

# Customer > Customer Service > Activity OLD



**Supply Chain Excellence**

**Roberta Navone**

**D&PS Expert**

**Donia Rachdi**

## General Description

This page displays the number of orders and order lines created per month and split by type: Standard, Free, Samples and Return.

### KPI:

Number of Orders

Number of Order lines

Average number of Order Lines per Order

## Target Users

- Supply Chain Managers
- Supply Chain Operational
- Supply Chain Excellence
- Logistics
- Customer Service
- Account Managers

## Authorization & Rights

All the accesses must be validated by:

[Supply Chain Excellence](#)

Click here for the [Access form](#) to get access to the Global Supply Chain Dashboard.

## Calculation:

| KPI Name                     | Calculation                                                                                                                                                                                                                                                                                       |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #Order Lines                 | <p>= <i>Number of orders lines created</i> *</p> <p>* <i>according to the query filter – check on the information table</i></p>                                                                                                                                                                   |
| #Orders                      | <p>= <i>Number of orders that had an order line created in the selected month</i> *</p> <p>* <i>according to the query filter – check on the information table</i></p>                                                                                                                            |
| Average # of lines by orders | <p>= <math>\frac{\text{Order lines}}{\text{Orders}}</math> = <math>\frac{\text{Number of orders lines created} *}{\text{Total number of orders that had an order line created in the selected month} *}</math></p> <p>* <i>according to the query filter – check on the information table</i></p> |
| Standard Order Lines         |                                                                                                                                                                                                                                                                                                   |
| Free Order Lines             | <p>BI4:<br/>Total Billing w/o taxes = 0 or empty<br/>Order document type = FG/ZAGR (#Samples Order Lines Excluded).</p> <p>BW:<br/>Item Category = 'ZKMS','ZR4N','ZTAS' (#Samples Order Lines Excluded).</p>                                                                                      |

|                               |                                                                                                                                        |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Samples Order Lines           | BI4:<br>Order type = TA<br>PO type <> DFUE/WEBS and SMART samples + Order type KL/ZKL<br><br>BW:<br>Item Category = 'KLN','KNN','ZSAM' |
| Return Order Lines (WP1 Only) | BI4:<br>Order type = KAZU, KR, RE, REB, ROB, ZDAG, ZDKA, ZKAN, ZKR, ZRAG, ZREB, ZRFR, ZROB, ZRUB, RZ                                   |

