

# DP - Troubleshooting

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



- 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://solway-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://solway-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                | <a href="mailto:vincent.toussaint@solway.com">vincent.toussaint@solway.com</a> |
| Novecare             | <a href="mailto:YOOMI.KIM@solway.com">YOOMI.KIM@solway.com</a>                 |
| Speciality Polymer   | <a href="mailto:james.flock@solway.com">james.flock@solway.com</a>             |
| Technology Solutions | <a href="mailto:evita.markus@solway.com">evita.markus@solway.com</a>           |
| Composite Materials  | <a href="mailto:natacha.prenen@solway.com">natacha.prenen@solway.com</a>       |
| Oil & Gas            | <a href="mailto:camila.guimaraes2@solway.com">camila.guimaraes2@solway.com</a> |

## 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 29589 x 16727 x 2831              | Horizon |          |          |          |          |          |          |          |          |          |          |          |          | 2024       | 2025       |
|------------------------------------------------------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------------|------------|
|                                                      | 2023    | M01-2023 | 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 |
| Data fields                                          |         | 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    |
| 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   | 61 600     |            |
| 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   | 49 480   | 55 942   | 85 595   | 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 | M07-2024 |  |  |  |
| 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   |  |  |  |

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

# 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

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 | M07-2024 | M08-2024 | M09-2024 | M10-2024 | M11-2024 |
|-------------|--------------------|------------------------------------|--------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 1           | ALKAMULS CRH 4     | 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] | 74 871   | 48 384   | 75 156   | 77 722   | 67 344   | 57 548   | 67 400   | 73 000   | 61 000   | 93 000   |          |

L BRANDS L BRANDS-North America ALKAMULS CRH 40

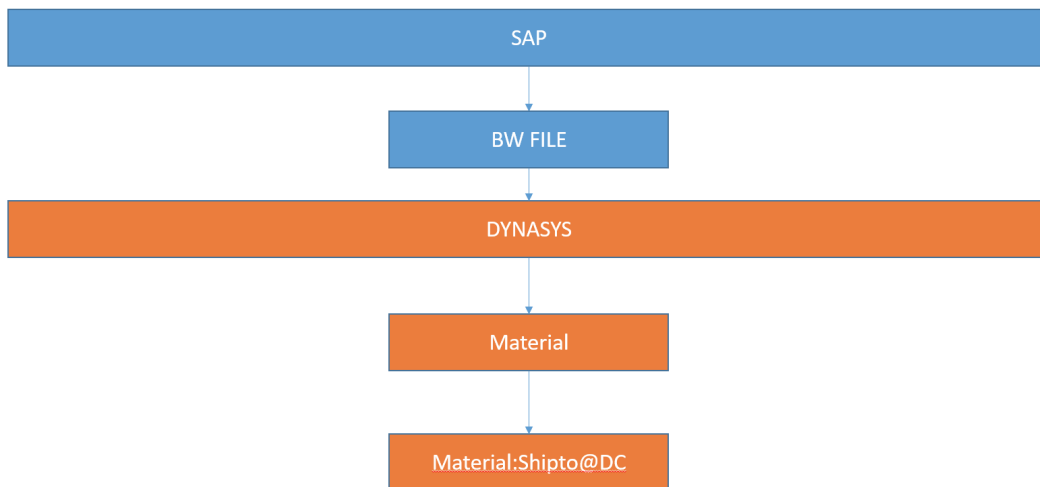
|                                |                               |                                                                    |                                |         |          |          |          |  |  |  |  |  |  |  |
|--------------------------------|-------------------------------|--------------------------------------------------------------------|--------------------------------|---------|----------|----------|----------|--|--|--|--|--|--|--|
| 96 x 207 x 2 / 21 / 20509 x 10 |                               |                                                                    |                                | Horizon |          |          |          |  |  |  |  |  |  |  |
|                                |                               |                                                                    |                                |         |          |          |          |  |  |  |  |  |  |  |
|                                |                               |                                                                    |                                |         |          |          |          |  |  |  |  |  |  |  |
| Country                        | Material                      | Material: Shipto@DC                                                | Data fields                    | M01-202 | M02-2024 | M03-2024 | M04-2024 |  |  |  |  |  |  |  |
| US                             | ALKAMULS CRH 40 200KG PLASTIC | ALKAMULS CRH 40 200KG PLASTIC DRUM-JVL LABORATORIES PHENIX CITY US | Sales Team Forecast [KG]       |         |          |          |          |  |  |  |  |  |  |  |
|                                |                               |                                                                    | Sales Team Forecast final [KG] | 9 570   | 6 184    | 9 606    | 1 951    |  |  |  |  |  |  |  |
|                                |                               | ALKAMULS CRH 40 200KG PLASTIC DRUM:KDC TRI NEW ALBANY US           | Sales Team Forecast [KG]       |         |          |          |          |  |  |  |  |  |  |  |
|                                |                               |                                                                    | Sales Team Forecast final [KG] | 29 273  | 18 917   | 29 384   | 42 276   |  |  |  |  |  |  |  |
|                                |                               | ALKAMULS CRH 40 200KG PLASTIC DRUM:MEMPHIS CONTRACT SOMERVILLE UT  | Sales Team Forecast [KG]       |         |          |          |          |  |  |  |  |  |  |  |
|                                |                               |                                                                    | Sales Team Forecast final [KG] | 13 511  | 8 731    | 13 562   | 13 983   |  |  |  |  |  |  |  |
|                                |                               | ALKAMULS CRH 40 200KG PLASTIC DRUM:TRI TECH GROVEPORT US           | Sales Team Forecast [KG]       |         |          |          |          |  |  |  |  |  |  |  |
|                                |                               |                                                                    | Sales Team Forecast final [KG] | 22 518  | 14 652   | 22 603   | 19 512   |  |  |  |  |  |  |  |

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

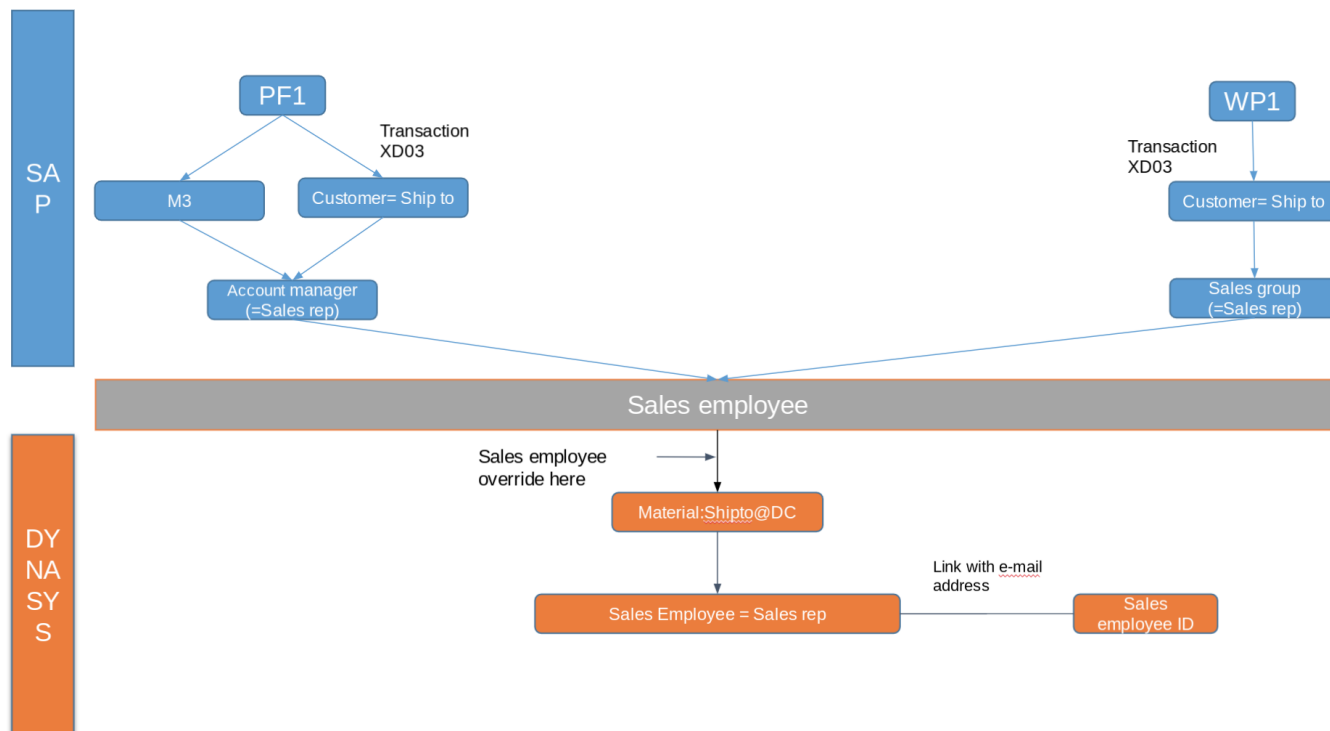
If yes: Ask to the interface team to run a static batch week end

