

# MSP: Documentation



## Pre-requisite

Profiles: MSP Customer community Plus and CEP Partner

Rule criteria's:

- Product has the Market
- Contact has the same Market as the Product
- Documents are region specific - **the users have access to the documents of the Region they belong to and to Global docs**
- When user is flagged as 'MSP Worldwide Access' (field at contact level) they have access to all documents regardless of the region the belong to

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## Definition

This capability allows user customers to search documents :

Document types actually available are :

- All Documents
- SDS (Safety Data Sheet)
- TDS (Technical Data Sheet)
- RDS (Regulatory Data Sheet) - **Not available for R&I / Marketing personas (field at contact level)**
- General Statements
- Certificates (Reach Compliance)
- ISO Certificates 9001 - **Not available from Solution Finder because there is no product associated**
- ISO Certificates 14001 - **Not available from Solution Finder because there is no product associated**
- Brochures & Marketing Documents
- Formulations - **Only available from Solution Finder (when there no Formulations in Aodocs the tab is hidden by default)**

## Documents tile

This capability can be accessed through Documents tile and Homepage - 3 dots Menu



SYENSQO

MySyensqoPortal for RAVAGO



MSP TEST USER



Homepage > Customer Documents

### Customer Documents

Search

Type of Document

All Document Types

Language

Select a Language

Country

Select a Country

Search

|  | DOCUMENT                                                              | PRODUCT              | DOCTYPE | REGION/COUNTRY | LANGUAGE            | DATE        |
|--|-----------------------------------------------------------------------|----------------------|---------|----------------|---------------------|-------------|
|  | LUBRHOPHOS LB-400 / CERTIFICATE / Food contact compliance: US / ALL   | LUBRHOPHOS LB-400    | ALL     | WORLD          | English             | 11-Dec-2024 |
|  | LUBRHOPHOS LB/400-E / CERTIFICATE / Food contact compliance: US / ALL | LUBRHOPHOS LB/400-E  | ALL     | WORLD          | English             | 11-Dec-2024 |
|  | PERIDIAM® ACTIVE 109 / SDS - ASIA PACIFIC / NEW ZEALAND / EN          | PERIDIAM® ACTIVE 109 | ALL     | NEW ZEALAND    | English             | 10-Dec-2024 |
|  | PERIDIAM® ACTIVE 109 / SDS - ASIA PACIFIC / CHINA / ZH                | PERIDIAM® ACTIVE 109 | ALL     | CHINA          | Traditional Chinese | 10-Dec-2024 |

## Search using worldwide option

### Worldwide option enabled

- Users have no restrictions for document search
- Regions option is available from MSP

Contact

MSP TEST USER

|                                                                                                                               |                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Account Screening Status ⓘ                                                                                                    | Email ⓘ<br>anil.bairam-ext@syensqo.com                                                                                                                                                                                      |
| Language<br>English                                                                                                           | Social Media Profile                                                                                                                                                                                                        |
| Related GBU<br>Aroma Performance;Fibras;Novocare;Soda Ash & Derivatives;Special Chem;Technology Solutions;Oil & Gas Solutions | Crisis Contact For GBU<br>Novocare                                                                                                                                                                                          |
| Job Department<br>General Management                                                                                          | Inactive ⓘ<br><input type="checkbox"/>                                                                                                                                                                                      |
| Function<br>Agent                                                                                                             | Description                                                                                                                                                                                                                 |
| Contact Role ⓘ                                                                                                                | Markets<br>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<br>Regulatory                                                                                                                                                                                     |
| Source                                                                                                                        | MSP Worldwide Access                                                                                                                                                                                                        |

MSP Contacts with worldwide option enabled are able to search all regions documents, EMEA contact with WW example below:

