

SBS Service Pricing - DPS - OtC Customer Services



Process Owner

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WW Delivery, Process&Support Controller

D&PS Expert

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General Description

SBS Driver for OtC Customers Services :

- Number of **order lines managed by the SBS Customer Service** counts the Order Lines for the whole Solvay Group and distinguishes the Order Lines which are in SBS' Customer Service perimeter :
 - by Region (Sales Office Region)
 - by GBU
 - by Legal Entity
 - by Sales Office
 - By Ship to Country

Target Users

- SBS Management Comitee
- CRM / BRM
- GBUs Directors

Authorization & Rights

All the accesses must be validated by the

SBS General Manager

[Access form](#)

Calculation	
SBS Customer Service perimeter	<u>WP1</u> : - In LAM, all GBUs are included except Acetow, Technology Solutions and Engineering Plastics. - For EP we include only sales office Sao Bernardo. - In EMEA, all sales offices are included except Gorzow and Riga. GBU SES is excluded. - In APAC, Sales Office Singapore included only for Coatis. - In NAM - Sales Office Princeton included; only Aroma after June 2016 & only Coatis after Oct. 2016. <u>PF1</u> : - Sales office CFRL Lyon (Emerging Biochem) - Sales office CSG Singapore (Soda Ash) - Sales office ZBR Sao Paulo (Specialty Polymers, Soda Ash, Special Chem, but only for export orders*) *export orders for Sao Paulo: all countries outside Brazil (based on Ship-to country).
Order Type included	<u>WP1</u> : - FG, KB, KBB, KE, KEB, LP, NB, ORB, RCM, TA, TAM, ZAGR, VEF, VEFR, ZEXP, ZOR, UB, ZKEB, ZKBB, ZORB, LZM, RCS, ZKL, KL <u>PF1</u> : - KBN, TDN, KEN, TAS, ZTAS, ZT1N, ZTDN, ZTDL, KLN, KNN, ZKMN, ZDMN, TDXR, ZTDR, ZORB, ZITI, ZRCM, ZRCS, ZIND, ZIRS, ZVEX, ZVEY, ZSAM, ZTES, ZDON, ZRAG, ZOUT, ZT1E, ZTDE, Z1IR, ZRDC, ZKLE, Z109, ZKNE, Z1QP, ZKMS, ZDMS, Z1Q5, ZEXP, ZRPE, ZRIN, ZVXI, ZVF1, Z1Q6, ZRGI, ZTDM, Z1E3, Z1RD, ZRVO, Z104, ZRP1, Z1IX, Z105, ZRP2, Z107, ZRP3, Z108

Sources	Number of Order lines
Core query	

QV query	- NB RBS Monthly Dashboard CS Indicators Direct sales_??XLS (Rhodia) - QVSBS_BW_QRY_ZZVORD_0001 (Solvay)
Refresh frequency	Daily - only M-1 results

Scope
Current Year