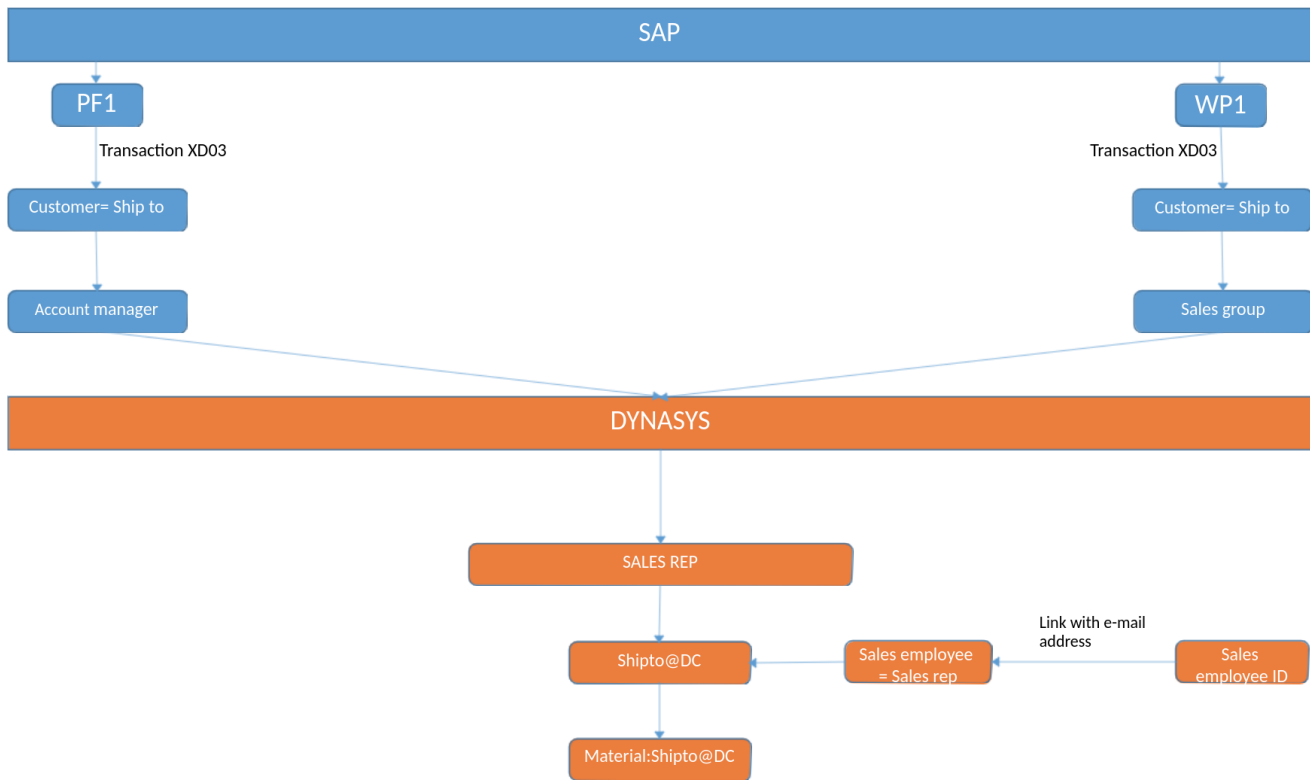
**N.B: Material is created only every week at the week end**

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

1- If there are not the same, 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 same, 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:**

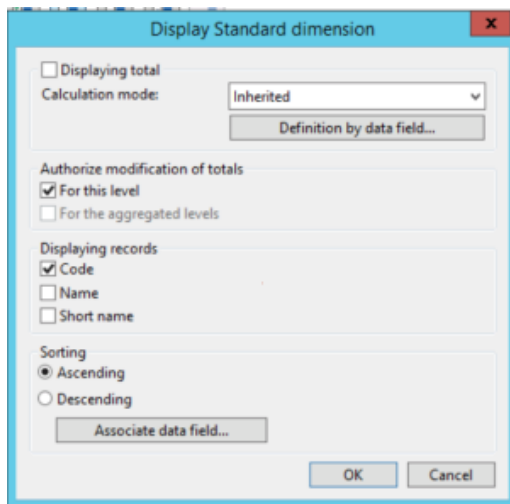
In Dynasys, for each Item, we have description (sap name) and short description

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

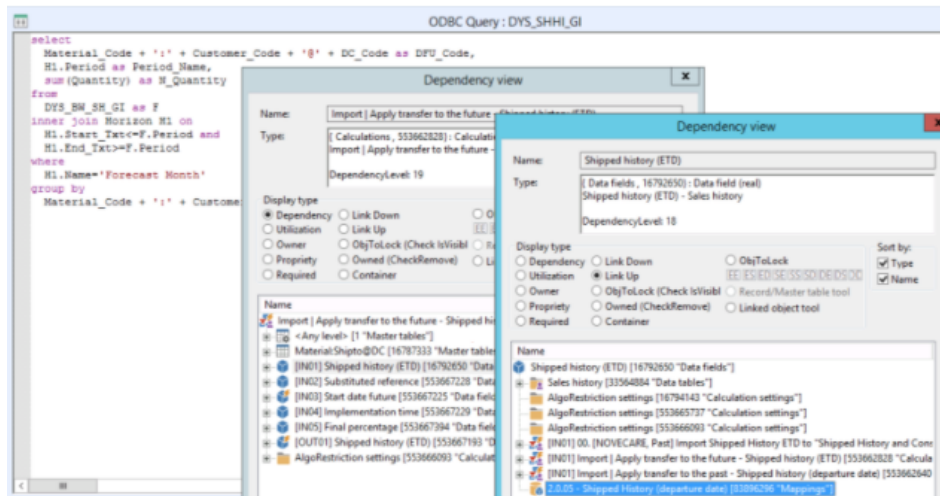
Open dependency view

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



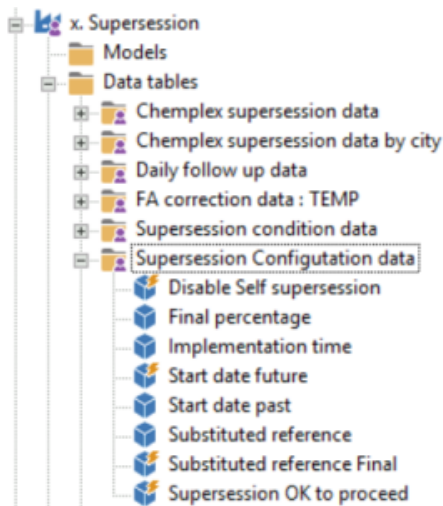
## How to check if a supersession was not done yet - OK

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 data field **Substituted reference** and **Substituted reference final** from the user model **Supersession**



Substituted item= Old DFU

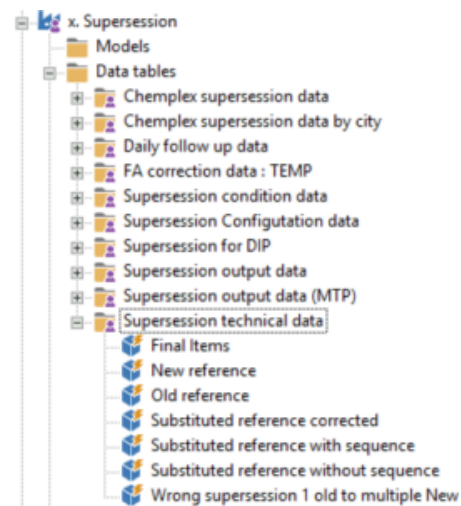
Material:Shipto@DC= New DFU

| x. Supersession       |                       |                                     |                             |
|-----------------------|-----------------------|-------------------------------------|-----------------------------|
| 1x44550 / 1           |                       | Data fields                         |                             |
| Material:Shipto@DC    | Substituted item      | Substituted reference               | Substituted reference Final |
| 304144S:410428S@CHFLO | 304144S:457450S@CHFLO | <input checked="" type="checkbox"/> | <input type="checkbox"/>    |

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 prattice.

