

MSP: Sample 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 Partners to create samples requests and see the records they have created that belong to their corporate group and were created from the portal.

Note: Customers (MSP Digital Assistant) can only search Samples created from Solution Finder while Partners (CEP Partner/MSP Customer Community Plus) can search and create Samples from both Solution Finder and Samples tile.

Accessing points

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

**SYENSQO**

MySyensqoPortal for **RAVAGO**

MSP TEST USER



Sf

Solution Finder
Find the right product, its details and documentation

Rq

Regulatory & Quality Questions
Submit your regulatory and/or quality questions here

So

Sample Ordering
Order samples and track previous or ongoing requests here

Dc

Documents
Safety Data Sheets
Regulatory Data Summaries

Wb

Webinars
Review webinars on Syensqo products or access trainings on MySyensqoPortal

**SYENSQO**

MySyensqoPortal for **RAVAGO**

MSP TEST USER



Homepage > Sample Ordering

Sample Ordering

Order a Sample

My Orders

> Show Filters

REQUEST NUMBER	DATE OF REQUEST	STATUS	SHIP TO	PRODUCT	ATTACHMENTS	TRACKING NUMBER	CARRIER PARTNER NAME
00399561	10-Dec-2024	New		RHODASURFL 40 AP			

Detailed Capabilities

MSP users can access to :

- Sample requests list
- Sample request details
 - Linked to a specific sample request, comments and files attachment are available for MSP users and Syesnqo's internals to be able to discuss about the sample.

Sample request list

This list presents all open sample requests and the closed ones (if they have been closed in the current or the past year) which were created from the community and belong to the user account corporate group:

Homepage > Sample Ordering

Sample Ordering

Order a Sample

> Show Filters

My Orders

REQUEST NUMBER	DATE OF REQUEST	STATUS	SHIP TO	PRODUCT	ATTACHMENTS	TRACKING NUMBER	CARRIER PARTNER NAME
00399561	10-Dec-2024	New		RHODASURFL 40 AP			
00399559	10-Dec-2024	New	RAVAGO CHEMICALS SPAIN S.A.	RHODASURFL 40 AP			
00398952	05-Dec-2024	New	RAVAGO CHEMICALS SPAIN S.A.	ABEX 18 S			
00398951	05-Dec-2024	New	RAVAGO CHEMICALS SPAIN S.A.	ABEX 18 S			
00398950	05-Dec-2024	New	RAVAGO CHEMICALS SPAIN S.A.	ABEX 18 S			
00386279	21-Oct-2024	New	RAVAGO CHEMICALS SPAIN S.A.	ABEX® JKB STD			

It is presented in a table with the following columns :

- Request Number
- Date of Request
- Status
- Ship To
- Product
- Attachments
- Tracking Number
- Carrier Partner Name

The list is presented in pages (10 per page)

The list can be filtered through :

- My Orders
- Request Number
- Status
- GBU
- Ship To
- Product

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

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

A "Order a Sample" button allows the user to create new sample request (see Sample Request section below)

Sample Request Details

The Sample Request detail page contains the following elements :

1. New	2. Approval Pending	3. Approved	4. Ordered	5. Shipped	6. Delivered	7. Closed
General Information Status New Date/Time Opened 10/12/2024 13:55 GBU Novecare Requester/Contact Name MSP TEST USER Subject Case Number 00399561 BU Agro Sold To Account Name RAVAGO CHEMICALS SPAIN S.A. Estimated delivery date after order						
Initial Description Severity/Priority Medium Manufacturing Plant Code Sold To Account RAVAGO CHEMICALS SPAIN S.A. Tracking Number Carrier Partner Name						
Product Information Product RHODASURF L 40 AP Packaging Requested Quantity 1.00 Unit of Measure G						
Shipping Infos Ship To Account Name spp webshop self Ship-To Contact Name 913209444 Ship-To Contact name/addressee Test Spp Self Ship-To Contact Email 123fsadngvkvwd@gmail.com Additional shipping information						

The fields with pencil are only editable when the sample is in the New status.

Sample Request Creation

The click on "New Sample" Button on the Sample Request list page opens the following page:

Shipping Information

Address Type

Ship-to

* Ship To Account

SYENSQO (CHINA) CO., LTD.

Ship-To Address

XIN ZHUANG INDUSTRIAL ZONE3966 JINDU ROAD, Shanghai, SHANGHAI, China

* Ship-To Contact name

* Ship-To Contact Phone

* Ship-To Contact Email

Account Manager

--None--

Product Information

Product

Application

Requested Quantity

Unit of Measure

Product

Search Products...

