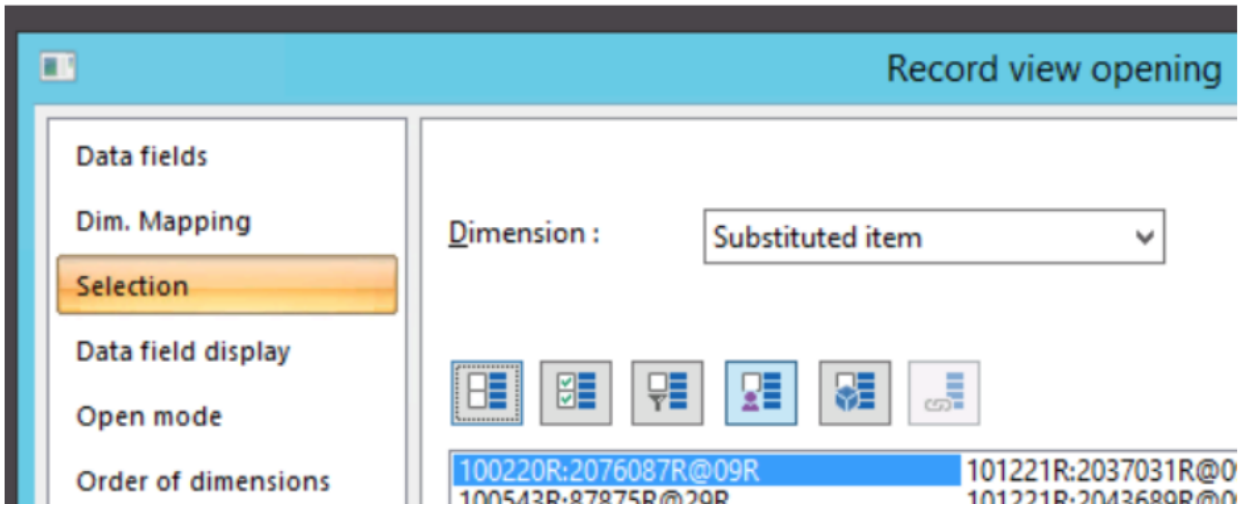
Substituted reference final (Material:Shipto@DC) > New DFU

Substituted reference (Substituted Item) > Old DFU

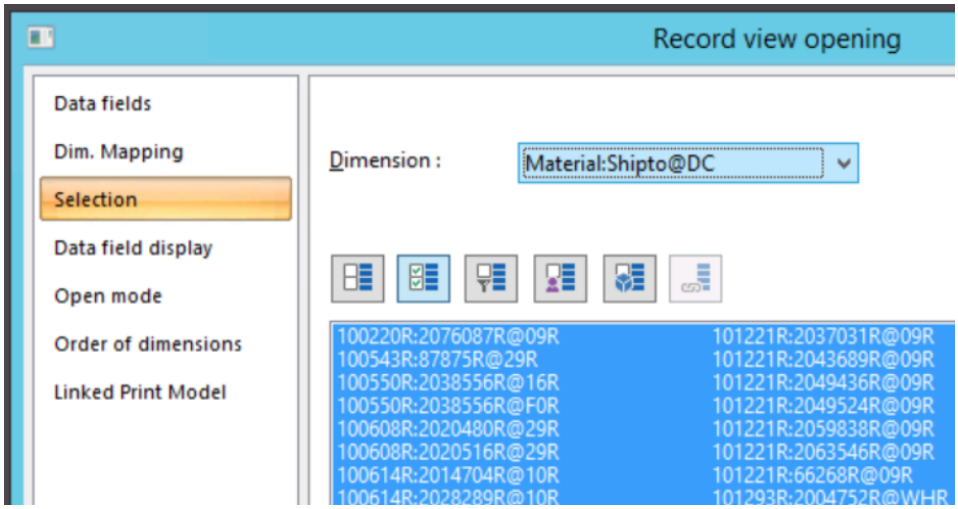
Go to > User models > Supersession> data tables> configuration data



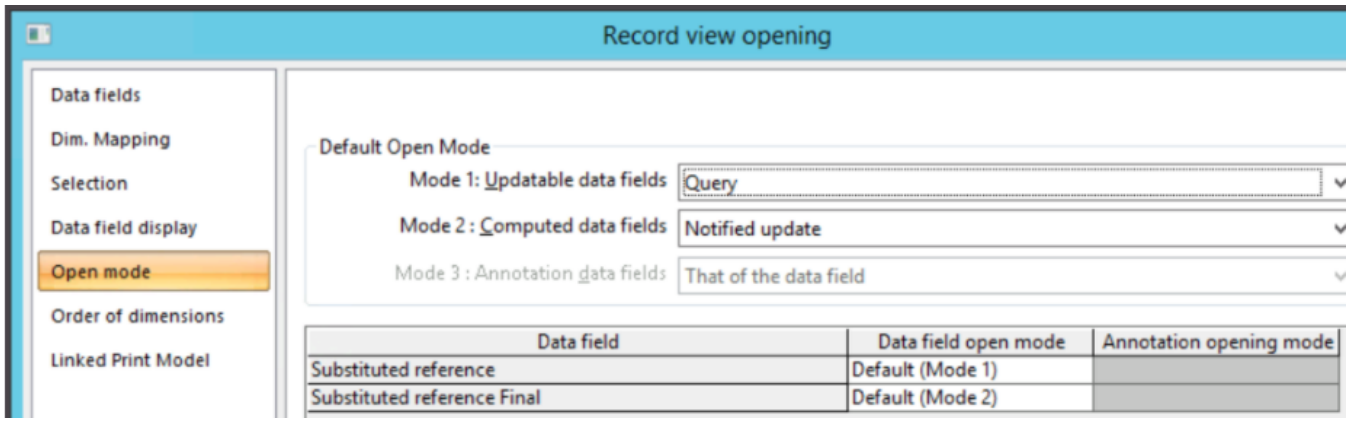
For Substituted Item (Old DFU), select your DFU



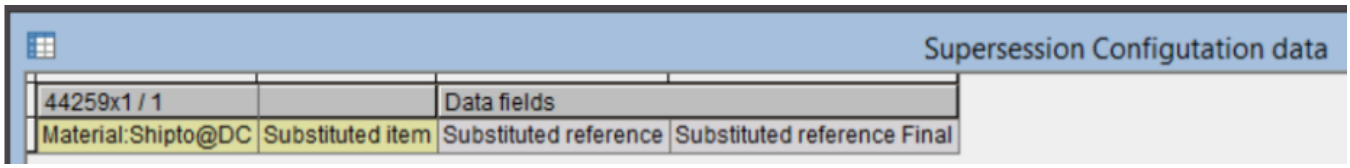
For Material:Shipto@DC (New DFU), Select all the DFUs