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

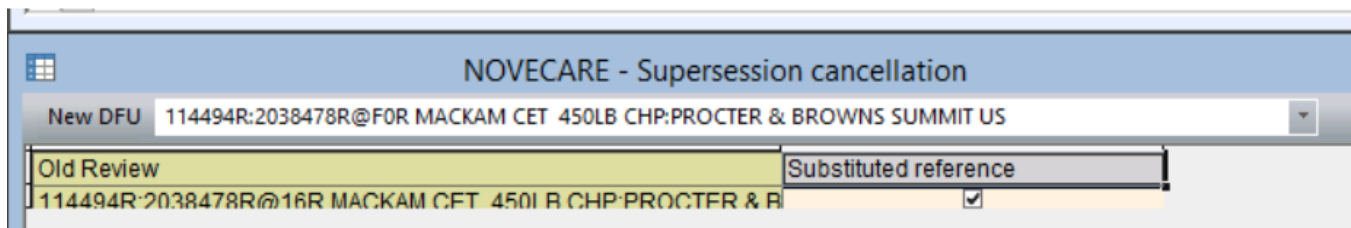
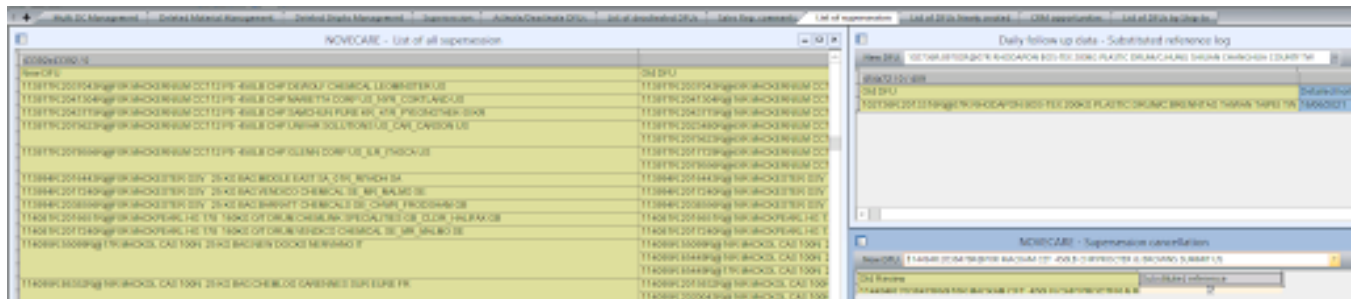
After 1 day, the user can do another supersession

## How to cancel a supersession - OK

Novocare process

Use the workspace Life cycle

Go to the grid view List of supersession



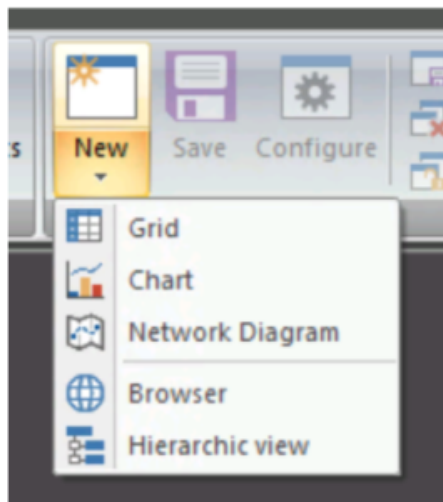
## The user can't see his forecast - TBC

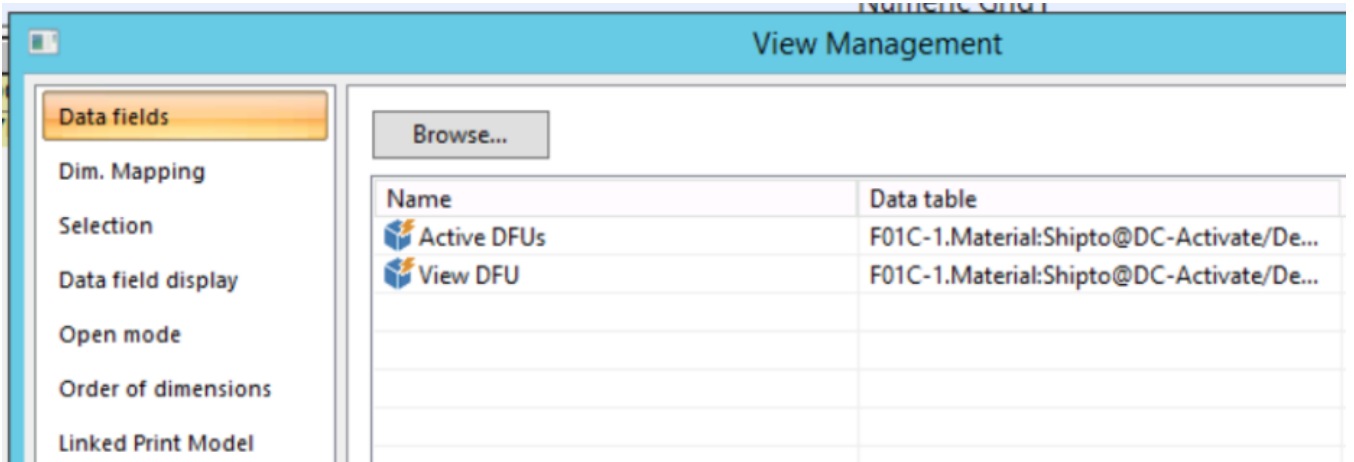
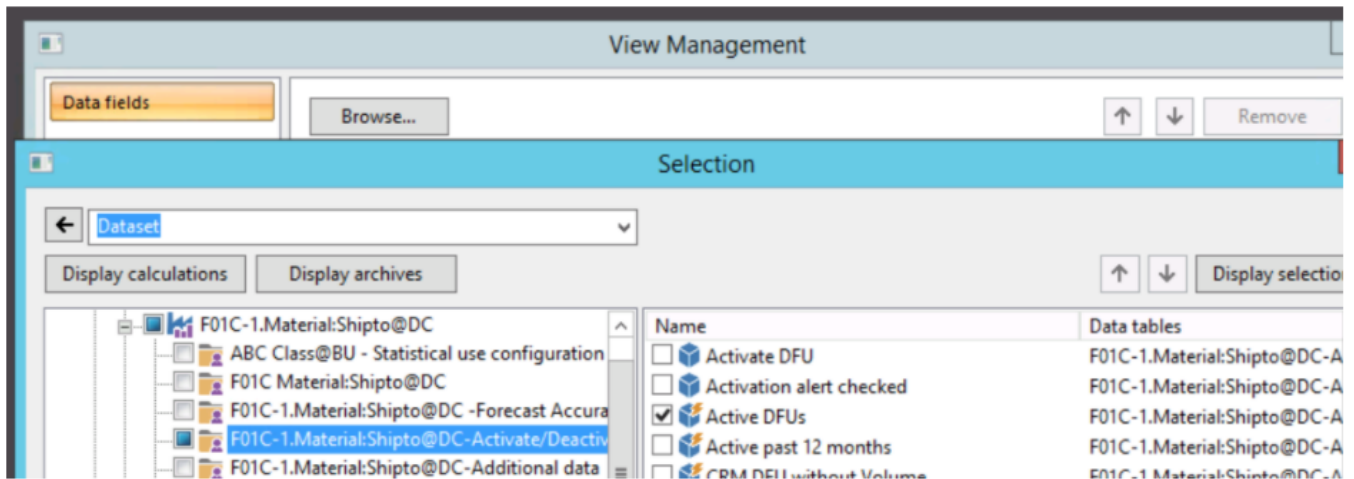
When analyzing a DFU issue start with the following:

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

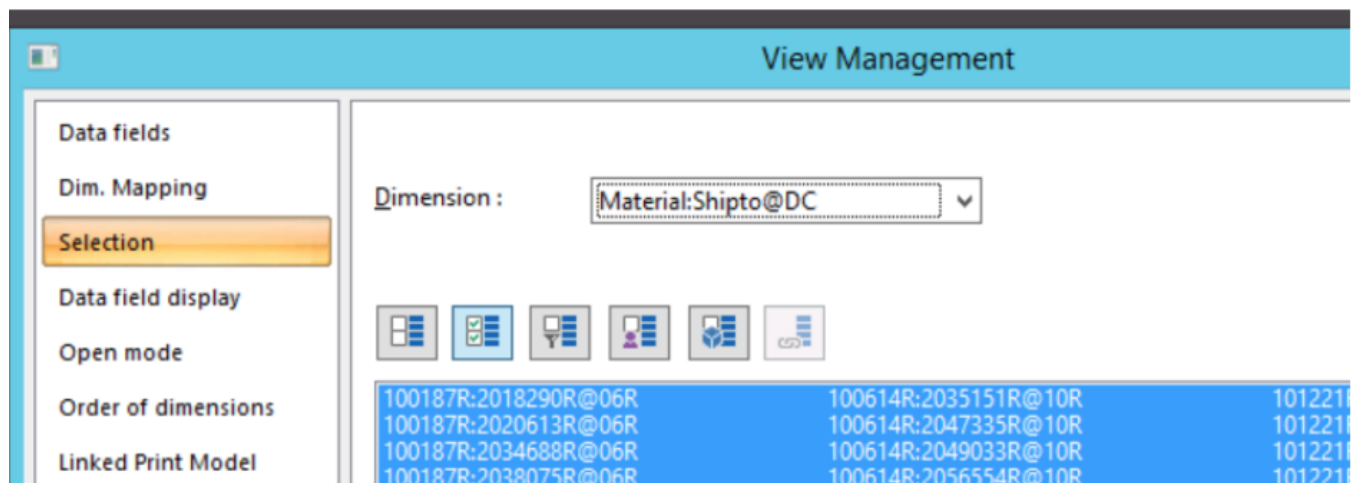
- Create grid view: Click on New => Grid





Click on Selection

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



- Deselect all DFU with this icon



- Right click and, find

Selection : 0/77568

Nb visible selected elements :

Total number of visible elements:

List of linked to dimension data fields

Find...