Application

Select an Option

Requested Quantity

Unit of Measure

--None--

Additional Information

Packaging

Additional shipping information (Optional)

Fields used for Samples creation from MSP:

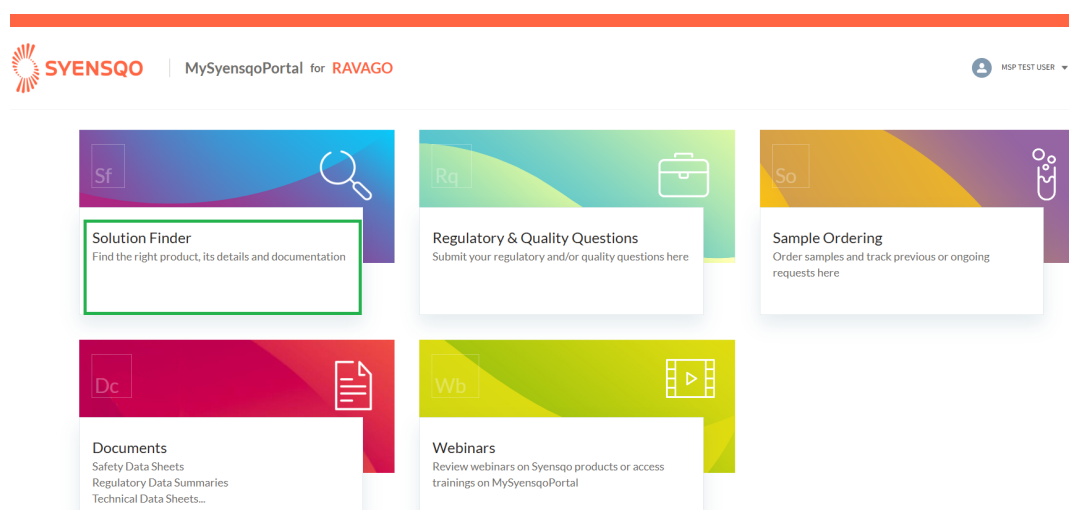
- Product *
- Application *
- Requested Quantity*
- Unit of Measure *
- Ship To Account *
- Ship To Account Address (Changes automatically according to the Account selected)

- Sold To Account (Field not available as it is automatically filled when case is created)*
- Account Manager
- Ship-To Contact name/addressee*
- Ship-To Contact Phone*
- Ship-To Contact Email*
- Packaging
- Additional shipping information

Notes:

- Clicking the + sign gives users the option to add more than one product which will create one Sample per product, this will create multiple sample records.
- *The MSP accounts must be of Partner type 'Sold To&Ship To' because Sold to Account field in the Sample filters out 'Ship To' Partner type accounts

Sample Request Creation (Solution Finder)



Search for a product:

Homepage > Solution Finder

Solution Finder

To start your search please select filters or search by keywords then click SEARCH to see our products fitting your criterias.

[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](#)

Metal
Market
Process Step
Challenge
Additive Function
Regional Availability

27 results

Product Name	Function	Description	Discover	Compare
ADDIKLEEN T4 KS	Alkaline Cleaning spray		Discover	☐
ADDIKLEEN T CD	Acidic Cleaning dip;Acidic Cleaning spray		Discover	☐
ADDIKLEEN HK30	Alkaline Cleaning dip;Alkaline Cleaning spray	Low foam P-free hydrotrope for high alkaline levels (20-30%w NaOH). Good wetting properties on hard surfaces, excellent hydrotrope with branched alcohols.	Discover	☐
ADDIKLEEN T4 KD	Alkaline Cleaning spray		Discover	☐
RHODOCLEAN EFC	Alkaline Cleaning dip;Alkaline Cleaning spray;Acidic Cleaning dip;Acidic	Versatile, multi-benefit low foam degreaser from natural sources, replace NPE/APE, low foaming. Shows good solubility in acidic conditions and can reach good solubility in alkaline conditions with	...	☐

On the Product detail page there is a button 'Order a sample' to create Samples:

Order a sample

* Product: ADDIKLEEN T4 KS

* Application: Metal Treatment

* Requested Quantity:

* Unit of Measure: G

* Ship To Account: RAVAGO CHEMICALS SPAIN S.A.

* Address: 103 CALLE VENEZUELA, PLANTA 4ª Barcelona, BARCELONA, Spain

Account Manager: --None--

* Ship-To Contact name:

* Ship-To Contact Phone:

* Ship-To Contact Email:

Additional shipping information (Optional):

Cancel Create new

Customer fills the following fields:

- Requested Quantity*
- Unit of Measure*
- Ship to Accounts*
- Ship to Accounts Address (Changes automatically according to the Account selected)
- Ship-To Contact name*
- Ship-To Contact Phone*
- Ship-To Contact Email*
- Additional shipping information (Optional)

Sample Request Creation from APAC and NAM

Users whose account is from APAC or NAM regions have the possibility to select manual Address Type

Order a sample

* Product

Metal Treatment

* Application

Industrial Solutions ▼

* Requested Quantity

* Unit of Measure

G ▼

Address Type

Manual ▲▼

* Ship-To Company name

* Ship-To Address

* Ship-To City

* Ship-To Zip Code

* Ship-To Contact name

* Ship-To Contact Phone

* Ship-To Contact Email

Additional shipping information (Optional)

If manual address type is selected the user has to fill in the following mandatory fields:

- Ship-To Company name
- Ship-To Address
- Ship-To City
- Ship-To Zip Code
- Ship-To Contact name
- Ship-To Contact Phone
- Ship-To Contact Email
- Additional shipping information

Once the creation validated, the sample request will be placed in a queue which can be consulted and managed by a CSR.