| Technical Documentation                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Source:</b><br><br>BW OBAS- QV_BW_QRY_MVSDSO45_SD0005<br><br>BI4:<br><br>NB SBS Monthly Dashboard CS Indicators Direct and Cancel orders CSWWPPS R001<br><br>NB SBS Monthly Dashboard CS Return orders CSWWPPS R001 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Update:</b><br><br>Daily                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Query filters applied:</b>                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Source Information:                                                                                                                                                                                                    | Filters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <u>BI4 Query (WP1 Data):</u><br><br>NB SBS Monthly Dashboard CS Indicators Direct and Cancel orders CSWWPPS R001                                                                                                       | <div><div>✗</div>LEGAL COMPANIES &lt;&gt;ZFR9/7378</div> <div><div>✗</div>DISTRIBUTION CHANNEL &lt;&gt; 8I</div> <div><div>✗</div>SHIP TO KA &lt;&gt; GRCL200022/9999999999/GRCL000098</div> <div><div><div>✓</div></div>Intra Enterprise Flag = N</div> <div><div><div>✓</div></div>ORDER FLOW CODE = R</div> <div><div><div>✓</div></div>DOC TYPE = FG/KB/KBB/KE/KEB/LP/ORB/RCM/TA/TAM/ZAGR/VEF/VEFR/ZEXP/ZOR/ZKEB/ZKBB/ZORB/LZM/RCS/ZKL/KL</div> <div><div><div>✓</div></div>ORDER REJECTION:<br/>CODE = 98 OR<br/>EMPTY OR<br/>ORDER LINE CANCELLED IN SAP NOT CONSIDERED (ORDER LINE ITEM CATEGORY CODE = ZZZZ)</div> |
| <u>BW Query (PF1 Data):</u><br><br>QV_BW_QRY_MVSDSO45_SD0005                                                                                                                                                           | <div><div>✗</div>[0SOLD_TO__0CUST_CLASS] CUSTOMER CLASSIFIC &lt;&gt; [G] GROUP COMPANY</div> <div><div><div>✓</div></div>Doc Type:<br/>KBN, KEN, KLN, KNN, TAS, TDN, TDXR, Z104, Z105, Z107, Z108, Z109, Z1E3, Z1IR, Z1IX, Z1Q5, Z1Q6, Z1QP, Z1RD, ZDMN, ZDMS, ZDON, ZEXP, ZIND, ZIRS, ZITI, ZKLE, ZKMN, ZKMS, ZKNE, ZORB, ZOUT, ZR4N, ZRAG, ZRCM, ZRCS, ZRDC, ZRGI, ZRIN, ZRP1, ZRP2, ZRP3, ZRPE, ZRVO, ZSAM, ZT1E, ZT1N, ZTAS, ZTDE, ZTDL, ZTDM, ZTDN, ZTDR, ZTES, ZVEX, ZVEY, ZVF1, ZVXI.</div>                                                                                                                         |
| <b>Dimensions:</b><br><br><a href="#">Global Overview of Dimensions</a>                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|                  |                  |                      | BW                                                                         | BI4                                                                                          |
|------------------|------------------|----------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Global Filters   | Period           | Month Year           | Order Line Creation Month                                                  | Order document date YYYY/MM                                                                  |
|                  | Organization     | GBU                  | [0G_CWWE01__CPFCTR1_2] GBU                                                 | Sector zone name                                                                             |
|                  |                  | Group of Activity    | [0G_CWWE01__CPFCTR2_2] Group of Activities                                 | FC BU Name                                                                                   |
|                  |                  | Sub-Activity         | N/A                                                                        | BFC Market                                                                                   |
|                  |                  | Company              | [C_COMPDE] Company                                                         | Legal Company                                                                                |
|                  | Plant            | Zone                 | [C_GZONE] Geographie/Zone                                                  | Plant geographical zone                                                                      |
|                  |                  | Country              | [0COUNTRY] Country key                                                     | Plant country                                                                                |
|                  |                  | Plant                | [0PLANT] Plant                                                             | Plant name                                                                                   |
|                  | Ship Destination | Zone                 | [C_GZONE] Geographie/Zone                                                  | Ship to geo Zone name                                                                        |
|                  |                  | Country              | [C_SHIPTID__0COUNTRY] Ship-to country                                      | Ship to country name                                                                         |
|                  |                  | Corporate Group      | [C_CORPGR] CRM Customer Corp. Group (PRS)                                  | Ship to group name                                                                           |
|                  |                  | Ship Destination     | [C_SHIPTID] Ship-to                                                        | Ship to name                                                                                 |
|                  | Product          | Product Hierarchy    | [C_PRODHIE] Product Hierarchy                                              | N/A                                                                                          |
|                  |                  | Product              | [C_MATNR2] Material\Attributes\C_PROD] Commercial Product / Material Group | Product Name                                                                                 |
|                  |                  | Bulk/Packed          | [C_MATNR2] Material\Attributes\C_BULKPAC] Transportation Group             | Mapping based on:<br>Material Packaging Group Name<br>Bulk =<br>Packed in Bulk else = Packed |
|                  |                  | Packaging Type       | [C_MATNR2] Material\Attributes\C_PACKAG] Packaging type                    | Material Packaging Group Name                                                                |
| Specific Filters |                  | Sales Office         | Qv Mapping based on Sales Office                                           | QV Mapping based on Sales Office                                                             |
|                  |                  | Sales Office Country | QV Mapping based on Sales Office                                           | QV Mapping based on Sales Office                                                             |
|                  |                  | Sales Office         | [C_SAL_OFF] Sales Office                                                   | Sales office name                                                                            |
|                  |                  | CSR                  | [C_CUSTSAL__C_ZIPART] CSR (Sold-to)                                        | Order partner ZI actualized name                                                             |