- Enter your dfu

Search

Entry the key word to find :

100187R:2018290R@06R

100187R:2018290R@06R

100187R:2020613R@06R

100187R:2034688R@06R

100187R:2038075R@06R

100187R:2043979R@06R

100187R:2045528R@06R

100187R:62186R@80R

100187R:64508R@06R

100187R:65061R@06R

100187R:65536R@06R

100187R:73319R@06R

100187R:77797R@07R

100187R:85980R@06R

100220R:2013709R@09R

100220R:2026282R@09R

100220R:2046286R@10R

Previous

Next

All

☐ Match case

☐ Match whole word

☐ Regular expression

Add to selection

Selects

Cancel

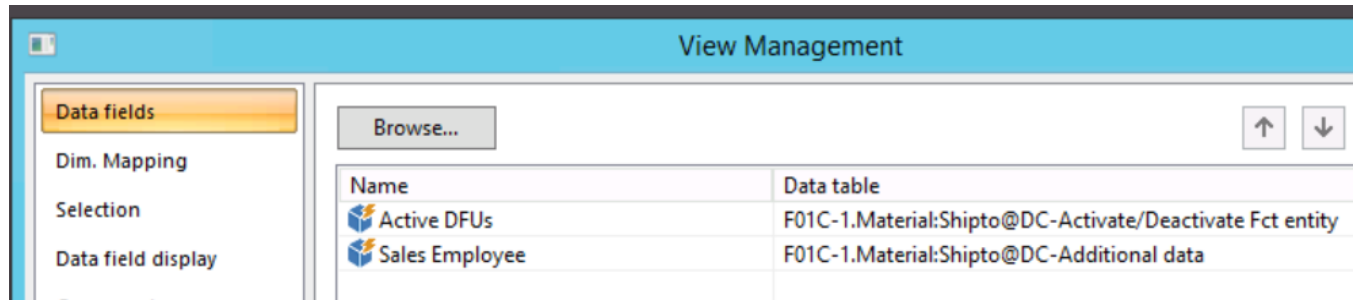
Result=

|                      |                                     |                                     |
|----------------------|-------------------------------------|-------------------------------------|
| 1 / 2                | Data fields                         |                                     |
| Material:Shipto@DC   | Active DFUs                         | View DFU                            |
| 149067R:2067617R@9JR | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

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

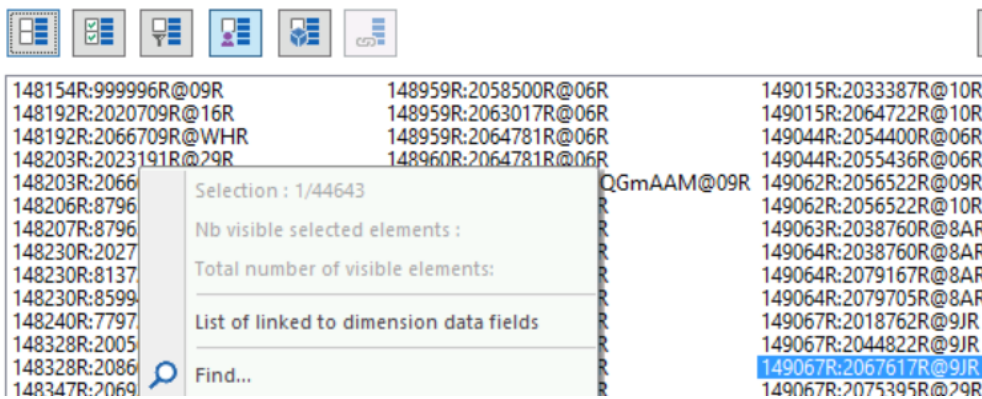
If you have the case 2 and 3 , there was probably a supersession

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

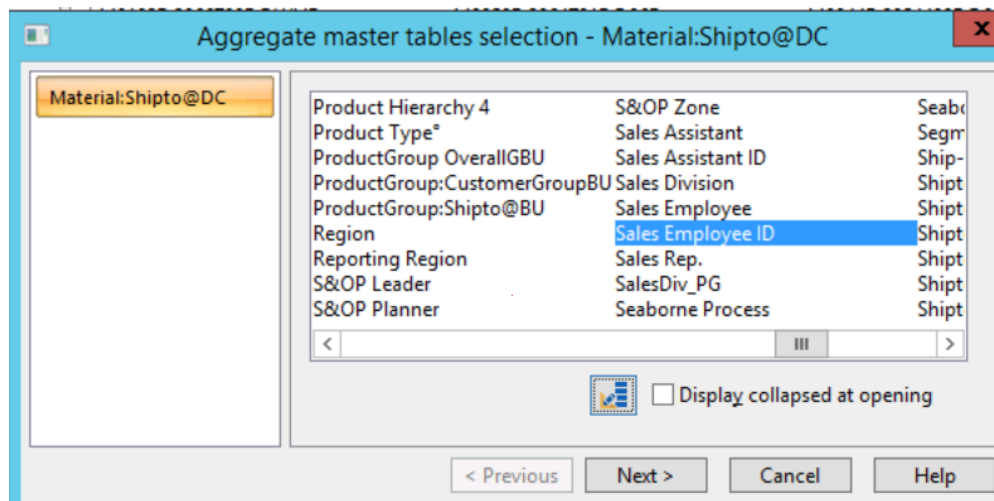
Dimension :



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@solway.com SICS Andrew  |                                          |
| Data fields    | 149067R:2067617R@9JR                | Total andrew.sics@solway.com SICS Andrew |
| Active DFUs    | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/>      |
| Sales Employee | andrew.sics@solway.com              | andrew.sics@solway.com                   |

3- Check if there was a supersession

Open Grid view with data field

| Record view opening                                                                                                         |                                 |  |
|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------|--|
| <div> <div>Data fields</div> <div> <div>Dim. Mapping</div> <div>Selection</div> <div>Data field display</div> </div> </div> |                                 |  |
| Browse...                                                                                                                   |                                 |  |
| Name                                                                                                                        | Data table                      |  |
| Substituted reference                                                                                                       | Supersession Configuration data |  |
| Substituted reference Final                                                                                                 | Supersession Configuration data |  |

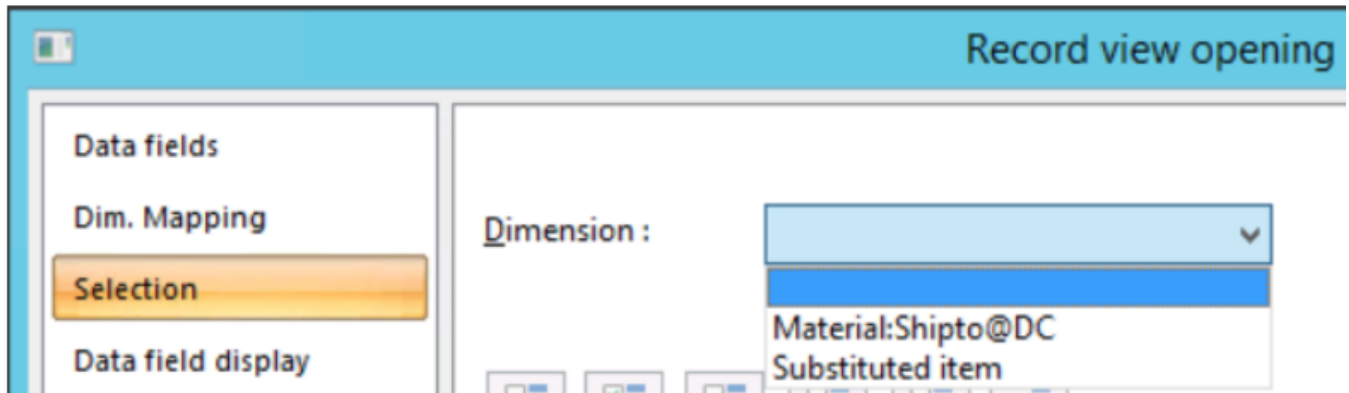
(Where to find these data field: user model Supersession)

|                                    |
|------------------------------------|
| User models                        |
| Tech                               |
| ABC M1 (ICM)                       |
| ABC M1 (Unit)                      |
| ABC M2 (Unit)                      |
| ABC M2 (Value)                     |
| ABC M3 (Unit)                      |
| ABC M3 (Value)                     |
| ABC M4 (Unit)                      |
| ABC M4 (Value)                     |
| Budget                             |
| Constrained Demand                 |
| Contribution Margin                |
| Currency Management                |
| Global Configuration               |
| KPI Manual Calculations            |
| MTP / Commercial RoadMap           |
| U00 - Import - IN                  |
| U99 - Export - OUT                 |
| x. Condition Update Datafields     |
| x. Master Tables Update            |
| x. Supersession                    |
| Models                             |
| Data tables                        |
| Chemplex supersession data         |
| Chemplex supersession data by city |
| Daily follow up data               |
| FA correction data - TEMP          |
| Supersession condition data        |
| Supersession Configuration data    |
| Supersession for DIP               |
| Supersession output data           |
| Supersession technical data        |

