

MSP: Regulatory Questions & Quality Questions (Customer Requests)

Pre-requisite

Users that have access to Regulatory Questions tile (Customer Requests):

- Profiles = MSP Customer Community Plus or CEP Partner user
- Markets = At least one Market assigned to the contact to be able search product documentation/details and create records

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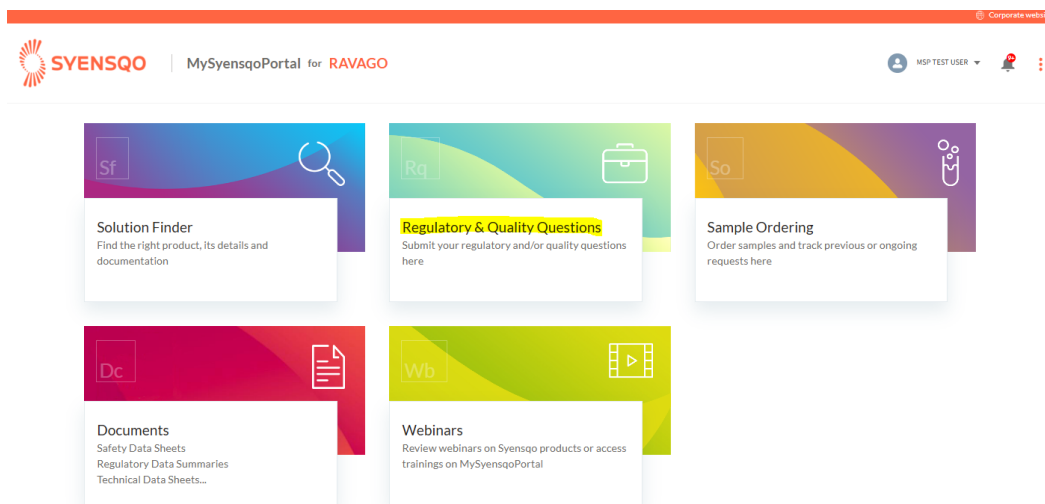
Definition

This capability allows users to create Customer Requests and see the records shared between them and Syensqo that were created from the portal and belong to their account corporate group.

Accessing points

This capability can be accessed through several points in MSP detailed below :

- Homepage and 3 dots menu



Detailed Capabilities

MSP user can access to :

- Customer Requests list
- Customer Requests details
 - Linked to a specific Customer Requests, case comments is available for MSP users and Syensqo internals to be able to comment the case.
 - Attach files to a specific Customer Request
- Create a Customer Request
- Consult Regulatory Questions Disclaimer

Customer Requests list

This list presents all Customer Requests belonging to distributor corporate account that have been created from MSP, for customers only their own customer requests appear.

It is presented in a table with the following columns :

- Request Number

- Date/Time
- Account Name
- Type
- Subject
- Product
- BU
- Status

The list is presented in pages (10 per page)

The list can be filtered through :

- My Questions (Disabled by default)
- Request Number
- Type
- Country
- BU
- Status
- Product
- General search that searches the filter values

Every filter accepts multi-selections. The header of each column allows a sort the records.

The field Request Number is in orange. It is a link to access to details of a Customer Request, opening a new page.

The screenshot shows the MySyensqoPortal for RAVAGO interface. At the top, there is a navigation bar with the SYENSQO logo and the text "MySyensqoPortal for RAVAGO". On the right side of the navigation bar, there is a user profile icon labeled "MSP TEST USER" and a notification bell icon with a red "10" badge. Below the navigation bar, there is a breadcrumb trail: "Homepage > Regulatory & Quality Questions". The main header area contains the text "Regulatory & Quality Questions" and a "Disclaimer" link, along with a "New Question" button. Below the header, there is a search bar with the placeholder text "Search". Underneath the search bar, there is a "Show Filters" button and a toggle switch labeled "My Questions". The main content area displays a table with the following columns: REQUEST NUMBER, DATE/TIME, ACCOUNT NAME, TYPE, SUBJECT, PRODUCT, BU, and STATUS. The table contains four rows of data, with the first column (REQUEST NUMBER) highlighted in orange for each row.

