

Customer Corporate Group

[Business Term Status](#) | [Business Term Definition](#) | [Roles](#) | [Data Sources, Type and Classification](#) | [Data Protection and Update Frequency](#) | [Data Quality Issues and Rules](#) | [Related Business Terms](#)

Business Term Status

The Business Term is currently **validated** by the Data Governance Committee.

Business Term Definition

A Corporate Group is a parent account specifically created for grouping under one umbrella various accounts according to a commercial decision (In CRM tool).

[More info here](#)

Roles

| Data Owner |
|---|
| The content of this macro can only be viewed by users who have logged in. |

| Data Owner |
|---|
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| Data Steward |
|---|
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| Data Steward |
|---|
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Data Sources, Type and Classification

| Data Source |
|-------------|
| SAP & CRM |

| Data Type |
|-------------|
| Master Data |

| Data Classification |
|---------------------|
| Internal Data |

Data Protection and Update Frequency

| Data Protection & Access |
|---|
| No special access except for updates - only Data Stewards are permitted |

| Data Update Frequency |
|-----------------------|
| Once a month |

Data Quality Issues and Rules

Data Quality Rules

1. **Timeliness** - Customer without any order since 3 years (current year + 3 years history) and not flagged "inactive", to be discussed: could we identify customers which disappeared (e.e. bankrupt)
2. **Uniqueness** - Customer with the same name, same address and same VAT are duplicates
3. **Completeness** - Corporate Group not assigned to customer: Source Salesforce CRM: check if corporate group is empty - report in CRM - also to be checked in ERP
4. **Completeness** - Not assigned Ship-to KA
5. **Conformity** - Account Sub-type maintained: End-User or Distributor but not empty
6. **Conformity** - Customer Segmentation maintained: Key Account, Critical account or Standard Account but not empty
7. **Conformity** - Customer creation in line with naming convention: Customer name created with Upper cases

Related Business Terms

| Business Term | Description | Link |
|-------------------------------|---|---------------------------|
| Customer | A customer is a business partner of Solvay with whom a business relationship exists, involving the exchange of goods and/or services. | More info |
| Customer: Distributor Flag | This flag identifies that the customer sold-to is a distributor. | More info |
| Customer: Ship-to Key Account | The Ship-to Key account is by default the Corporate Ship-to Group. However it can be changed for a specific product when the end-user account is different (ex Distributor or Warehouse). | More info |
| Customer: Ship-to Party | The "ship-to party" refers to the customer subsidiary that receives the goods or services ordered. It's the physical location where the delivery is made. | More info |
| Customer: Sold-to Party | Sites restated (P) are used in procurement queries and are the sites attached to the plants if related to non transport purchase orders, or the preponderant sites of the companies if related to a transport order or not related to a purchase order. | More info |
| End-use | End-use is the lowest level of Market Segmentation and is maintained in a GBR table. | More info |
| Market, Segment, Application | Market is the highest (the 1st) level of Market Segmentation, it is a grouping of Segments (the 2nd level) and Applications (the 3rd level). | More info |
| Payer | The "payer" is the customer legal entity that owns its financial records and is responsible for its financial obligations. | More info |
| Sales Area | A Sales Area is an organizational unit that defines the structure for sales processing and order management. | More info |
| Sales Manager | The sales manager (sales representative in SAP) is the person responsible for selling Solvay products or services. | More info |