Type of Document

Language

Country

Region

Search

Safety Data Sheet

Select a Language

Select a Country

Select a Region

| DOCUMENT                                                  | PRODUCT                | DOC TYPE | REGION/COUNTRY | LANGUAGE            | DATE        |
|-----------------------------------------------------------|------------------------|----------|----------------|---------------------|-------------|
| RHODAFAC RS-610 A-25 E / SDS - EUROPE / ITALY / IT        | RHODAFAC RS-610 A-25 E | SDS      | ITALY          | Italian             | 13-Dec-2024 |
| RHODAFAC RS-610 A-25 E / SDS - EUROPE / LUXEMBOURG / DE   | RHODAFAC RS-610 A-25 E | SDS      | LUXEMBOURG     | German              | 13-Dec-2024 |
| RHODAFAC RS-610 A-25 E / SDS - EUROPE / SWITZERLAND / DE  | RHODAFAC RS-610 A-25 E | SDS      | SWITZERLAND    | German              | 13-Dec-2024 |
| RHODAFAC RS-610 A-25 E / SDS - EUROPE / BULGARIA / BG     | RHODAFAC RS-610 A-25 E | SDS      | BULGARIA       | Bulgarian           | 13-Dec-2024 |
| RHODAFAC RS-610 A-25 E / SDS - ARABIC / UN COUNTRIES / AR | RHODAFAC RS-610 A-25 E | SDS      | UN COUNTRIES   | Arabic              | 13-Dec-2024 |
| RHODAFAC RS-610 A-25 E / SDS - EUROPE / HUNGARY / HU      | RHODAFAC RS-610 A-25 E | SDS      | HUNGARY        | Hungarian           | 13-Dec-2024 |
| ALKAMIDE CMA BR / SDS - ASIA PACIFIC / CHINA / EN         | ALKAMIDE CMA BR        | SDS      | CHINA          | English             | 13-Dec-2024 |
| RHODAFAC RS-610 A-25 E / SDS - EUROPE / GERMANY / DE      | RHODAFAC RS-610 A-25 E | SDS      | GERMANY        | German              | 13-Dec-2024 |
| RHODAFAC RS-610 A-25 E / SDS - EUROPE / FINLAND / FI      | RHODAFAC RS-610 A-25 E | SDS      | FINLAND        | Finnish             | 13-Dec-2024 |
| GEROPON L WET/P / SDS - ASIA PACIFIC / CHINA / ZH         | GEROPON L WET/P        | SDS      | CHINA          | Traditional Chinese | 13-Dec-2024 |

### Worldwide option disabled

- Users are restricted to search for their account region documents
- Regions option is not available from MSP

MSP Contacts without worldwide option enabled are restricted to documents from the region their account belongs to, EMEA contact example below:

Type of Document

Language

Country

Search

Safety Data Sheet

Select a Language

Select a Country

| DOCUMENT                                                   | PRODUCT                | DOC TYPE | REGION/COUNTRY | LANGUAGE  | DATE        |
|------------------------------------------------------------|------------------------|----------|----------------|-----------|-------------|
| RHODAFAC RS-610 A-25 E / SDS - EUROPE / SLOVENIA / SL      | RHODAFAC RS-610 A-25 E | SDS      | SLOVENIA       | Slovenian | 13-Dec-2024 |
| RHODAFAC RS-610 A-25 E / SDS - EUROPE / GREAT BRITAIN / EN | RHODAFAC RS-610 A-25 E | SDS      | GREAT BRITAIN  | English   | 13-Dec-2024 |
| RHODAFAC RS-610 A-25 E / SDS - EUROPE / ROMANIA / RO       | RHODAFAC RS-610 A-25 E | SDS      | ROMANIA        | Romanian  | 13-Dec-2024 |
| RHODAFAC RS-610 A-25 E / SDS - EUROPE / DENMARK / DA       | RHODAFAC RS-610 A-25 E | SDS      | DENMARK        | Danish    | 13-Dec-2024 |
| RHODAFAC RS-610 A-25 E / SDS - EUROPE / FINLAND / FI       | RHODAFAC RS-610 A-25 E | SDS      | FINLAND        | Finnish   | 13-Dec-2024 |

### Search page

The search page elements are :

- A full text search field
- Filters :

- Type of document (filled with SDS by default)
    - default value : SDS
    - Values :
      - All Documents types
      - SDS
      - RDS (Only available for regulatory contacts)
      - TDS
      - General Statements
      - Certificates
      - Brochures & Marketing Documents
  - Language
  - Country
  - Region (Only available for ww contacts)
- A Search Button which triggers the research through Sinequa to get the documents from Documentum or Aodocs.
- The result list
  - If no results are found a clear sentence explains it
  - The result list is presented in a table with the following columns
    - A download symbol 
    - Document (document name)
    - Product (the document is linked to)
    - Document type
    - Country (where the document applies)
    - Date (of last publication)

| <input type="text" value="Search"/>                                                                                                  |                        |                  |                 |                                       |             |
|--------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------|-----------------|---------------------------------------|-------------|
| Type of Document                                                                                                                     | Language               | Country          | Region          |                                       |             |
| Safety Data Sheet                                                                                                                    | Select a Language      | Select a Country | Select a Region | <input type="button" value="Search"/> |             |
| DOCUMENT                                                                                                                             | PRODUCT                | DOC TYPE         | REGION/COUNTRY  | LANGUAGE                              | DATE        |
|  RHODAFAC RS-610 A-25 E / SDS - EUROPE / ITALY / IT | RHODAFAC RS-610 A-25 E | SDS              | ITALY           | Italian                               | 13-Dec-2024 |



A click on the download symbol

triggers the pdf download on the user's computer.