N.B: Remind to select Query or you will block other users



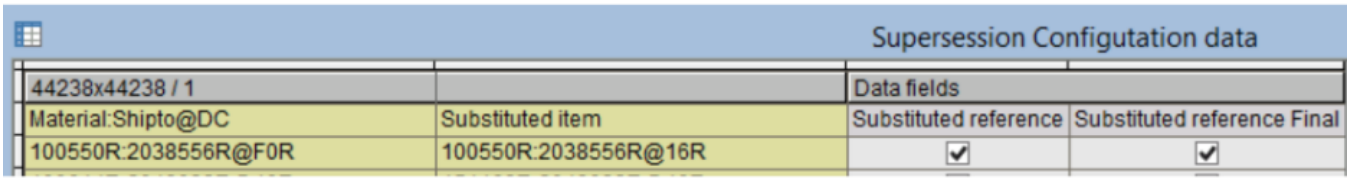
If nothing



In this example, it means that there is no supersession

Result= Supersession

If substituted reference and substituted reference final are ticked; it means that there is a supersession



If the user wants to have the forecast in Dynasys, there are 2 solutions:

- #1 option: cancel the supersession

- #2 option: reactivate old DFUs

How to see who is assigned to a scope - TBC

For Scope BFC market

(Image to be added)

New Grid view

Select actif DFU + View DFU

Filter on BFC BU market

Grouped By Sales employee ID

Missing Text of a DFU

In this case, the short name is missing for this DFU and also with 7 others

Material:Shipto@DC records

76203				Condition	Condition	Condition	Condition	Condition
	Code	Name	Short name	Manual DFUs	New DFU	Active DFUs | Special Chem	Planned DFUs | SpecialChem	Not Planned DFU
1	317375R:2030916R@16R	#############		☑	☐	☐	☐	☐
2	145575S:3512730S@CHFLO	#############		☑	☐	☑	☑	☐
3	150173R:2038368R@29R	#############		☑	☑	☑	☑	☐
4	36338S:415089S@CHFLO	#############		☑	☑	☑	☑	☐
5	159133S:466279S@CHELC	#############		☑	☑	☑	☐	☑
6	205069S:466279S@CHELC	#############		☑	☑	☑	☐	☑
7	319791R:88664R@29R	#############		☑	☑	☑	☑	☐
8	141603R:61995R@16R	#############	###########################	☐	☐	☐	☐	☐
9	141603R:2035279R@16R	#############	###########################	☐	☐	☐	☐	☐

Solution:

Sent a mail to the interface team with the name of the table and the theme

Process for taking orders into account

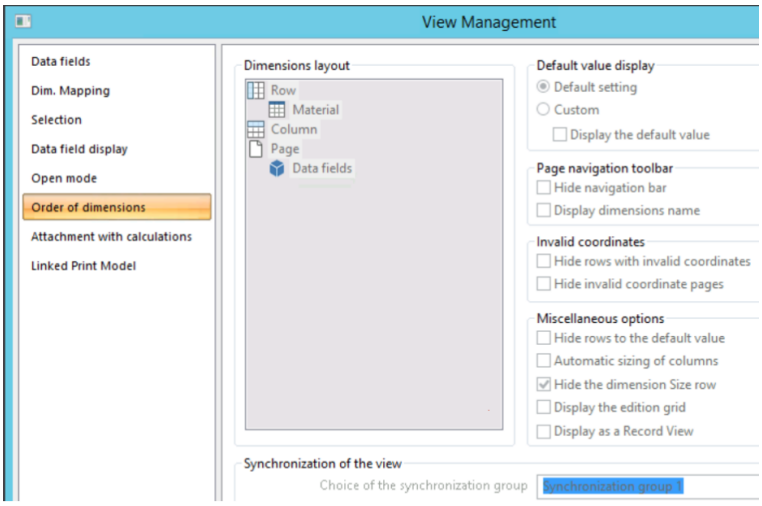
When an order is cancelled, it is either a reason on the customer or Solvay side
(add a copy of the list)
If it is a reason on the Solvay side: The orders are taken into account in Dynasys

If it is a reason on the customer side: The orders are not taken into account in Dynasys

There are exceptions which are:
(add the list)

Synchronization of the views - TBC

To synchronize the views of a workspace, the parameter "Synchronisation of the view" must be the same for all views

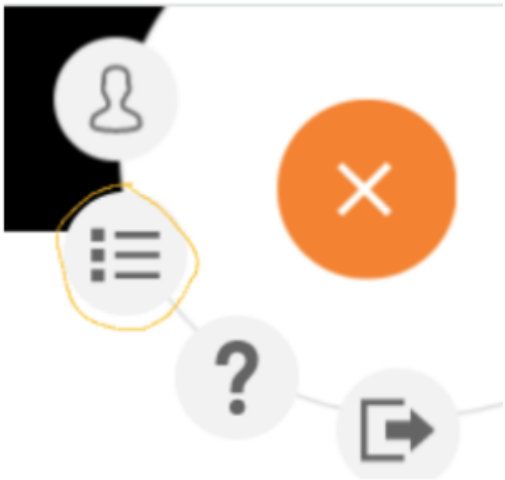


How to see who is connected - TBC

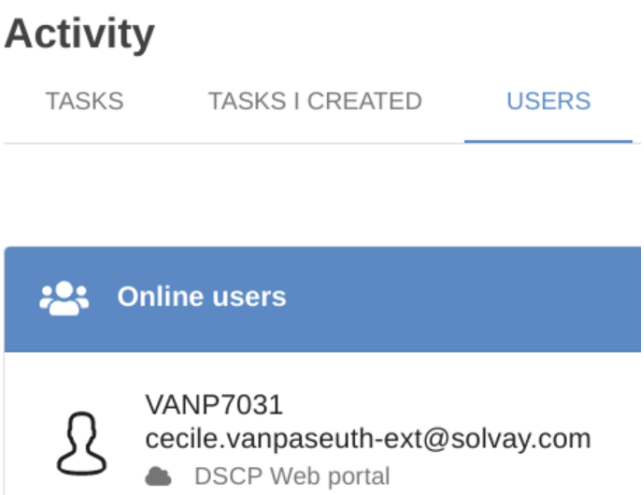
In order to see that:

- click on your profil (on the right top)

- click on Activity



- Click on Users



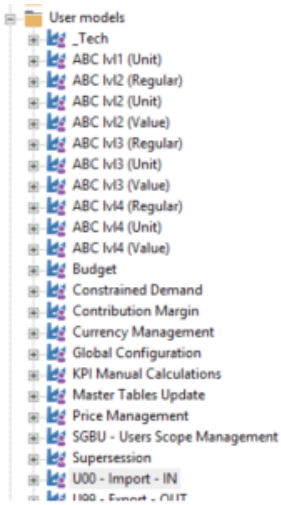
Then you will be able to see who is connected.