REQUEST NUMBER	DATE/TIME	ACCOUNT NAME	TYPE	SUBJECT	PRODUCT	BU	STATUS
00398959	05-Dec-2024	RAVAGO CHEMICALS SPAIN S.A.	Quality	test	RHODACAL LDS 23 AP	Agro	Approval Pending
00398936	04-Dec-2024	RAVAGO CHEMICALS SPAIN S.A.	Quality	teste	RHODASURFL 40 AP	Agro	Approval Pending
00398937	04-Dec-2024	RAVAGO CHEMICALS SPAIN S.A.	Quality	test	RHODASURFL 40 AP	Agro	Approval Pending
00398934	04-Dec-2024	RAVAGO CHEMICALS SPAIN S.A.	Quality	test	RHODASURFL 40 AP	Agro	Approval Pending

Customer Request Details

The Customer Request detail page contains the following elements :

1. Open

2. Approval Pending

3. Approved

4. Completed

5. Closed

Case Information

Account Name RAVAGO CHEMICALS SPAIN S.A.	Status Approval Pending
Subject test	Received Date 5/12/2024
GBU Novocare	Requested Resolution Date
BU Agro	Severity/Priority Medium
Type Quality	Manufacturing Plant Code 8006
Sub-Type Batch extension	Account Manager

Customer Request Products (1) New

PRODUCT	LEVEL	PRODUCT CODE	APPLICATION/E...
RHODACALL...	Level 4	90100737	

[View All](#)

Description

Initial Description
test

Amount

Customer Response

Customer Response

Completed Date

System Information

Case Origin
My Syensqo Portal

System Information

Case Origin

My Solvay Portal



Case Comments (0)

New



Files (0)

Add Files

Title	Owner	Last Modified	Size
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This page is totally in a read-only mode. No field can be updated. Comments can be added and linked documents can be downloaded.

Comments: Used for communication between the case owner and customer ([Notification templates](#)) :

Files: Share files between internal and customers (new file attachment notification only available for Samples)

Account Manager: when assigned the person gets a notification

Customer Request Creation

In the Customer Request list page, User can find a "New Customer Request" Button.

Clicking on that button, opens the creation form in a new page.

This Customer request creation form elements are :

- Subject
- Product
- GBU
- Application=BU
- Account Manager (not mandatory)

- Requested Resolution date
- Type
- Sub Type (mandatory)
- Manufacturing Plant Code (**mandatory when Quality type is selected**) - "Labxx" plants— are not searchable as these are used exclusively for product development samples
- Initial Description
- A Save Customer Request button

NEW REQUEST

Subject ⓘ
test

Product
RHODASURF L 40 AP

Application
Agro

Account Manager
--None--

Type
Quality

Complaints must not be logged in this Portal. Please contact Syensqo Customer Service.

Sub-Type
Additional tests

Manufacturing Plant Code
Search Utilities... 🔍

Manufacturing Plant Code is mandatory. Please fill the field.

Initial Description ⓘ
tyui

Save Customer Request

When 'Batch extension' subtype is selected is mandatory to attach a file (by default it appears the upload files and drop files options)

❌ **Error Message**
 It is mandatory upload a file when you choose sub type Batch Extension

NEW REQUEST

Subject ⓘ

Product

Application

Account Manager

Type

Complaints must not be logged in this Portal. Please contact Syensqo Customer Service.

Sub-Type

Manufacturing Plant Code

Initial Description ⓘ

A copy of the certificate of analysis is mandatory to process the request.

Or drop files

Save Customer Request

Customer Request business rules

In Salesforce when the case origin is MSP the customer request layout hides the fields 'Customer Response Proposal' and 'Customer Response Proposal Details' and only shows 'Customer Response' field:

Case ⓘ
Customer Request / 00386365

#1: RHODASURFL 40 AP - Level 4 - Application/end use: Undefined

Customer Response ⌵

Customer Response ⓘ

Completed Date

Time Spent ⓘ

Closure ⌵

Data Model & Security

Product search visibility

Users are able to **search for products where Market is the same assigned to their contact and their account region** is included in the MSP products region.

- Contact Market and Account Region = Product Market and Region

Contact
MSP TEST USER

Name	MSP TEST USER	Phone	
Account Name	RAVAGO CHEMICALS SPAIN S.A.	Mobile	
Account Screening Status	EMEA Account	Email	anil.bairam-ext@syensqo.com
Language	English	Social Media Profile	
Related GBU	Aroma Performance;Fibras;Novocare;Soda Ash & Derivatives;Special Chem;Technology Solutions;Oil & Gas Solutions	Crisis Contact For GBU	Novocare
Job Department	General Management	Inactive	<input type="checkbox"/>
Function	Agent	Description	
Contact Role		Markets	Metal Treatment;Lubricants;Personal Care;Home Care;Seed Care;Crop Protection;Emulsion Polymerization for Coatings;Emulsion Polymerization for adhesives;Additives for coatings, construction, inks and adhesives