**When the system doesn't find documents it gives the possibility to create a customer request by clicking the contact us button:**

[Homepage](#) > [Customer Documents](#)

Customer Documents

|                                     |            |         |                              |                                       |  |
|-------------------------------------|------------|---------|------------------------------|---------------------------------------|--|
| <input type="text" value="Search"/> |            |         |                              |                                       |  |
| Type of Document                    | Language   | Country | Region                       |                                       |  |
| Safety Data Sheet                   | English US | China   | Europe, Africa & Middle East | <input type="button" value="Search"/> |  |

We do not have documents for this specific product/country

## NEW REQUEST

Subject

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

Batch extension

Manufacturing Plant Code

Search Utilities...

Initial Description

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

Upload Files

Or drop files

### Search engine details

The search is processed by Sinequa through a Web Service Call.

Sinequa provides only the last published version of the document, and doesn't provide "confidential" documents (Documentum security metadata).

Docs stored in Documentum (RCS Docs):

- SDS, RDS and Certificates

Docs moved to AODOCS:

- TDS, General Statements, Formulations and Brochures

The search allows the user to search with or without trademark products, i.e. AEROSOL® OT-70 PG-E SURFACTANT or **AEROSOL OT-70 PG-E SURFACTANT**

**When searching for a specific product the search returns only documents for the product:**

| Customer Documents                                                      |                   |                  |              |              |             |  |
|-------------------------------------------------------------------------|-------------------|------------------|--------------|--------------|-------------|--|
| <div><div><div></div></div><div>RHODASURF L 40 AP</div></div>           |                   |                  |              |              |             |  |
| Type of Document                                                        |                   | Country          |              | Search       |             |  |
| Safety Data Sheet                                                       |                   | Select a Country |              |              |             |  |
| DOCUMENT                                                                | PRODUCT           | DOC TYPE         | COUNTRY      | LANGUAGE     | DATE        |  |
| <div></div> RHODASURF L-40 AP / SDS - ASIA PACIFIC / CHINA / EN         | RHODASURF L-40 AP | SDS              | CHINA        | EN (English) | 25-Jul-2024 |  |
| <div></div> RHODASURF L-40 AP / SDS - INTERNATIONAL / UN COUNTRIES / EN | RHODASURF L-40 AP | SDS              | UN COUNTRIES | EN (English) | 25-Jul-2024 |  |
| <div></div> RHODASURF L-40 AP / SDS - ASIA PACIFIC / CHINA / ZH         | RHODASURF L-40 AP | SDS              | CHINA        | ZH (Chinese) | 25-Jul-2024 |  |
| <div></div> RHODASURF L-40 AP / SDS - INTERNATIONAL / UN COUNTRIES / FR | RHODASURF L-40 AP | SDS              | UN COUNTRIES | FR (French)  | 25-Jul-2024 |  |
| <div></div> RHODASURF L-40 AP / SDS - INTERNATIONAL / UN COUNTRIES / ES | RHODASURF L-40 AP | SDS              | UN COUNTRIES | ES (Spanish) | 25-Jul-2024 |  |

# Report on docs downloaded for customers or partners

A new record type has been created to track activities on the MSP portal and allow users to report on downloaded documents for customers or partners.

It also shows the market and the product linked.

New App Log

Select a record type

☐

App Log

☒

Tracking Log

Cancel

Next

The system is updating 'Contact Type' to either customer, partner or null automatically:

 App Log

AL-26899052

Related

Details

App Log Name

AL-26899052

Type

INFO

Document Name

RHODOLINE FS360 / SDS - ASIA PACIFIC / TAIWAN / ZF

Account

0012400000K5G9g

Contact Type

Partner

Contact 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;

Last Verification Date

16-12-2024

Created By

 MSP TEST USER, 16-12-2024 15:25

Operation

DOCUMENT DOWNLOAD

Corporate Group

RAVAGO

Product

[RHODOLINE FS360](#)