How to add an authorisation to an user group an allow access to a master table: - TBC

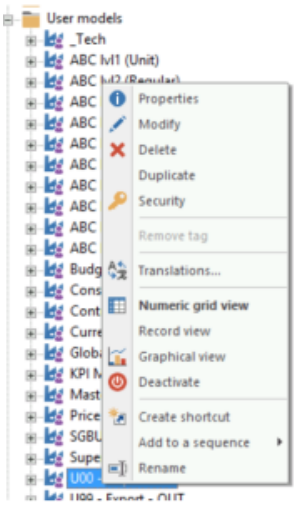
Right click on the master table

Example for the user group TS - role sales manager:

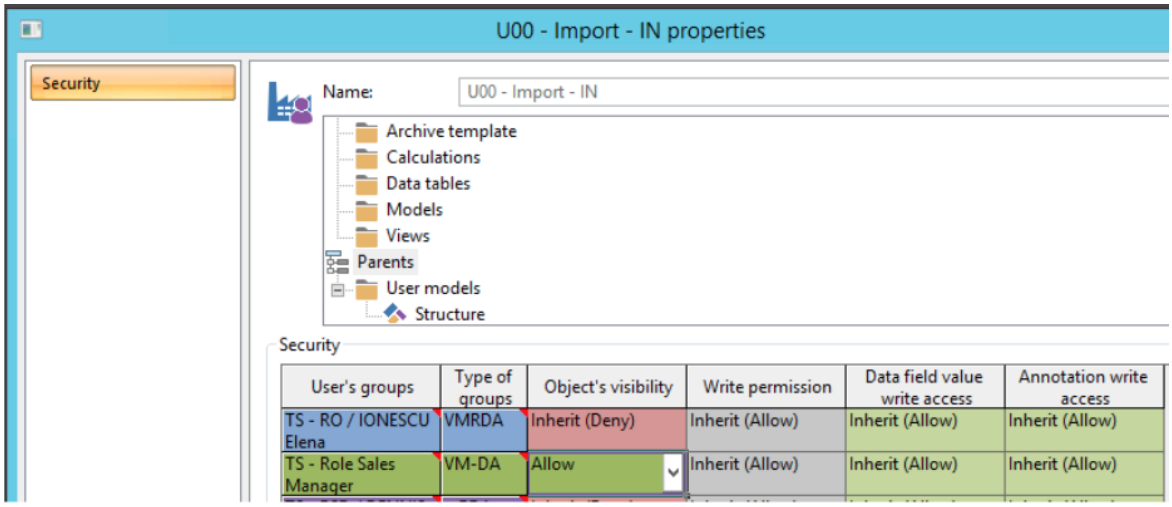
UOO - Import - IN



Click on security



In object's visibility: choose allow



Tips for datas in SAP and Dynasys

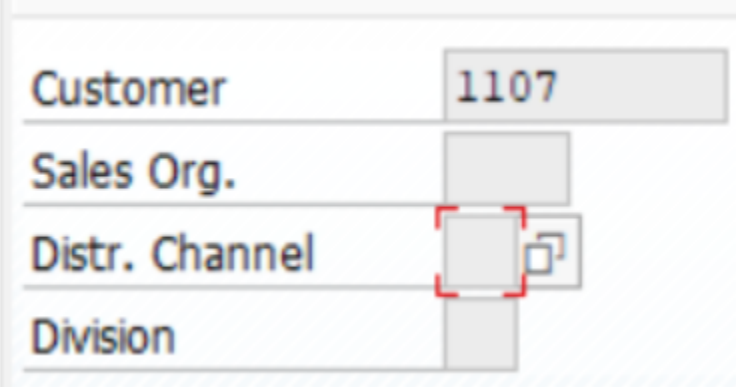
The DFU in Dynasys = 141753R:1107R@8AR

In SAP, if you need to enter it in the transaction XD03:

141753: Material number

1107: Customer code

8A: Sales org



Cancelled orders in SAP are not taken into account in the order book - TBC

Normally, cancelled orders are taken into account in Dynasys in the order book.

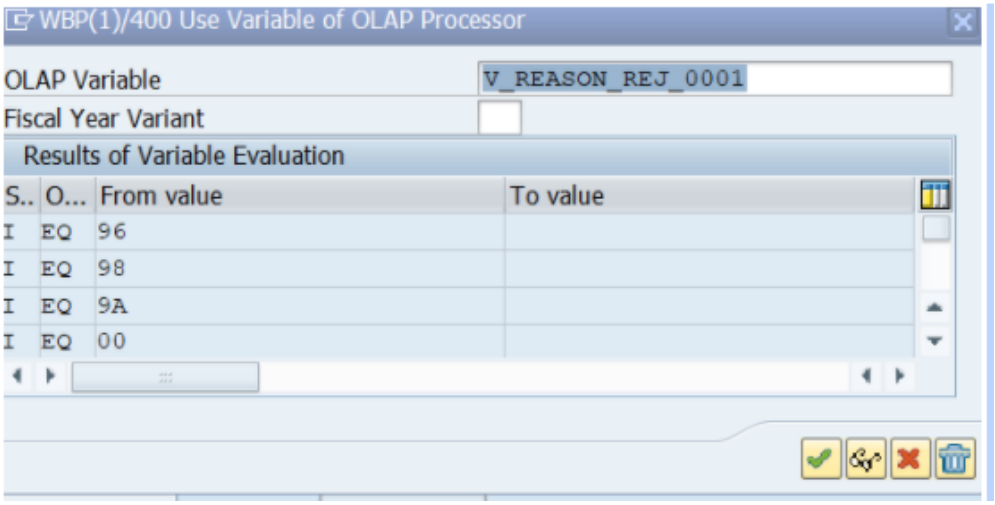
We could ask the BW team to analyse this issue.

However, it seems that some reasons for rejection are not taken into account.

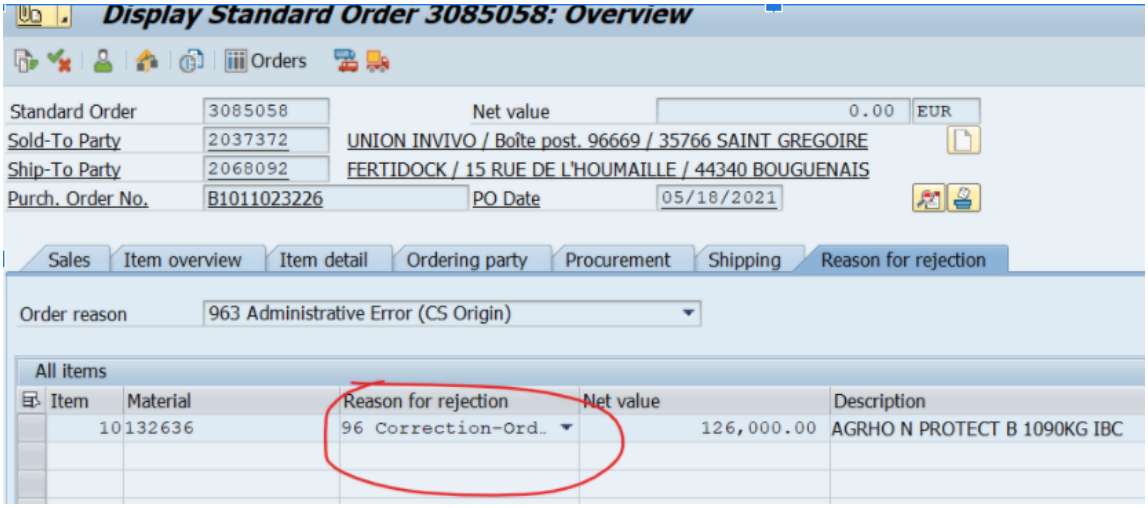
BW team answer:

Hello Cécile,

We had a similar case in Asia last time, and we did some analysis that if the rejection codes in sales order as below then it will still be included into BW, even if it was rejected on the SAP side.



