

GSKA Maintenance

Process Owner

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This page describes all the manual actions regarding the following manual actions and mappings :

- Add / Remove / Modify Customers
- Payment terms clean-up mapping
- NPS Results

Add / Remove / Modify Customers

The GSKA Dashboard entry point IS the customers, based on customer group level. To add (or remove) a customer the different steps are described below.

Warning : in the flat files (mapping, data sources, ...) it is mandatory not to change sheet names, column names, neither adding or removing columns. Such actions can prevent the correct loading in the dashboard and therefore can break the WHOLE loading of the dashboard (not only the given data / mapping).

| Action | Who requests ? | Who does ? |
|---|-------------------|--|
| 1) Add the customer to the following file : GSKA List (GSKA Definition tab) , with Label (mandatory), PF1 Corporate group code (mandatory), WP1 Corporate group code (optional, if customer is also on WP1). | Excellence Center | SBS D&PS (project) - Excellence Center (maintenance) |
| 2) If the customer has ShipTo / SoldTo in non-ERP systems, add the non-ERP ShipTo / SoldTo to the same file (Group Mapping tab) , so they are linked to the PF1 / WP1 corporate groups and therefore to GSKA definition. | Excellence Center | SBS D&PS (project) - Excellence Center (maintenance) |
| 3) Check with the involved GBUs that the Corporate ShipTo Group, Corporate SoldTo Group contain the proper ShipTo and SoldTo Accounts. | Excellence Center | GBUs |
| 4) Check with the involved GBUs that the ShipToKA are correctly maintained. | Excellence Center | GBUs |
| 5) Check with Customer Credit and Trade (CCT) team that the payer group for the customer is correctly defined and that the Corporate Payer Group code is aligned to PF1 Corporate Group. | Excellence Center | GBUs |
| 6) Populate data in manual sources (NPS for instance) based on the PF1 Code. | Excellence Center | Excellence Center |

Payment terms clean-up mapping

The 3000+ payment terms labels are grouped under 5 payment terms buckets through a mapping :

- < 30 days
- 31-45 days
- 46-60 days
- > 60 days
- Other

Here below the steps for the maintenance of this Payment terms mapping.

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| Action | Who requests ? | Who does ? |
|--|-------------------|-------------------|
| 1) Identify the unmapped Payment terms (using the dashboard), determine the bucket they should be included | Excellence Center | Excellence Center |
| 2) Update the mapping file. Order column is used to sort the bucket in the pie chart : each "Payment term group" should have the same order value. | Excellence Center | Excellence Center |
| 3) The day after, check the correct mapping in the dashboard | Excellence Center | Excellence Center |

NPS results

The NPS results by Customer (SoldTo Group) are loaded from [a flat file \(Google Spreadsheet\)](#).

Warning : in the flat files (mapping, data sources, ...) it is mandatory not to change sheet names, column names, neither adding or removing columns. Such actions can prevent the correct loading in the dashboard and therefore can break the WHOLE loading of the dashboard (not only the given data / mapping).

| Action | Who requests ? | Who does ? |
|--|-------------------|-------------------|
| 1) Prepare the results from NPX tool to match the Spreadsheet template | Excellence Center | Excellence Center |
| 2) Copy / Paste the new results in the "Data" sheet of the flat file, below the previous results | Excellence Center | Excellence Center |
| 3) The day after, check the correct loading in the dashboard | Excellence Center | Excellence Center |