Product Code

90076460

Version

0.01

Notify Users

☒

When the GBU Customer Segmentation of the Account where the community contact belongs to is updated or the contact is created the fields Partner or Customer are flagged/unflagged at contact level:

| Profiles                                        | GBU Segment values                                                                                                                  | Contact fields Action                                               |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| MSP Customer community Plus or CEP Partner user | <ul style="list-style-type: none"><li>Strategic KA</li><li>Key Account</li><li>Critical Accounts</li><li>Standard Account</li></ul> | <b>Flag</b> SLV32_CON_Customer__c and <b>Unflag</b> SLV6_Partner__c |
| MSP Customer community Plus or CEP Partner user | <ul style="list-style-type: none"><li>Key distributor</li><li>Standard distributor</li></ul>                                        | <b>Flag</b> SLV6_Partner__c and <b>Unflag</b> SLV32_CON_Customer__c |

|                                                 |                                                                                                                                                                                                                      |                                                                                                                 |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| MSP Customer community Plus or CEP Partner user | <b>NOT Equal to:</b> <ul style="list-style-type: none"> <li>Strategic KA</li> <li>Key Account</li> <li>Critical Accounts</li> <li>Standard Account</li> <li>Key distributor</li> <li>Standard distributor</li> </ul> | <b>Unflag:</b> <ul style="list-style-type: none"> <li>SLV32_CON_Customer__c</li> <li>SLV6_Partner__c</li> </ul> |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|

GBU Customer Segmentation  
GBU Customer Segmentation : IGBU-504787

Information (managed by GBU Commercial Excellence)

GBU Customer Classification <sup>i</sup>  
--None--

Move to distribution  
--None--

Distributor  
Search Accounts...

Service Model Information  
[Link to SLA](#)  
This field is calculated upon save

GBU Segment <sup>i</sup>  
Standard Account

--None--  
Strategic KA  
Key Account  
Critical Account  
✓ Standard Account  
Key Distributor  
Standard Distributor  
Not valid

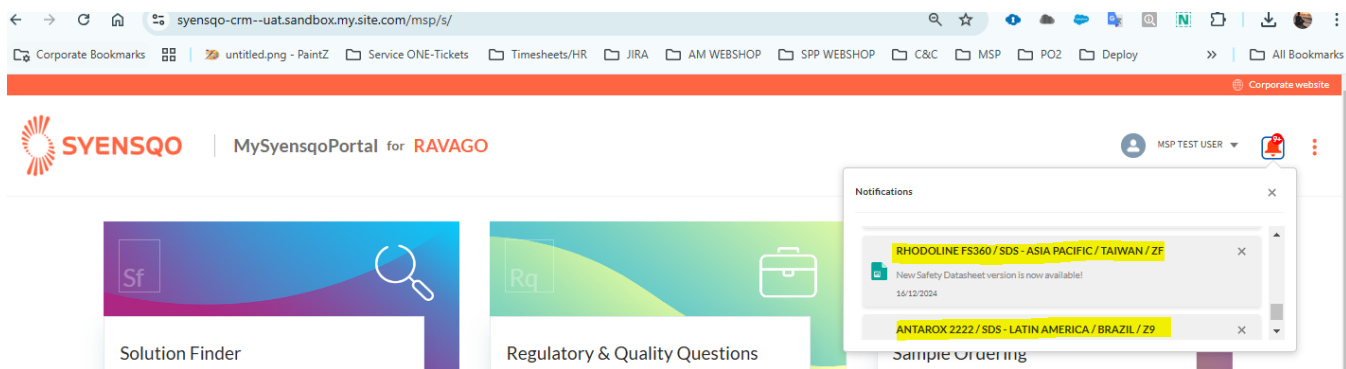
System Information Cancel

| Values               | API Name          |           |
|----------------------|-------------------|-----------|
| Strategic KA         | Strategic Account |           |
| Key Account          | Key Account       |           |
| Critical Account     | Critical Account  | Customers |
| Standard Account     | Standard Account  |           |
| Key Distributor      | Key Distributor   |           |
| Standard Distributor | Distributor       | Partners  |
| Prospect Account     | Prospect Account  |           |
| Not valid            | Not valid         |           |
| Not yet assigned     | Not yet assigned  | None      |

## Notifications of new SDS's versions

### Criteria:

- The last 6 months of SDS docs downloaded by the users by name, product code and version (we are considering the main version only and not the sub-version, i.e 4.00, we consider 4 as main version)
- Compare newest SDS document version with last document version downloaded using Product code as reference, if the versions are different we notify the user in the homepage (notification bell)



On the App logs we can check the downloads made by the users and the SDS versions of each document, whenever there is newer version the user is notified in MSP.