I believe the list sales orders are all with rejection code 96 , that is why we can see them in BW and later in DP order book. I suggested that users use another code (90,97...)if they want to reject it in BW.



Best Regards

Min(Mark) YU

Solvay Business Services

Digital & Information Technologies

Production planning specialist

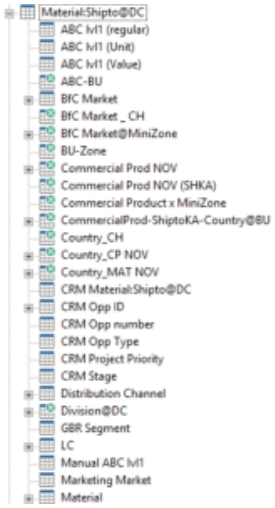
T: +86 21 2350 1792 - M: +86 138 1784 4571

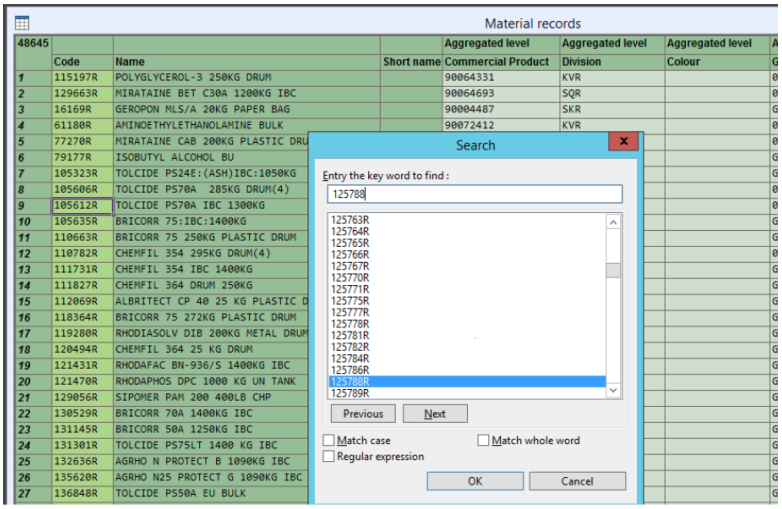
Files related to the reason of rejection: C_GLBFILT

DSO:	DPDYN22
FILTERS	
Common filters for DPSDSO05 and DSO_SD02	
Item category	List of Item category maintained in C_GLBFILT
Reason for rejection	List of Rej. Reas. maintained in C_GLBFILT
Delivery date	>= January 1st Y-3
GBU shipping <> GBU receipt	

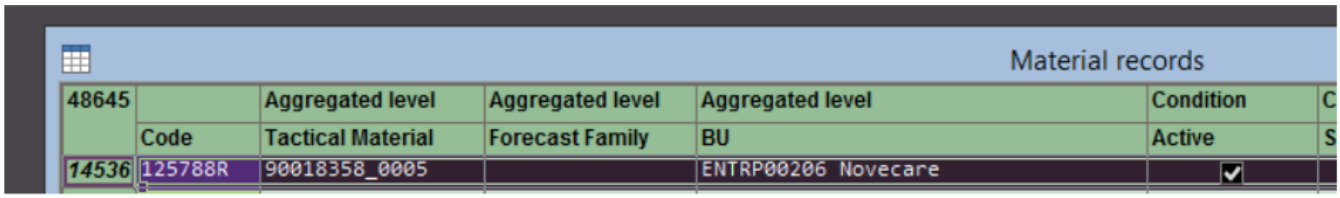
A new DFU has not been well created in Dynasys - TBC

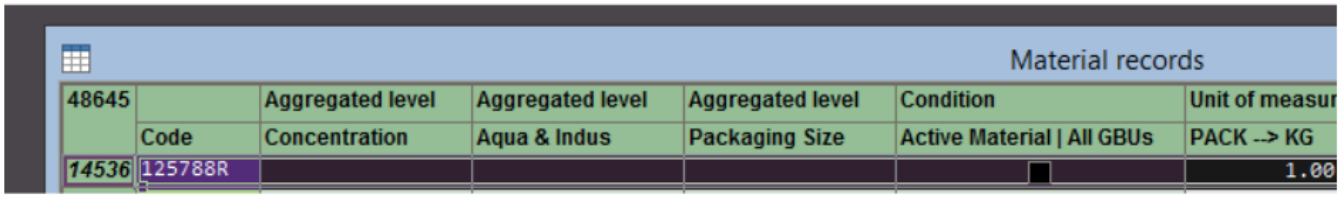
Check the Master table Material





Check all the conditions:





In that case, it means that this DFU is not visible in the filter Active Material All GBUs

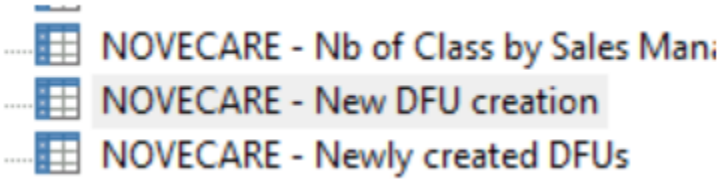
If it is existing, check the condition in this master table

2 options:

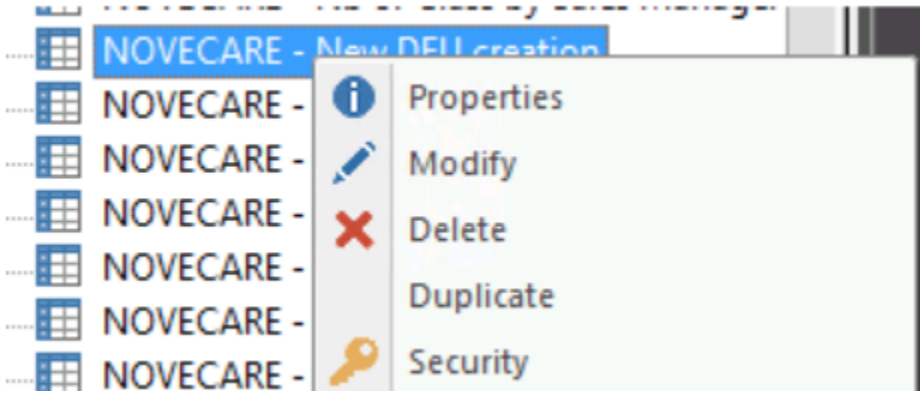
- We can create the DFU
- The DP has to follow these steps

in that case, please follow these steps:

Right click on the grid view New DFU creation

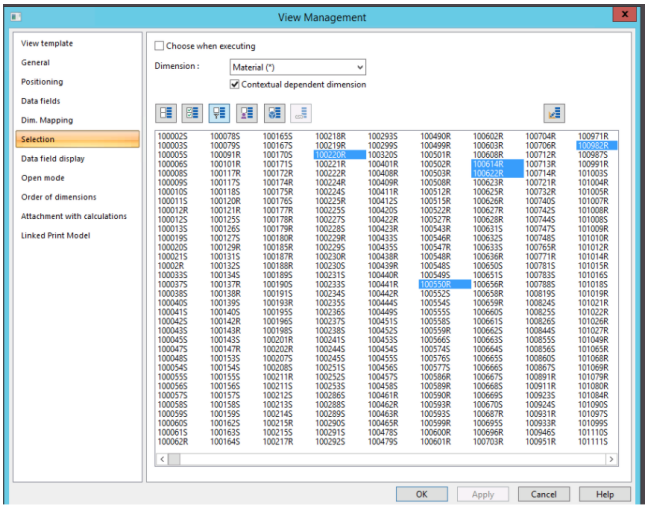


Select Modify



Go to "Selection" and for the dimension "Material" select all the materials with the icon

Save, and after that, the userwill be able to create the new material 125788.