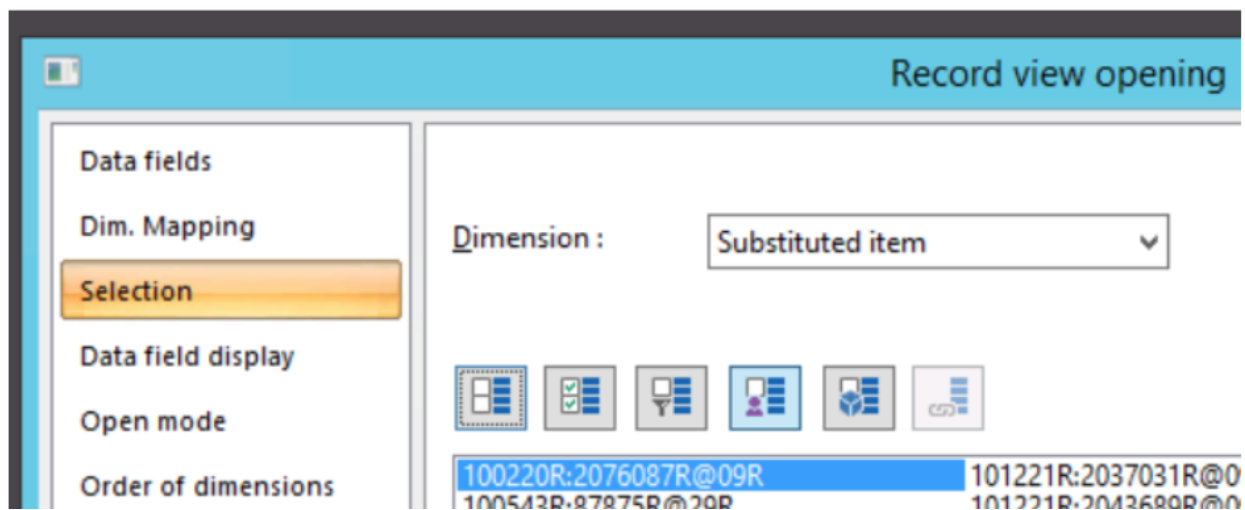
Substituted reference final (Material:Shipto@DC) > New DFU

Substituted reference (Substituted Item) > Old DFU

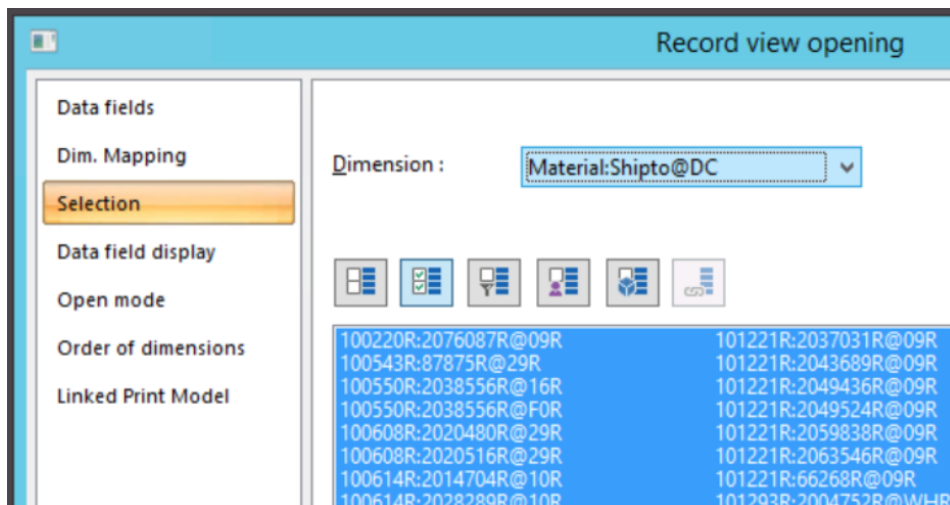
Go to > User models > Supersession> data tables> configuration data



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

Record view opening

- Data fields
- Dim. Mapping
- Selection
- Data field display
- Open mode**
- Order of dimensions
- Linked Print Model

Default Open Mode

Mode 1: Updatable data fields

Mode 2 : Computed data fields

Mode 3 : Annotation data fields

| Data field                  | Data field open mode | Annotation opening mode |
|-----------------------------|----------------------|-------------------------|
| Substituted reference       | Default (Mode 1)     |                         |
| Substituted reference Final | Default (Mode 2)     |                         |

If nothing

| Supersession Configuration data |                  |                       |                             |
|---------------------------------|------------------|-----------------------|-----------------------------|
| 44259x1 / 1                     |                  | Data fields           |                             |
| Material:Shipto@DC              | Substituted item | Substituted reference | Substituted reference Final |

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

| Supersession Configuration data |                      |                                     |                                     |
|---------------------------------|----------------------|-------------------------------------|-------------------------------------|
| 44238x44238 / 1                 |                      | Data fields                         |                                     |
| Material:Shipto@DC              | Substituted item     | Substituted reference               | Substituted reference Final         |
| 100550R:2038556R@F0R            | 100550R:2038556R@16R | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

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                      | Code                   | Name  | Short name | Condition                           | Condition                           | Condition                           | Condition                           | Condition                | Condition | Condition                           |
|                            |                        |       |            | Manual DFUs                         | New DFU                             | Active DFUs   Special Chem          | Planned DFUs   SpecialChem          | Not Planned DFU          |           |                                     |
| 1                          | 317375R:2030916R@16R   | ***** |            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |           |                                     |
| 2                          | 145575S:3512730S@CHFL0 | ***** |            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |           |                                     |
| 3                          | 150173R:2038368R@29R   | ***** |            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |           |                                     |
| 4                          | 36338S:415089S@CHFL0   | ***** |            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |           |                                     |
| 5                          | 159133S:466279S@CHELC  | ***** |            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |           |                                     |
| 6                          | 205069S:466279S@CHELC  | ***** |            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |           | <input checked="" type="checkbox"/> |
| 7                          | 319791R:88664R@29R     | ***** |            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |           |                                     |
| 8                          | 141603R:61995R@16R     | ***** | *****      | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |           |                                     |
| 9                          | 141603R:2035279R@16R   | ***** | *****      | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |           |                                     |

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

View Management

Data fields

Dim. Mapping

Selection

Data field display

Open mode

Order of dimensions

Attachment with calculations

Linked Print Model

Dimensions layout

Row

Material

Column

Page

Data fields

Default value display

☒ Default setting
 ☐ Custom
 ☐ Display the default value

Page navigation toolbar

☐ Hide navigation bar
 ☐ Display dimensions name

Invalid coordinates

☐ Hide rows with invalid coordinates
 ☐ Hide invalid coordinate pages

Miscellaneous options

☐ Hide rows to the default value
 ☐ Automatic sizing of columns
 ☒ Hide the dimension Size row
 ☐ Display the edition grid
 ☐ Display as a Record View

Synchronization of the view

Choice of the synchronization group

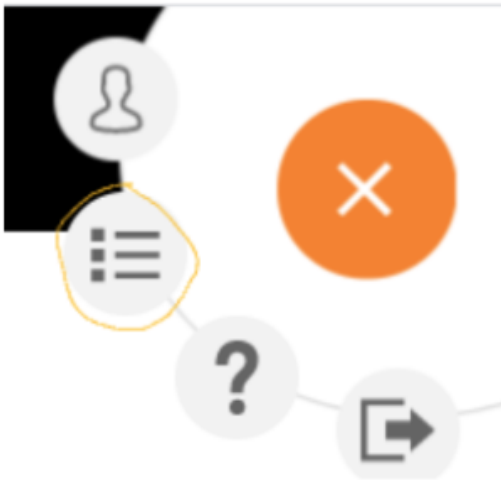
Synchronization group

## 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

## Activity

TASKS

TASKS I CREATED

USERS

 Online users



VANP7031

cecile.vanpaseuth-ext@solvay.com

 DSCP Web portal

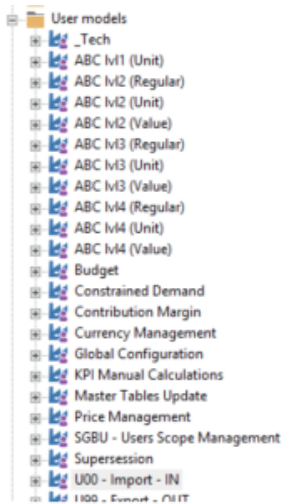
Then you will be able to see who is connected.