| Dashboard                                                                                                                    | BW & BI4 Key Figures                                                                                            | SAP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------|--------|------|-----------|----|-------------|-------|------------------------------|--|----|----------------------|-------|----|--|----|---------------|-------|------------------------------|--|----|-------|-------|------------------------------|--|----|---------------|-------|------------------------------|--|----|---------------|---------|------------------------------|--|----|----------------------|-------|----|--|----|--------------------|-------|------|--|----|------------------|----------|------------|--|----|--------------------|-------|-----|--|----|------------------|--------|------|-------------|----|---------------|---------|----------------------------|--|----|---------------|---------|----------------------------|--|----|-------|---------|----------------------------|--|----|----------------------|----------|---------------------|--|----|--------------------|----------|---------------------|--|----|---------------|---------|----------------------------|--|----|----------------------|-------|------|--|
| <div>CSR (Customer Service Representative)</div> <div>- the person in responsible to create and manage the Sales Order</div> | <div>BI4 (WP1):<br/>ZI Partner</div> <div>BW (PF1)<br/>[ CUSTSAL__C_ZIPART]</div> <div>ZI Partner sold to</div> | <div>Customer masterdata (Sales area data)</div> <div><ul style="list-style-type: none"><li>WP1: Partner functions ZI</li></ul></div> <div><div><div><div>Display Customer: Sales Area Data</div><div><div>Other Customer</div><div>General Data</div><div>Extra Master Data</div></div><div><div>Customer</div><div>89355</div><div>FIRMENICH AROMATICES (CHINA)</div><div>SHANGHAI</div></div><div><div>Sales Org.</div><div>CN05</div><div>Solvay Zhenjiang</div></div><div><div>Distr. Channel</div><div>7F</div><div>Aroma/Fragrances</div></div><div><div>Division</div><div>35</div><div>Asia Reference</div></div></div><div><div>Sales</div><div>Shipping</div><div>Billing Documents</div><div>Documents</div><div>Partner Functions</div></div><div><div>Partner Functions</div><table><tr><th>PF</th><th>Partner Function</th><th>Number</th><th>Name</th><th>Partner D</th></tr><tr><td>BP</td><td>id-to party</td><td>89355</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr><tr><td>Q2</td><td>QtyCertRec/soldTo pt</td><td>63536</td><td>LE</td><td></td></tr><tr><td>BP</td><td>Bill-to party</td><td>89355</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr><tr><td>PY</td><td>Payer</td><td>89355</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr><tr><td>SH</td><td>Ship-to party</td><td>89355</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr><tr><td>SH</td><td>Ship-to party</td><td>2062042</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr><tr><td>Z6</td><td>SDS Receiver - Sales</td><td>63536</td><td>LE</td><td></td></tr><tr><td>ZC</td><td>Bill-to complement</td><td>52358</td><td>MENG</td><td></td></tr><tr><td>ZI</td><td>Int. CSR Contact</td><td>30003124</td><td>CAI Salsai</td><td></td></tr><tr><td>ZS</td><td>Ship-to complement</td><td>21277</td><td>JIN</td><td></td></tr></table></div></div><div><ul style="list-style-type: none"><li>PF1: Partner functions VW</li></ul></div><div><div><div><div>Display Customer: Sales Area Data</div><div><div>Other Customer</div><div>General Data</div><div></div></div><div><div>Customer</div><div>4014174</div><div>SEMICONDUCTOR MANUFACTURING (... BEIJING</div></div><div><div>Sales Org.</div><div>6078</div><div>SOLVAY CHEM SHANGH...</div></div><div><div>Distr. Channel</div><div>11</div><div>ERP Commercial</div></div><div><div>Division</div><div>19</div><div>GRP CHEM.COMMODITI...</div></div></div><div><div>Sales</div><div>Shipping</div><div>Billing Documents</div><div>Documents</div><div>Partner Functions</div></div><div><div>Partner Functions</div><table><tr><th>PF</th><th>Partner Function</th><th>Number</th><th>Name</th><th>Partner Des</th></tr><tr><td>SP</td><td>Sold-to party</td><td>4014174</td><td>SEMICONDUCTOR MANUFACTU...</td><td></td></tr><tr><td>BP</td><td>Bill-to party</td><td>4014174</td><td>SEMICONDUCTOR MANUFACTU...</td><td></td></tr><tr><td>PY</td><td>Payer</td><td>4014175</td><td>SEMICONDUCTOR MANUFACTU...</td><td></td></tr><tr><td>VE</td><td>Sales Account Manag.</td><td>63034901</td><td>Haifeng(Paul) JIANG</td><td></td></tr><tr><td>VW</td><td>CCS Representative</td><td>63041171</td><td>Ji Ping (Miya) WANG</td><td></td></tr><tr><td>SH</td><td>Ship-to party</td><td>4014174</td><td>SEMICONDUCTOR MANUFACTU...</td><td></td></tr><tr><td>Z6</td><td>SDS Receiver - Sales</td><td>85563</td><td>ZHAO</td><td></td></tr></table></div></div></div></div> | PF                           | Partner Function | Number | Name | Partner D | BP | id-to party | 89355 | FIRMENICH AROMATICES (CHI... |  | Q2 | QtyCertRec/soldTo pt | 63536 | LE |  | BP | Bill-to party | 89355 | FIRMENICH AROMATICES (CHI... |  | PY | Payer | 89355 | FIRMENICH AROMATICES (CHI... |  | SH | Ship-to party | 89355 | FIRMENICH AROMATICES (CHI... |  | SH | Ship-to party | 2062042 | FIRMENICH AROMATICES (CHI... |  | Z6 | SDS Receiver - Sales | 63536 | LE |  | ZC | Bill-to complement | 52358 | MENG |  | ZI | Int. CSR Contact | 30003124 | CAI Salsai |  | ZS | Ship-to complement | 21277 | JIN |  | PF | Partner Function | Number | Name | Partner Des | SP | Sold-to party | 4014174 | SEMICONDUCTOR MANUFACTU... |  | BP | Bill-to party | 4014174 | SEMICONDUCTOR MANUFACTU... |  | PY | Payer | 4014175 | SEMICONDUCTOR MANUFACTU... |  | VE | Sales Account Manag. | 63034901 | Haifeng(Paul) JIANG |  | VW | CCS Representative | 63041171 | Ji Ping (Miya) WANG |  | SH | Ship-to party | 4014174 | SEMICONDUCTOR MANUFACTU... |  | Z6 | SDS Receiver - Sales | 85563 | ZHAO |  |
| PF                                                                                                                           | Partner Function                                                                                                | Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Name                         | Partner D        |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| BP                                                                                                                           | id-to party                                                                                                     | 89355                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | FIRMENICH AROMATICES (CHI... |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| Q2                                                                                                                           | QtyCertRec/soldTo pt                                                                                            | 63536                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | LE                           |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| BP                                                                                                                           | Bill-to party                                                                                                   | 89355                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | FIRMENICH AROMATICES (CHI... |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| PY                                                                                                                           | Payer                                                                                                           | 89355                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | FIRMENICH AROMATICES (CHI... |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| SH                                                                                                                           | Ship-to party                                                                                                   | 89355                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | FIRMENICH AROMATICES (CHI... |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| SH                                                                                                                           | Ship-to party                                                                                                   | 2062042                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | FIRMENICH AROMATICES (CHI... |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| Z6                                                                                                                           | SDS Receiver - Sales                                                                                            | 63536                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | LE                           |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| ZC                                                                                                                           | Bill-to complement                                                                                              | 52358                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | MENG                         |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| ZI                                                                                                                           | Int. CSR Contact                                                                                                | 30003124                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | CAI Salsai                   |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| ZS                                                                                                                           | Ship-to complement                                                                                              | 21277                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | JIN                          |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| PF                                                                                                                           | Partner Function                                                                                                | Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Name                         | Partner Des      |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| SP                                                                                                                           | Sold-to party                                                                                                   | 4014174                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | SEMICONDUCTOR MANUFACTU...   |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| BP                                                                                                                           | Bill-to party                                                                                                   | 4014174                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | SEMICONDUCTOR MANUFACTU...   |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| PY                                                                                                                           | Payer                                                                                                           | 4014175                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | SEMICONDUCTOR MANUFACTU...   |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| VE                                                                                                                           | Sales Account Manag.                                                                                            | 63034901                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Haifeng(Paul) JIANG          |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| VW                                                                                                                           | CCS Representative                                                                                              | 63041171                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Ji Ping (Miya) WANG          |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| SH                                                                                                                           | Ship-to party                                                                                                   | 4014174                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | SEMICONDUCTOR MANUFACTU...   |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |
| Z6                                                                                                                           | SDS Receiver - Sales                                                                                            | 85563                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ZHAO                         |                  |        |      |           |    |             |       |                              |  |    |                      |       |    |  |    |               |       |                              |  |    |       |       |                              |  |    |               |       |                              |  |    |               |         |                              |  |    |                      |       |    |  |    |                    |       |      |  |    |                  |          |            |  |    |                    |       |     |  |    |                  |        |      |             |    |               |         |                            |  |    |               |         |                            |  |    |       |         |                            |  |    |                      |          |                     |  |    |                    |          |                     |  |    |               |         |                            |  |    |                      |       |      |  |