How to change currency of a DFU? - TBC

(2-Feb-2023 : Process to be reviewed for each GBU - topic ongoing)

1- Check the LC with the data fields LC

In this ticket, the user needs to change it into EUR

2- The currency has to be changed by the controlling. The user needs to contact the controlling for changing the data field " **LC Forced**"

CH - MTP Price detail

Main Production Site: 7682R ZFR3 Salindres | Product hierarchy: TFA | Material:Shipto@DC: :66268R@9BR TRIFLUOROACETIC ACID

8 / 20 / 32x1	2022					2023	2024	2025
Data fields	Q01-2022	Q02-2022	Q03-2022	Q04-2022	Total 2022	Total 2023	Total 2024	Total 2025
Gap Final Sal	0.002	0.002	0.002	0.002	0.002	0.870	0.870	0.870
Initial MTP Pr	8.368	8.368	8.368	8.368	8.368	7.500	7.500	7.500
Sales Team	8.370	8.370	8.370	8.370	8.370	8.370	8.370	8.370
Final Sales T	8.370	8.370	8.370	8.370	8.370	8.370	8.370	8.370
MTP Price R	8.370	8.370	8.370	8.370	8.370	8.370	8.370	8.370
MTP Price [!	7.500	7.500	7.500	7.500	7.500	7.500	7.500	7.500
LC	EUR	EUR	EUR	EUR	EUR	EUR	EUR	EUR
LC Forced	EUR	EUR	EUR	EUR	EUR	EUR	EUR	EUR

(Add list of the controlling for each GBU)

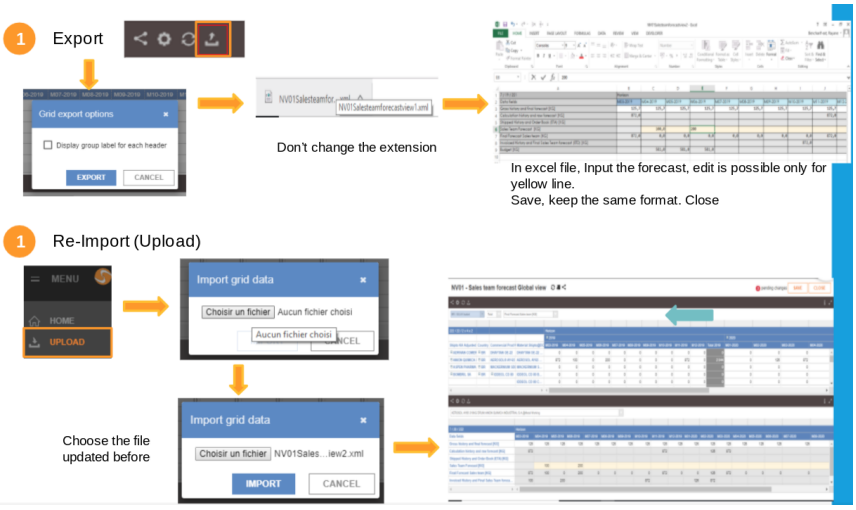
WEBDP account creation - TBC

If you have this request

It is a request for Picasso. You need to transfer it to the L0

User can't open the XML file from the webworkspace - TBC

Uselly user can open the XML file with this process

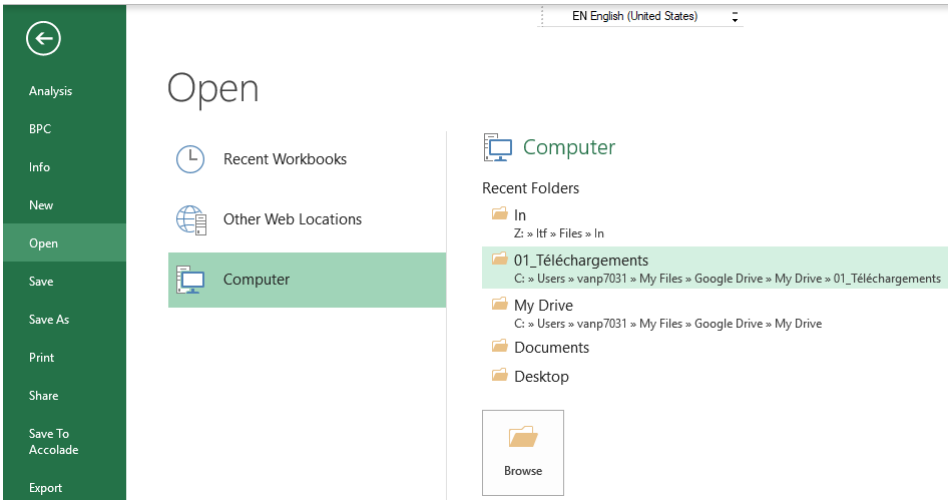


If they can't do it, below the steps:

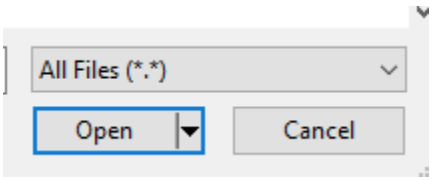
- Open your Excel app

- Go the menu File

- Click on Open (Search the file where it is stocked, mine was on the file "Téléchargement")

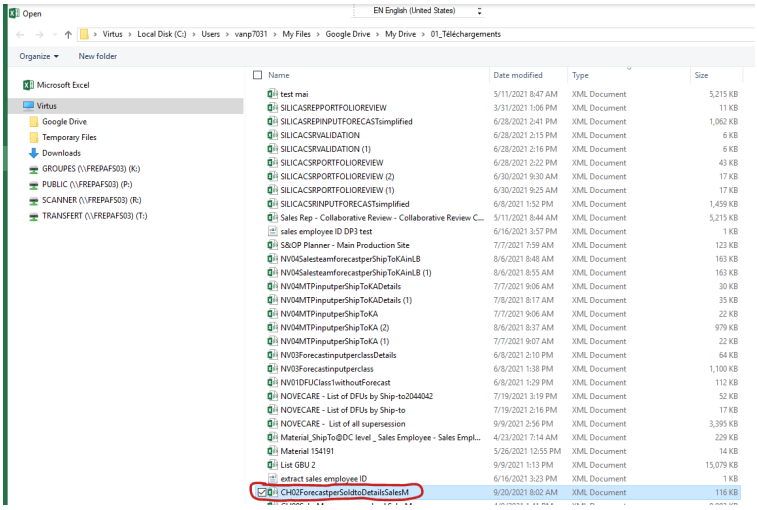


- Click to "Open"