App Logs

**MSP: Docs download**

50+ Items • Sorted by Created Date • Filtered by All app logs - Operation • Updated 6 minutes ago

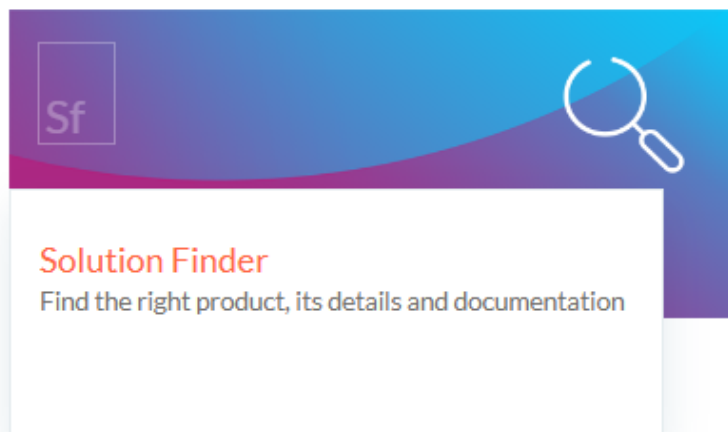
Search this list...

|   | App Log ...                          | Created By    | Created Date     | Cont... | Document Name                                      | Error... | Type | Versi... | Noti...                             | Last Veri... |
|---|--------------------------------------|---------------|------------------|---------|----------------------------------------------------|----------|------|----------|-------------------------------------|--------------|
| 1 | <input type="checkbox"/> AL-26899053 | MSP TEST USER | 16-12-2024 15:26 | Partner | ANTAROX 2222 / SDS - LATIN AMERICA / BRAZIL / Z9   |          | INFO | 4.00     | <input checked="" type="checkbox"/> | 16-12-2024   |
| 2 | <input type="checkbox"/> AL-26899052 | MSP TEST USER | 16-12-2024 15:25 | Partner | RHODOLINE FS360 / SDS - ASIA PACIFIC / TAIWAN / ZF |          | INFO | 0.01     | <input checked="" type="checkbox"/> | 16-12-2024   |

#### Technical details:

- We are using the **Last Verification Date** (Date field) and **Notify Users** (Checkbox Field)
- A batch checks all the Tracking Logs created in the **Last 6 months with the Last Verification Date at least 7 days ago**, making an API call to Sinequa once a week (Sundays) validating if there are new versions of the Documents and if there is a new version change the **Notify Users to true** and when the User Logs into the Community it will have a notification like the one in the image above.

## Solution Finder



## Product Details

### RHODOCLEAN EFC V2

Versatile, multi-benefit low foam degreaser from natural sources designed to replace NPE/APE in the most demanding applications, especially low foaming. Shows good solubility in acidic conditions and can reach good solubility in alkaline conditions with Rhodafac® H66 / H66 E.

|                                               |                |
|-----------------------------------------------|----------------|
| Details                                       | Documentations |
| Type of Document<br>-- Select a document type |                |
| Language<br>Select a Language                 |                |
| Country<br>-- Select a Country                |                |
| Search                                        |                |

The following conditions need to be true for the product to be searchable by the user:

- Contact Market included in the Product Market
- Documents is the same region as the contact or contact has worldwide access
- Global / World documents are always available

|                                                                                                                               |                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contact<br><b>MSP TEST USER</b>                                                                                               |                                                                                                                                                                                                                             |
| Account Screening Status ⓘ                                                                                                    | Email ⓘ<br><a href="mailto:anil.bairam-ext@syensqo.com">anil.bairam-ext@syensqo.com</a>                                                                                                                                     |
| Language<br>English                                                                                                           | Social Media Profile                                                                                                                                                                                                        |
| Related GBU<br>Aroma Performance;Fibras;Novecare;Soda Ash & Derivatives;Special Chem;Technology Solutions;Oil & Gas Solutions | Crisis Contact For GBU<br>Novecare                                                                                                                                                                                          |
| Job Department<br>General Management                                                                                          | Inactive ⓘ<br><input type="checkbox"/>                                                                                                                                                                                      |
| Function<br>Agent                                                                                                             | Description                                                                                                                                                                                                                 |
| Contact Role ⓘ                                                                                                                | Markets<br>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 |
| TiHa                                                                                                                          | Info Customer Portal Partners                                                                                                                                                                                               |

|                                                 |
|-------------------------------------------------|
| Product<br><b>RHODAFAC RS-610 A-25 E</b>        |
| Markets<br>Emulsion Polymerization for Coatings |

## Reach Products

A customer from Middle East and Africa is able to find 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 |
| <input checked="" type="checkbox"/> |                                                                       |

## Data Model & Security

Users are restricted to documents of the region they belong to and Global docs with the exception of worldwide access.

The specific documents security is managed by Documentum and Aodocs

Important Note :

When a Customer does the search, **the results are filtered by product that are authorized for the Market and for the customer and they can only find documents for their region(Account region) and Global**