The CSR will have to add Sales organization information's and then submit the Sample for approval.

Check business rules here:

Transfer sample request created to SAP

Once a day, a batch is running. It gathers approved sample requests with SAP mandatory information (Distribution channel, Division, Sales org) and with Clamecy shipping site code and other plants in APAC (Roha, Bangpoo..) sends the grouped sample requests to SAP for orders creation. One sample request in Salesforce corresponds to one order line in SAP.

Important: Regardless of case origin if Samples are from Novocare, approved, with the correct shipping site code and correct Distribution Channel, Sales Org and Division, then the batch will create the order in SAP, if any of this criteria fails a notification is sent to the CSR with the error message and is displayed in the warning component on the Sample.

Shipping sites used in the interface:

 **Custom Labels**

gs2 [Help for this Page](#)

Custom labels enable developers to create multilingual applications by presenting information (for example, help text or error messages) to users in their native language. A custom label is a custom text value that can be accessed from Apex classes, Visualforce pages, and Lightning components. If Translation Workbench is enabled for your Salesforce org, you can translate these labels into any of the languages that Salesforce supports. You can create up to 5,000 custom labels, and each label can have up to 1,000 characters.

View: gs2 [Edit](#) [Create New View](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | **All**

Name ↑	Categories	Short Description	Value	Language
SLV20_ShippingPlantToEnterSampleOrderSAP		SLV20_ShippingPlantToEnterSampleOrderSAP	4004,8701,8080,8098,8026,8091,8160,7897	English

Check file [Novocare Samples: SF to SAP \(Tests\)](#) for more details.

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;Novecare;Soda Ash & Derivatives;Special Chem;Technology Solutions;Oil & Gas Solutions	Crisis Contact For GBU	Novecare
Job Department	General Management	Inactive	☐
Function	Agent	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
Contact Role			

Product
RHODASURF L 40 AP

RHODASURF L 40 AP

Product Name it: RHODASURF L 40 AP

Product Name ja: RHODASURF L 40 AP

▼ MSP Product Finder

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

RCI: ISO 16128-2

INCI:

MSP CAS Number:

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 request sample 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	RCI
Metal Treatment;Lubricants	
INCI	ISO 16128-2
MSP CAS Number	MSP Region
Not Authorized for REACH Countries	Asia-Pacific;Europe, Africa & Middle East;Latin America;North America
☒	

Product

GEROPON T 77 PC MB

CoatingsEmulsion Polymerization fo

INCI

Sodium Methyl Oleoyl Taurate

MSP CAS Number

137-20-2

MSP Region

Asia-Pacific;Latin America;North America

Product is not available for EMEA due to reach regulation, however countries that are not part of this regulation require access

Product flagged as reach

NEW SAMPLE

Product

Search Products...

Requested Quantity

Unit of Measure

G

Address Type

Ship-to

Ship To Account

VIDARA SPA, SA

Address

103 CALLE VENEZUELA, PLANTA 4ª, Barcelona, BARCELONA, Spain

Account Manager

--None--

Customer must be able to find product even if isn't part of Reach countries but belongs to EMEA countries like Africa and Middle east

Customer must be blocked to ship to accounts that belong to Reach countries

when the contact belong to NAM or APAC allows the address type to be Manual. In this case the Ship to country is restricted to only these 2 regions **to avoid sending product that are reach to reach countries :**

NEW SAMPLE

Requested Quantity

Unit of Measure

G

Address Type

Manual

Account Manager

--None--

Ship-To Company name

Ship-To Address

Ship-To City

Ship-To Zip Code

Ship-To Country

--None--

Complete this field.

Ship-To Contact name

Ship-To Contact Phone

Ship-To Contact Email

For NAM and APAC customers, the ship to country is mandatory

Restrict the ship to country to these 2 regions

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		Description
Agent		
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
Title		My Syensqo Portal Persona
		Regulatory
Source		MSP Worldwide Access
		☒

Sample Shipment Restriction to Syensqo Entities in Mexico and Colombia

When the "Ship To" account is in Mexico or Colombia and the [corporate group is NOT Syensqo](#) we block the user from ordering samples:

Product

Search Products...



Application

Select an Option



Requested Quantity

Unit of Measure

--None--



* Ship To Account



AZELIS UK LTD



Shipping location not allowed, please contact your frontline partner.

Ship-To Address

FREDERIKSGATAN 61A 6TH FLOOR, , HELSINGFORS Colombia

Account Manager

--None--



* Ship-To Contact name

* Ship-To Contact Phone

* Ship-To Contact Email

Packaging

Additional shipping information (Optional)

Save Sample Request