- Change into "All files" so you can all files to be opened in Excel

- Then you can find your forecast

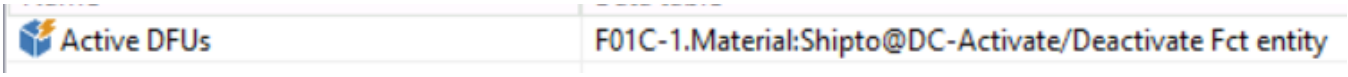


- Double click on your file or (click on your file and click on "Open")

Wrong S&OP manager (planner) for a DFU - TBC

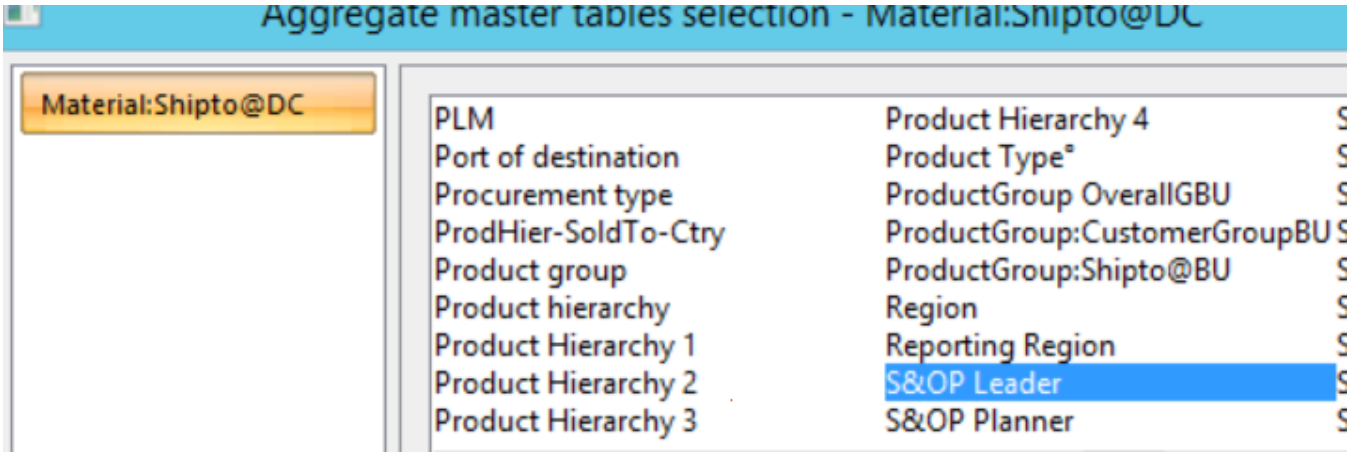
If a DFU is assigned to the wrong S&OP planner, check who is the S&OP leader of this DFU.

Create grid view with the data field

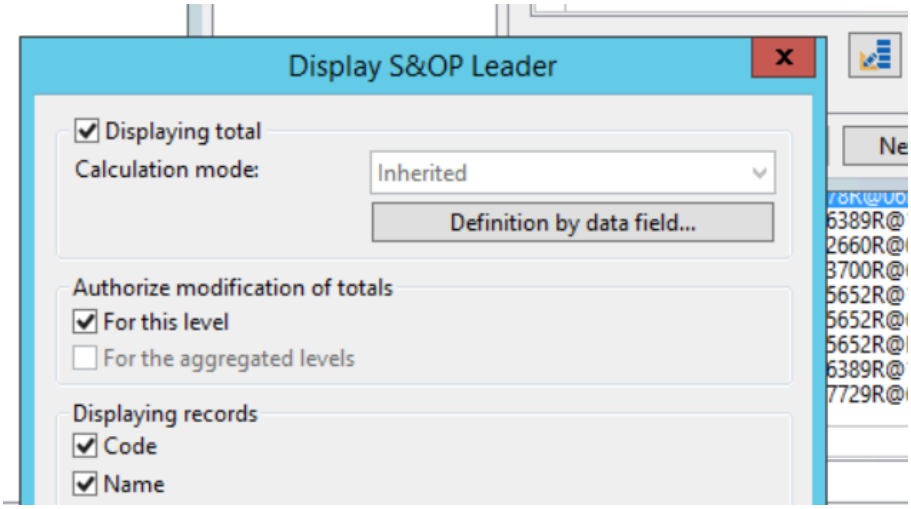


Select your DFU

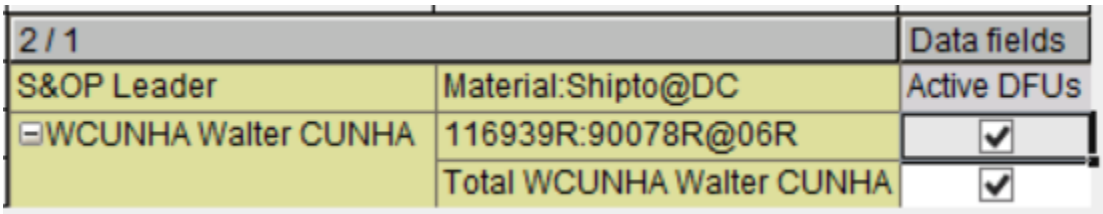
Grouped by S&OP leader



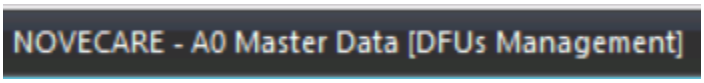
N.B: Remember to change the display



You have now the S&OP leader of this DFU



It is the responsibility of the S&OP leader to change the S&OP manager in his workspace



The user needs to add a customer in Dynasys - TBC

Process below:

4.6.1 - How to manually upload a Ship-To

How to check where the main production site comes from - TBC

Rules for the main production plant:

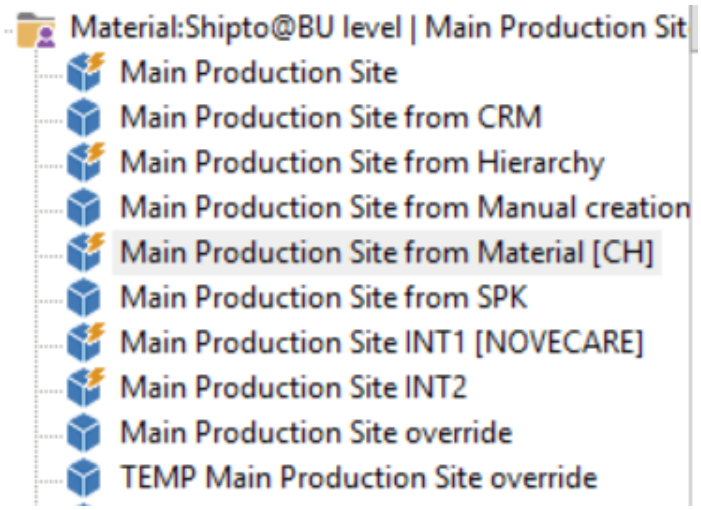
Main Production Plant	SAP / Dynasys	GBU Data admin / Demand Planner	For WP1 : Main Production Plant from the Material For PF1 : Industrial Origin from the Material Possibility to force it in DynaSys at the Material Level