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

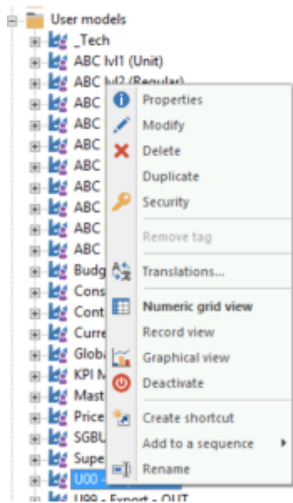
Right click on the master table

Example for the user group TS - role sales manager:

UOO - Import - IN



Click on security



In object's visibility: choose allow

U00 - Import - IN properties

Security

Name: U00 - Import - IN

Archive template  
Calculations  
Data tables  
Models  
Views  
Parents  
User models  
Structure

Security

| User's groups           | Type of groups | Object's visibility | Write permission | Data field value write access | Annotation write access |
|-------------------------|----------------|---------------------|------------------|-------------------------------|-------------------------|
| TS - RO / IONESCU Elena | VMRDA          | Inherit (Deny)      | Inherit (Allow)  | Inherit (Allow)               | Inherit (Allow)         |
| TS - Role Sales Manager | VM-DA          | Allow               | Inherit (Allow)  | Inherit (Allow)               | Inherit (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

|                |      |
|----------------|------|
| Customer       | 1107 |
| Sales Org.     |      |
| Distr. Channel |      |
| Division       |      |

## 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.

WBP(1)/400 Use Variable of OLAP Processor

OLAP Variable: V\_REASON\_REJ\_0001

Fiscal Year Variant:

Results of Variable Evaluation

| S.. | O... | From value | To value |
|-----|------|------------|----------|
| I   | EQ   | 96         |          |
| I   | EQ   | 98         |          |
| I   | EQ   | 9A         |          |
| I   | EQ   | 00         |          |

Navigation icons: [Previous] [Next] [Find] [Refresh] [Delete]

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.

**Display Standard Order 3085058: Overview**

Standard Order: 3085058 Net value: 0.00 EUR

Sold-To Party: 2037372 UNION INVIVO / Boîte post. 96669 / 35766 SAINT GREGOIRE

Ship-To Party: 2068092 FERTIDOCK / 15 RUE DE L'HOUMAILLE / 44340 BOUGUENAIS

Purch. Order No.: B1011023226 PO Date: 05/18/2021

Sales | Item overview | Item detail | Ordering party | Procurement | Shipping | Reason for rejection

Order reason: 963 Administrative Error (CS Origin)

| Item | Material | Reason for rejection | Net value  | Description                  |
|------|----------|----------------------|------------|------------------------------|
|      | 10132636 | 96 Correction-Ord.   | 126,000.00 | AGRHO N PROTECT B 1090KG IBC |

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\_GLBFLT

|                                                 |                                              |
|-------------------------------------------------|----------------------------------------------|
| <b>DSO:</b>                                     | <b>DPDYN22</b>                               |
| <b>FILTERS</b>                                  |                                              |
| <u>Common filters for DPSDS005 and DSO_SD02</u> |                                              |
| Item category                                   | List of Item category maintained in C_GLBFLT |
| Reason for rejection                            | List of Rej. Reas. maintained in C_GLBFLT    |
| 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

|                                    |
|------------------------------------|
| Material:Shipto@DC                 |
| ABC Iv1 (regular)                  |
| ABC Iv1 (Unit)                     |
| ABC Iv1 (Value)                    |
| ABC-BU                             |
| BIC Market                         |
| BIC Market _CH                     |
| BIC Market@MiniZone                |
| BU-Zone                            |
| Commercial Prod NOV                |
| Commercial Prod NOV (SHKA)         |
| Commercial Product x MiniZone      |
| CommercialProd-ShiptoKA-Country@BU |
| Country_CH                         |
| Country_CP NOV                     |
| Country_MAT NOV                    |
| CRM Material:Shipto@DC             |
| CRM Opp ID                         |
| CRM Opp number                     |
| CRM Opp Type                       |
| CRM Project Priority               |
| CRM Stage                          |
| Distribution Channel               |
| Division@DC                        |
| GBR Segment                        |
| LC                                 |
| Manual ABC Iv1                     |
| Marketing Market                   |
| Material                           |

| Material records |         |                                 |            |                    |          |        |
|------------------|---------|---------------------------------|------------|--------------------|----------|--------|
| 48645            | Code    | Name                            | Short name | Commercial Product | Division | Colour |
| 1                | 115197R | POLYGLYCEROL-3 250KG DRUM       |            | 90064331           | KVR      |        |
| 2                | 129663R | MIRATAINE BET C30A 1200KG IBC   |            | 90064693           | SQR      |        |
| 3                | 16169R  | GEROPON MLS/A 20KG PAPER BAG    |            | 90004487           | SKR      |        |
| 4                | 61180R  | AMINOETHYLETHANOLAMINE BULK     |            | 90072412           | KVR      |        |
| 5                | 77270R  | MIRATAINE CAB 200KG PLASTIC DRU |            |                    |          |        |
| 6                | 79177R  | ISOBUTYL ALCOHOL BU             |            |                    |          |        |
| 7                | 105323R | TOLCIDE PS24E: (ASH)IBC:1050KG  |            |                    |          |        |
| 8                | 105606R | TOLCIDE PS70A 285KG DRUM(4)     |            |                    |          |        |
| 9                | 105612R | TOLCIDE PS70A IBC 1300KG        |            |                    |          |        |
| 10               | 105635R | BRICORR 75:IBC:1400KG           |            |                    |          |        |
| 11               | 110663R | BRICORR 75 250KG PLASTIC DRUM   |            |                    |          |        |
| 12               | 110782R | CHENFIL 354 295KG DRUM(4)       |            |                    |          |        |
| 13               | 111731R | CHENFIL 354 IBC 1400KG          |            |                    |          |        |
| 14               | 111827R | CHENFIL 364 DRUM 250KG          |            |                    |          |        |
| 15               | 112069R | ALBRITECT CP 40 25 KG PLASTIC D |            |                    |          |        |
| 16               | 118364R | BRICORR 75 272KG PLASTIC DRUM   |            |                    |          |        |
| 17               | 119280R | RHODIASOLV DIB 200KG METAL DRUM |            |                    |          |        |
| 18               | 120494R | CHENFIL 364 25 KG DRUM          |            |                    |          |        |
| 19               | 121431R | RHODAFAC BN-936/5 1400KG IBC    |            |                    |          |        |
| 20               | 121470R | RHODAPHOS DPC 1000 KG UN TANK   |            |                    |          |        |
| 21               | 129056R | SIPOMER PAM 200 400LB CHP       |            |                    |          |        |
| 22               | 130529R | BRICORR 70A 1400KG IBC          |            |                    |          |        |
| 23               | 131145R | BRICORR 50A 1250KG IBC          |            |                    |          |        |
| 24               | 131301R | TOLCIDE PS75LT 1400 KG IBC      |            |                    |          |        |
| 25               | 132636R | AGRHO N PROTECT B 1090KG IBC    |            |                    |          |        |
| 26               | 135620R | AGRHO N25 PROTECT G 1090KG IBC  |            |                    |          |        |
| 27               | 136848R | TOLCIDE PS50A EU BULK           |            |                    |          |        |

Search

Entry the key word to find :

125788

125763R  
125764R  
125765R  
125766R  
125767R  
125768R  
125769R  
125770R  
125771R  
125772R  
125773R  
125774R  
125775R  
125776R  
125777R  
125778R  
125779R  
125780R  
125781R  
125782R  
125783R  
125784R  
125785R  
125786R  
125787R  
125788R  
125789R

PreviousNext

☐ Match case☐ Match whole word

☐ Regular expression

OKCancel

Check all the conditions:

| Material records |         |                   |                  |                     |                                     |   |
|------------------|---------|-------------------|------------------|---------------------|-------------------------------------|---|
| 48645            | Code    | Aggregated level  | Aggregated level | Aggregated level    | Condition                           | C |
|                  |         | Tactical Material | Forecast Family  | BU                  | Active                              | S |
| 14536            | 125788R | 90018358_0005     |                  | ENTRP00206 Novecare | <input checked="" type="checkbox"/> |   |

| Material records |         |                  |                  |                  |                            |                |
|------------------|---------|------------------|------------------|------------------|----------------------------|----------------|
| 48645            | Code    | Aggregated level | Aggregated level | Aggregated level | Condition                  | Unit of measur |
|                  |         | Concentration    | Aqua & Indus     | Packaging Size   | Active Material   All GBUs | PACK --> KG    |
| 14536            | 125788R |                  |                  |                  | <input type="checkbox"/>   | 1.00           |

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:

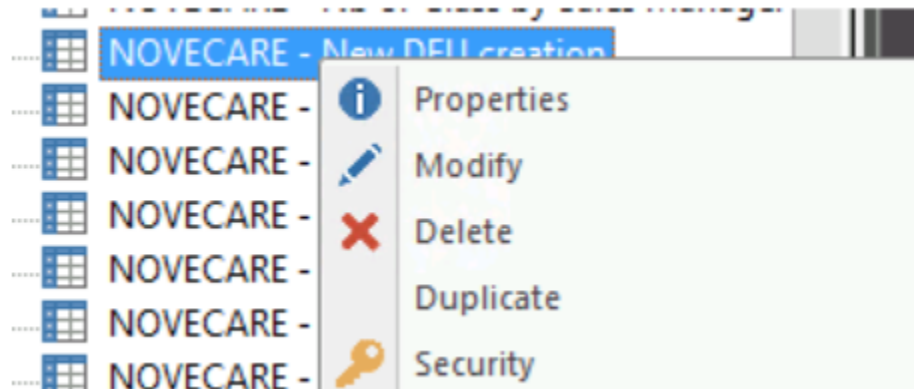
- We can create the DFU
- The DP has to follow these steps

in that case, please follow these steps:

Right click on the grid view New DFU creation

- NOVECARE - Nb of Class by Sales Man:
- NOVECARE - New DFU creation
- NOVECARE - Newly created DFUs

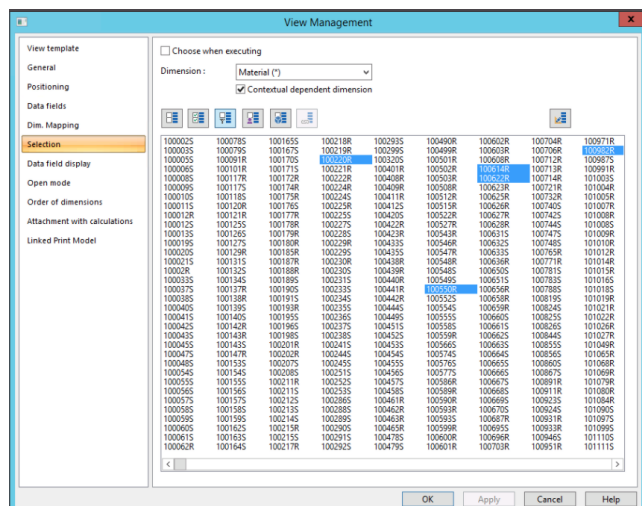
Select Modify



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



Save, and after that, the user will 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

|             |                                     |
|-------------|-------------------------------------|
| 2 / 1       | Material: Shipto@DC                 |
| Data fields | 11613R:66268R@9BR                   |
| Active DFUs | <input checked="" type="checkbox"/> |
| LC          | USD                                 |

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@98R 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 [I          | 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)

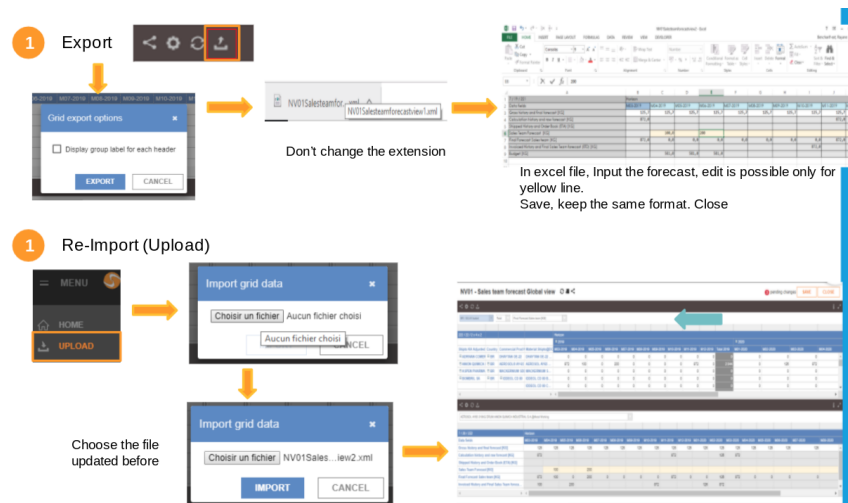
## WEBDP account creation - TBC

If you have this request

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

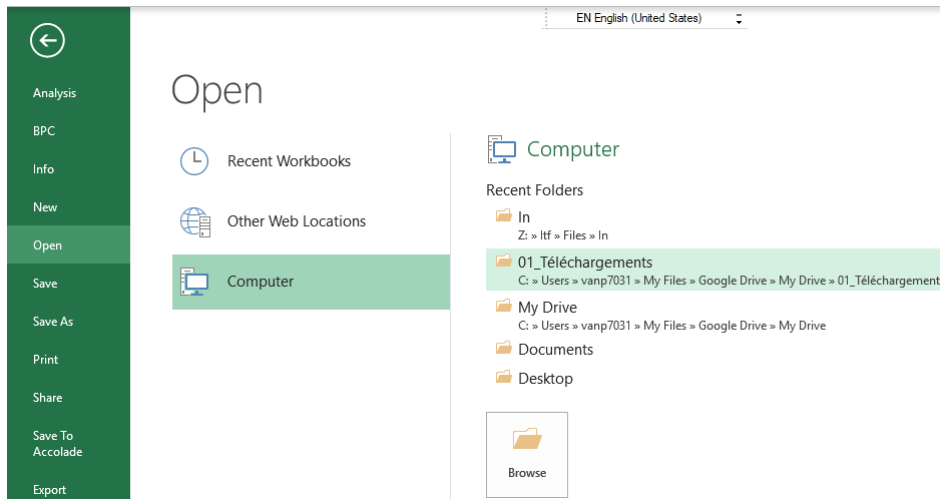
## User can't open the XML file from the webworkspace - TBC

Uselly user can open the XML file with this process

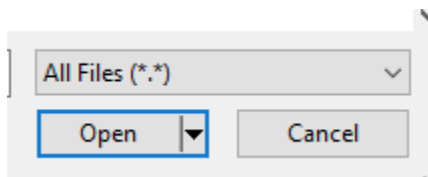


If they can't do it, below the steps:

- Open your Excel app
- Go the menu File
- Click on Open (Search the file where it is stocked, mine was on the file "Téléchargement")

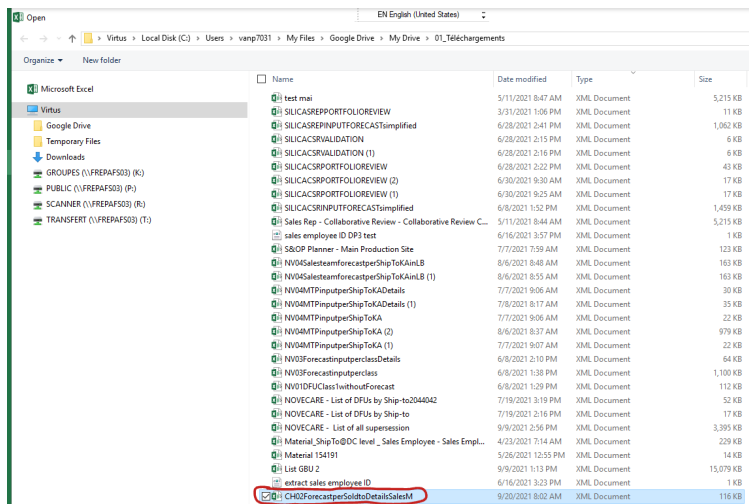


- Click to "Open"



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

- Then you can find your forecast

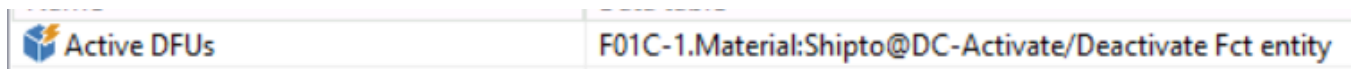


- Double click on your file or (click on your file and click on "Open")

## 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

| Aggregate master tables selection - Material:Shipto@DC |                      |                              |
|--------------------------------------------------------|----------------------|------------------------------|
| Material:Shipto@DC                                     | PLM                  | Product Hierarchy 4          |
|                                                        | Port of destination  | Product Type*                |
|                                                        | Procurement type     | ProductGroup OverallIGBU     |
|                                                        | ProdHier-SoldTo-Ctry | ProductGroup:CustomerGroupBU |
|                                                        | Product group        | ProductGroup:Shipto@BU       |
|                                                        | Product hierarchy    | Region                       |
|                                                        | Product Hierarchy 1  | Reporting Region             |
|                                                        | Product Hierarchy 2  | S&OP Leader                  |
|                                                        | Product Hierarchy 3  | S&OP Planner                 |

N.B: Remember to change the display

Display S&OP Leader

☒ Displaying total  
Calculation mode: Inherited  
Definition by data field...