Product
RHODASURF L 40 AP

RHODASURF L 40 AP

Product Name it: RHODASURF L 40 AP | Product Name ja: RHODASURF L 40 AP

ISO 16128-2

Market: Metal Treatment;Lubricants;Personal Care;Home Care;Seed Care;Crop Protection;Emulsion Polymerization for Coatings;Emulsion Polymerization for adhesives;Additives for coatings, construction, inks and adhesives

MSP Region: Asia-Pacific;Europe, Africa & Middle East;Latin America;North America

NEW REQUEST

Subject: test

Product: RHODASURF L 40 AP

Application

Reach Products

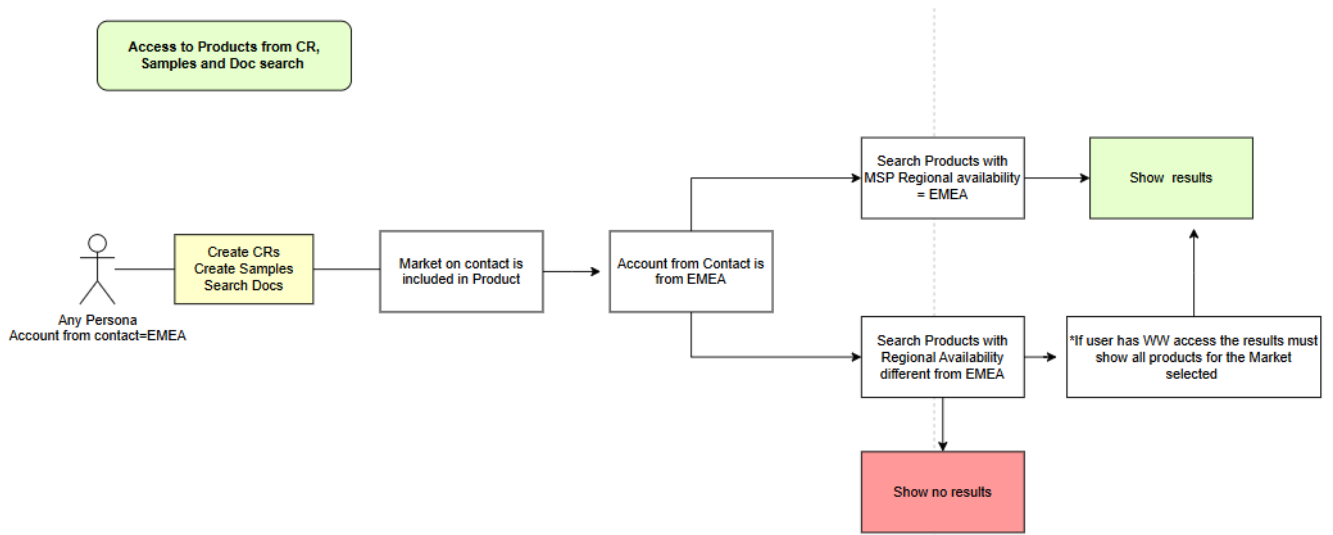
A customer from Middle East and Africa is able to create a customer request products in EMEA even if the product is not available in EU for Reach reason. When product is flagged as 'Not Authorized for REACH Countries' reach countries cannot find the product:

MSP Product Finder
 Markets: Metal Treatment;Lubricants
 INCI: _____
 MSP CAS Number: _____
 Not Authorized for REACH Countries:
 RCI: _____
 ISO 16128-2: _____
 MSP Region: Asia-Pacific; Europe, Africa & Middle East; Latin America; North America

Region Exception

Users with MSP Worldwide Access have access to the products of all regions as long as they have access to the Market that is assigned to the Product

Contact
MSP TEST USER
 Function: Agent
 Contact Role: 1
 Title: _____
 Source: _____
 Description: _____
 Markets: Metal Treatment;Lubricants;Personal Care;Home Care;Seed Care;Crop Protection;Emulsion Polymerization for Coatings;Emulsion Polymerization for adhesives;Additives for coatings, construction, inks and adhesives
 Regulatory: My Syensqo Portal Persona
 MSP Worldwide Access:



Regulatory Access type

Users only have access to Regulatory type when their My Syensqo Portal Persona is Regulatory



Polymerization for adhesives;Additives for coatings, construction, inks and adhesives

Title

My Syensqo Portal Persona
Regulatory

Source

MSP Worldwide Access



NEW REQUEST

Subject ⓘ

test

Product

RHODASURFL40AP

Application

Agro

Account Manager

--None--

Type

Regulatory

Sub-Type

--None--

Manufacturing Plant Code

Search UTILITIES...

Initial Description ⓘ

Save Customer Request