N.B: If the end of the material is a **S,** it comes from PF1

If the end of the material is a **R,** it comes from WP1

4.1 a. iv. DP - Master Data from SAP

1- Check the data fields:



Below the result:

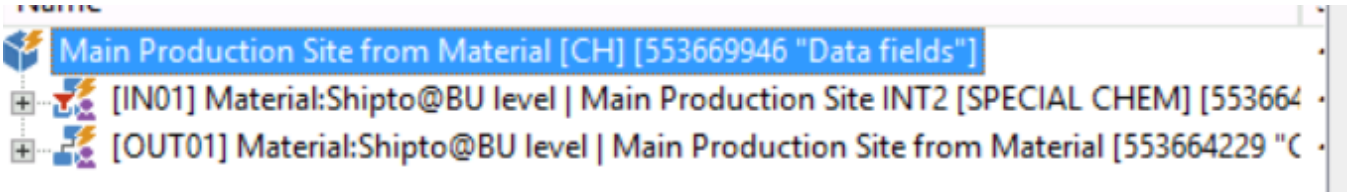
1 / 9				
Material:Shipto@BU	Main Production Site from Manual creation	Main Production Site from Material [CH]	Main Production Site from SPK	Main Production Site override
205411S:2500530S@CHFLO	ZZ Not Assigned	GARS		CIPS SFLU-US /CINCINNATI PADD

We know that the main production site from material is GARS and there is an override of the main production site : CIPS

It means that the Demand planner does not want the production site GARS but want to replace it with the main production site CIPS

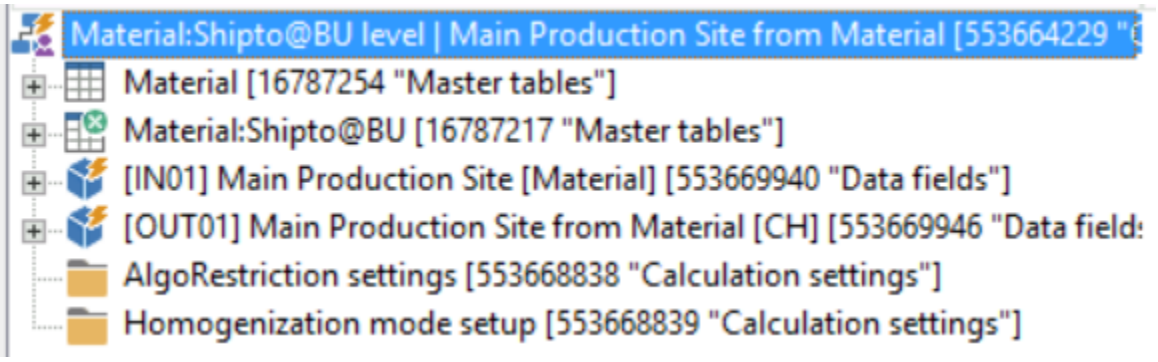
2- Check where the data fields ***Main production site from material CH***

Go to the dependency view

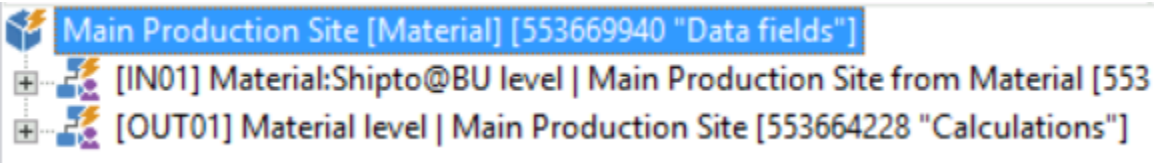


It means that it is feeded by the calculation Material:Shipto@BU level Main production site from material

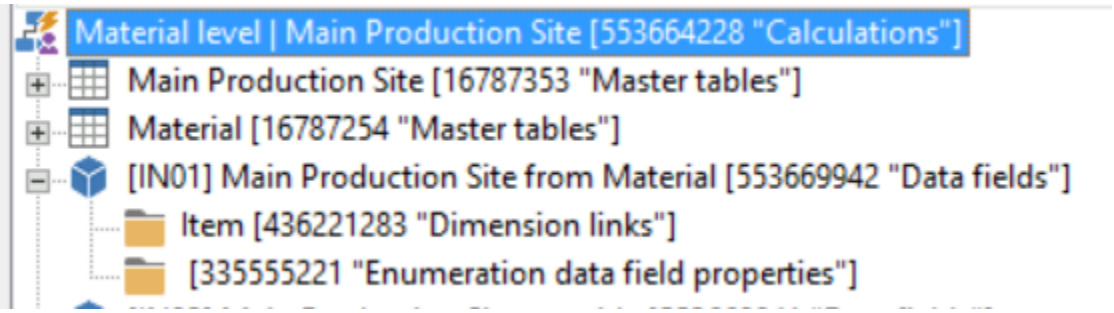
This calculation is itself feeded by the data fields ***Main production site Material***



This data field is by the material level main production site

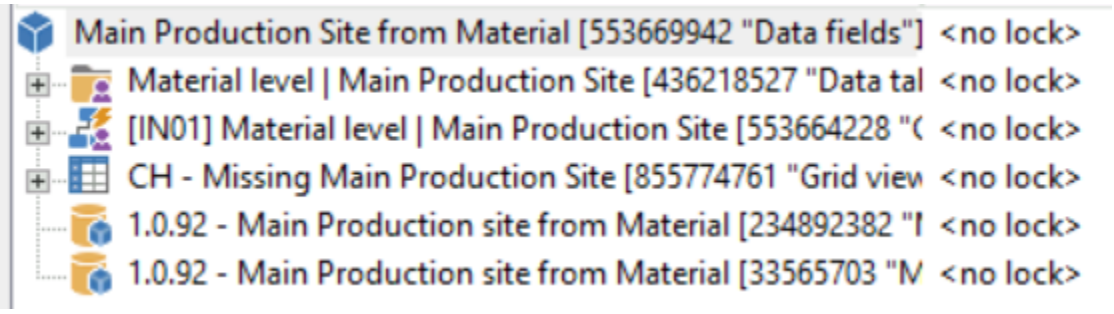


This calcul is feeded by



the data field is feeded by the calculation by the file DYS_BW_MATERIAL

(right click to display the text)



