

SBS Service Pricing - DPS - OtC Customer Services

Period	CASH	HEBIDA	Total	Budget	Variance
SBS Cost - Jan 15-Jul 2017	172 210	188 220	360 430	360 430	0
SBS Cost - Jan 15-Aug 2017	5 978	5 192	11 170	11 170	0
SBS Cost - Jan 15-Sep 2017	21 744	21 521	43 265	43 265	0

Process Owner
Maryse Persehaie
 WW Delivery, Process&Support Controller

D&PS Expert
Miriam Luttrin

- Target Users**
- SBS Management Comitee
 - CRM / BRM
 - GBUs Directors

General Description

SBS Driver for OtC Customers Services :

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

Authorization & Rights

All the accesses must be validated by the

[SBS General Manager](#)

[Access form](#)

Calculation	
SBS Customer Service perimeter	<p><u>WP1 :</u></p> <ul style="list-style-type: none"> In LAM, all GBUs are included except Acetow, Technology Solutions and Engineering Plastics. For EP we include only sales office Sao Bernardo. In EMEA, all sales offices are included except Gorzow and Riga. GBU SES is excluded. In APAC, Sales Office Singapore included only for Coatis. In NAM - Sales Office Princeton included; only Aroma after June 2016 & only Coatis after Oct. 2016. <p><u>PF1 :</u></p> <ul style="list-style-type: none"> Sales office CFRL Lyon (Emerging Biochem) Sales office CSG Singapore (Soda Ash) Sales office ZBR Sao Paolo (Specialty Polymers, Soda Ash, Special Chem, but only for export orders*) *export orders for Sao Paolo: all countries outside Brazil (based on Ship-to country).
Order Type included	<p><u>WP1 :</u></p> <ul style="list-style-type: none"> FG, KB, KBB, KE, KEB, LP, NB, ORB, RCM, TA, TAM, ZAGR, VEF, VEFR, ZEXP, ZOR, UB, ZKEB, ZKBB, ZORB, LZM, RCS, ZKL, KL <p><u>PF1 :</u></p> <ul style="list-style-type: none"> KBN, TDN, KEN, TAS, ZTAS, ZT1N, ZTDN, ZTDL, KLN, KNN, ZKMN, ZDMN, TDXR, ZTDR, ZORB, ZITI, ZRCM, ZRCS, ZIND, ZIRS, ZVEX, ZVEY, ZSAM, ZTES, ZDON, ZRAG, ZOUT, ZT1E, ZTDE, Z11R, ZRDC, ZKLE, Z109, ZKNE, Z1QP, ZKMS, ZDMS, Z1Q5, ZEXP, ZRPE, ZRIN, ZVXI, ZVF1, Z1Q6, ZRGI, ZTDM, Z1E3, Z1RD, ZRVO, Z104, ZRP1, Z1IX, Z105, ZRP2, Z107, ZRP3, Z108

Sources	Number of Order lines
Core query	

QV query	<ul style="list-style-type: none">• NB RBS Monthly Dashboard CS Indicators Direct sales_??XLS (Rhodia)• QVSBS_BW_QRY_ZZVORD_0001 (Solvay)
Refresh frequency	Daily - only M-1 results

Scope
<ul style="list-style-type: none">• Current Year