Authorize modification of totals  
☒ For this level  
☐ For the aggregated levels

Displaying records  
☒ Code  
☒ Name

You have now the S&OP leader of this DFU

| 2 / 1                                        |                           | Data fields                         |
|----------------------------------------------|---------------------------|-------------------------------------|
| S&OP Leader                                  | Material:Shipto@DC        | Active DFUs                         |
| <input type="checkbox"/> WCUNHA Walter CUNHA | 116939R:90078R@06R        | <input checked="" type="checkbox"/> |
|                                              | Total WCUNHA Walter CUNHA | <input checked="" type="checkbox"/> |

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

## NOVECARE - A0 Master Data [DFUs Management]

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<br>For PF1 : Industrial Origin from the Material<br>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:

Material:Shipto@BU level | Main Production Site

Main Production Site  
Main Production Site from CRM  
Main Production Site from Hierarchy  
Main Production Site from Manual creation  
Main Production Site from Material [CH]  
Main Production Site from SPK  
Main Production Site INT1 [NOVECARE]  
Main Production Site INT2  
Main Production Site override  
TEMP Main Production Site override

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

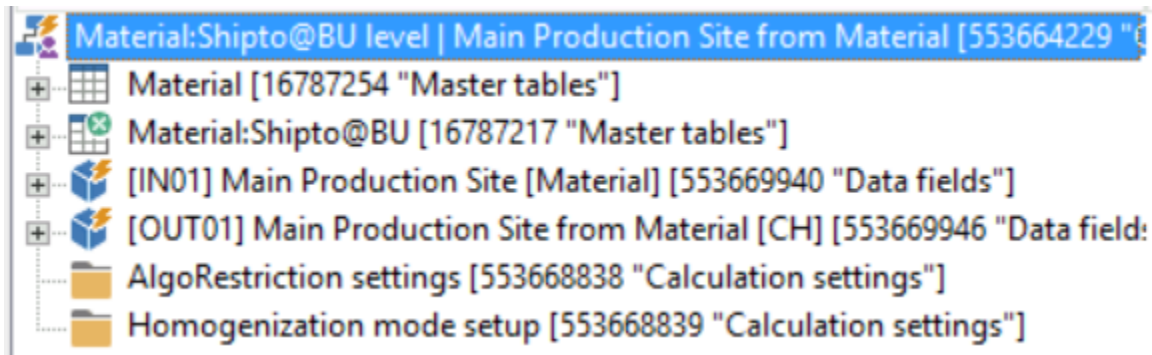
2- Check where the data fields **Main production site from material CH**

Go to the dependency view

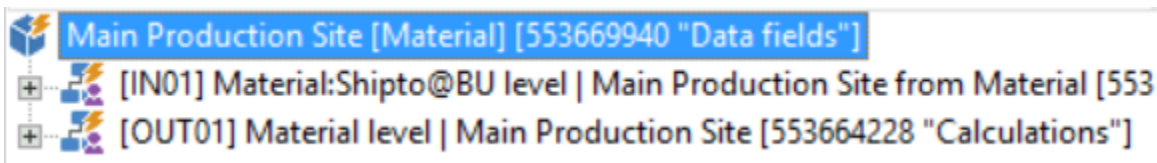
Main Production Site from Material [CH] [553669946 "Data fields"]  
[IN01] Material:Shipto@BU level | Main Production Site INT2 [SPECIAL CHEM] [553664  
[OUT01] Material:Shipto@BU level | Main Production Site from Material [553664229 "C

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

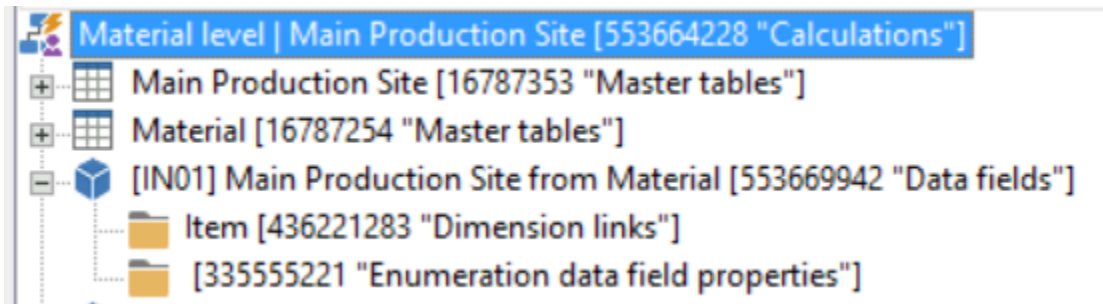
This calculation is itself feeded by the data fields *Main production site Material*



This data field is by the material level main production site

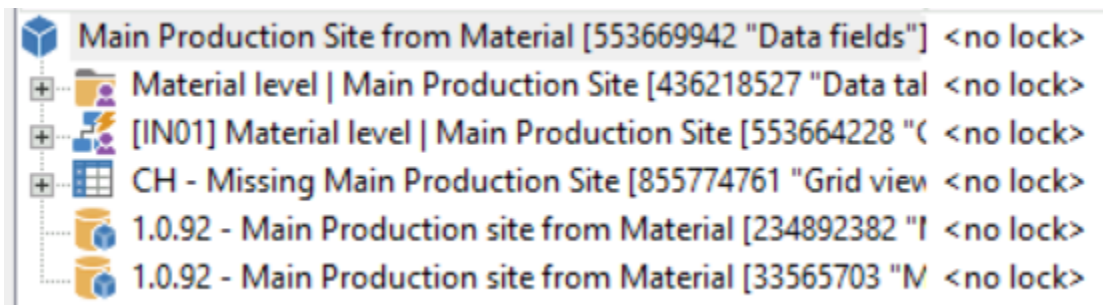


This calcul is feeded by



the data field is feeded by the calculation by the file DYS\_BW\_MATERIAL

(right click to display the text)



```

ODBC Query : STL_MATERIAL

Product_Group_Code,
CASE
  WHEN Packing_Type_Code IS NULL THEN Material_Group_Code + '_2'
  WHEN Packing_Type_Code='' THEN Material_Group_Code + '_2'
  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, 3) 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" | "SDescripti" | 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" |
| 2054115   | 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)

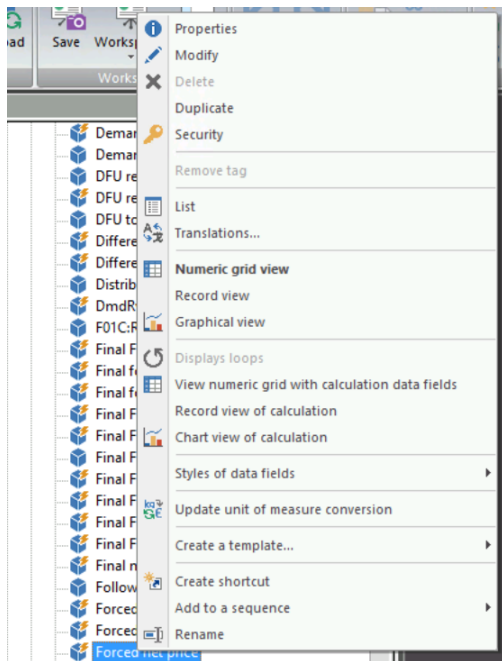
How to copy/paste data from one data field to another? - TBC

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:

Forced net price properties

General

Value

**Dimensions**

Display

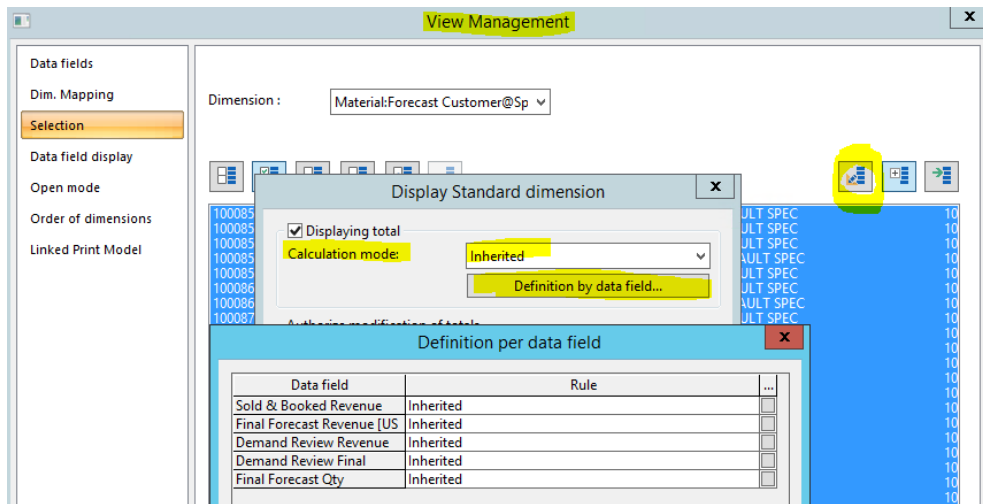
Unit of measure

| Type             | Name               | Dimension          | Condition (1st) | Condition (2nd) | Active                              | Aggregation              | Proration    |
|------------------|--------------------|--------------------|-----------------|-----------------|-------------------------------------|--------------------------|--------------|
| Source of demand |                    |                    |                 |                 | <input type="checkbox"/>            | Sum                      | Proportional |
| Item             | Material:Shipto@DC | Material:Shipto@DC | Active DFUs     |                 | <input checked="" type="checkbox"/> | Average (Except default) | Equal        |
| Horizon          | Horizon            | Forecast month     | Sales days      |                 | <input checked="" type="checkbox"/> | Average (Except default) | Equal        |

- 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?