ODBC Query : STI_MATERIAL

```
  Product_Group_Code,
  CASE
    WHEN Packing_Type_Code IS NULL THEN Material_Group_Code + '_Z'
    WHEN Packing_Type_Code='' THEN Material_Group_Code + '_Z'
    ELSE
      Material_Group_Code + '_' + Packing_Type_Code
  END AS Tactical_Material_Code,
  Material_Group_Code,
  Product_Hierarchy_Code,
  left(Product_Hierarchy_Code, 6) as Product_Hierarchy1_Code,
  left(Product_Hierarchy_Code, 5) as Product_Hierarchy2_Code,
  left(Product_Hierarchy_Code, 4) as Product_Hierarchy3_Code,
  left(Product_Hierarchy_Code, 3) as Product_Hierarchy4_Code,
  GBU_Code,
  Commercial_Product_Code,
  LIP00,
  LIP01,
  LIP02,
  LIP03,
  LIP04,
  LIP05,
  LIP06,
  FAMPR,
  CASE
  WHEN Packing_Type_Code IS NULL THEN 'ZZ'
  WHEN Packing_Type_Code='' THEN 'ZZ'
  ELSE
  Packing_Type_Code
  END AS Packing_Type_Code,
  Creation_Date,
  Item_Class_Code
from
  DYS_BW_MATERIAL
```

3 -Check the file DYS_BW_MATERIAL

A	B	C	D	E	F	G	H	I	J	K	L	M
Material_	"Descripti	"SDescrip	"Division_	"Forecast_	"ProdPlant_IndustrialOrigin"	"C_DYN_009:C_	"Packing_	"Product_Group_Code"	"C_DYN_007:C_DY	"ComProduct__N	"Product_Hierarchy_Code"	"PROD_HIER:0	"BU_Code	"BFC Grou	"BFC Activ
205411S	NOCOLOK	S01-23CS	D4S		GARS				Z33-38249	NGAMB		CHFLO	CHFLO	CH3N	

The prod plant is GARS that is why the user sees GARS in the ***Main production site***

4- How to display it in SAP

Go to PF1

Go to transaction MM03

(to be completed)

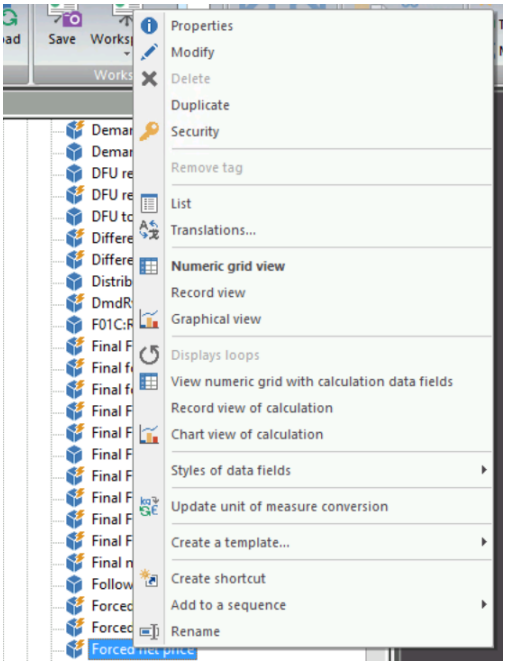
How to copy/paste data from one data field to another? - TBC

How to change the aggregation rule for a price - TBC

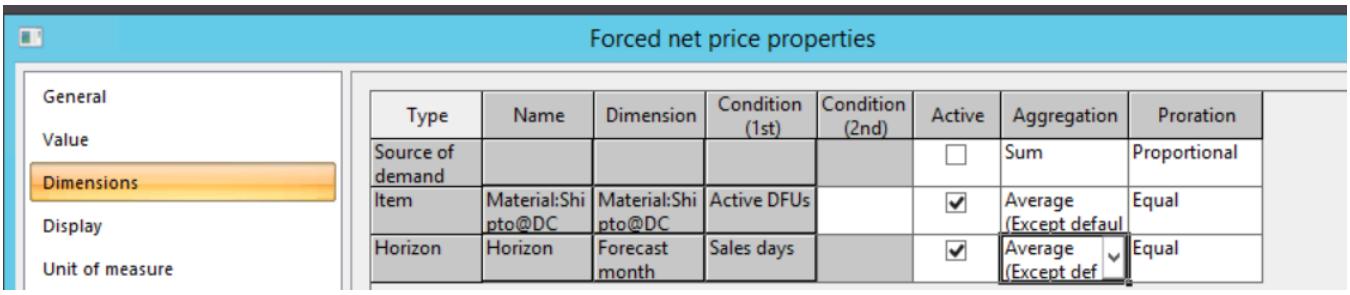
Screen design (aggregated rule for data by data field on a view) = per default, it is "Sum" or "Inherited". For prices, it needs to be average without default value.

Right click on the data field, and click on Modify

example: Forced net price



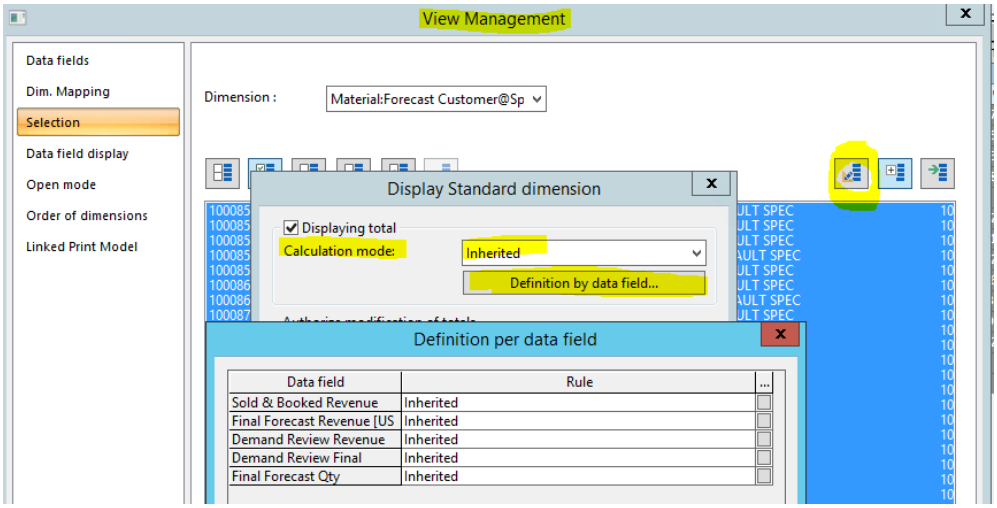
- Click on Dimension:



- Select Average (except default value)
- Click on OK

This process avoid you to do it for each Grid views your data field is displayed on it

Process for changing individual aggregation rules for a grid view - TBC



On a specific view:
- open the view management,
- go to Selection;
- choose Display;
- Verify/Change the Calculation Mode (per default = Inherited) as needed = rule will be applied for all data fields in the view.
- click on "Definition by data field" to verify/change the Calculation Mode per data field = rule will be applied for chosen data field.

DFUs are not assigned to the correct Market - what do we do? - TBC

Market is determined by Material Division x Distribution Channel. We can't change it in DynaSys.
Then, you have two options:
- Contact Novecare Data Admin. team so they update accordingly on their side;
- Create a new DFU under the correct Distribution Channel and perform a supersession.

- Case of PF1?
- Possibility of overriding for CH only?