

MSP: Regulatory Questions & Quality Questions (Customer Requests)



Pre-requisite

Users that have access to Regulatory Questions tile (Customer Requests):

- Profiles = MSP Customer Community Plus or CEP Partner user
- Markets = At least one Market assigned to the contact to be able search product documentation/details and create records

Table of contents

- Definition
- Accessing points
- Detailed Capabilities
- Customer Requests list
- Customer Request Details
- Customer Request Creation
 - Reach Products

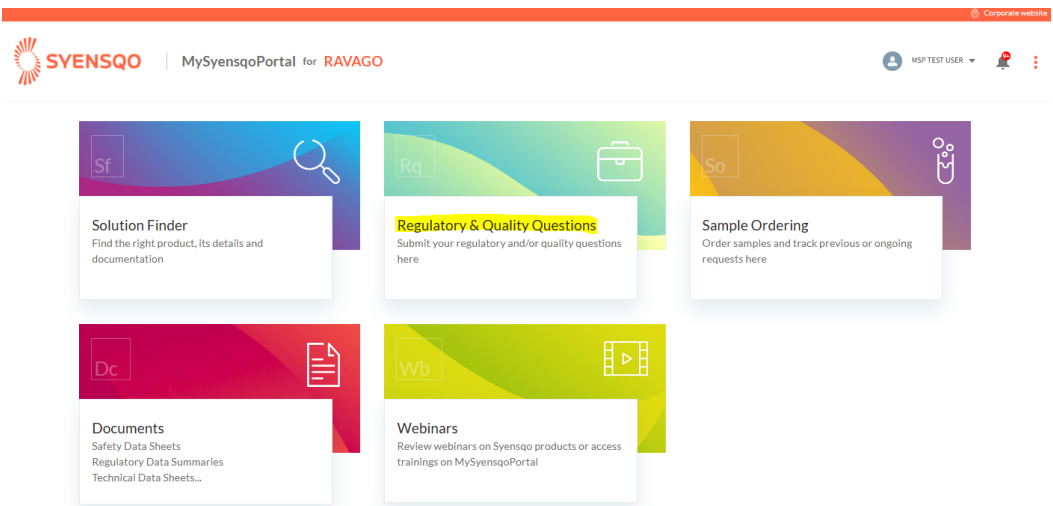
Definition

This capability allows users to create Customer Requests and see the records shared between them and Syensqo that were created from the portal and belong to their account corporate group.

Accessing points

This capability can be accessed through several points in MSP detailed below :

- Homepage and 3 dots menu



Detailed Capabilities

MSP user can access to :

- Customer Requests list
- Customer Requests details
 - Linked to a specific Customer Requests, case comments is available for MSP users and Syensqo internals to be able to comment the case.
 - Attach files to a specific Customer Request
- Create a Customer Request
- Consult Regulatory Questions Disclaimer

Customer Requests list

This list presents all Customer Requests belonging to distributor corporate account that have been created from MSP, for customers only their own customer requests appear.

It is presented in a table with the following columns :

- Request Number

- Date/Time
- Account Name
- Type
- Subject
- Product
- BU
- Status

The list is presented in pages (10 per page)

The list can be filtered through :

- My Questions (Disabled by default)
- Request Number
- Type
- Country
- BU
- Status
- Product
- General search that searches the filter values

Every filter accepts multi-selections. The header of each column allows a sort the records.

The field Request Number is in orange. It is a link to access to details of a Customer Request, opening a new page.

Corporate website

 MySyensqoPortal for RAVAGO

MSP TEST USER

 10



Homepage > Regulatory & Quality Questions

Regulatory & Quality Questions  Disclaimer

New Question

Q Search

▼ Show Filters

My Questions

Request Number

Type

Country

BU

Status

Product

Q Select a number

Select an option...

Select an option...

Select an option...

Select an option...

Select an option...

REQUEST NUMBER	DATE/TIME	ACCOUNT NAME	TYPE	SUBJECT	PRODUCT	BU	STATUS
00398959	05-Dec-2024	RAVAGO CHEMICALS SPAIN S.A.	Quality	test	RHODACAL LDS 23 AP	Agro	Approval Pending
00398936	04-Dec-2024	RAVAGO CHEMICALS SPAIN S.A.	Quality	teste	RHODASURF L 40 AP	Agro	Approval Pending
00398937	04-Dec-2024	RAVAGO CHEMICALS SPAIN S.A.	Quality	test	RHODASURF L 40 AP	Agro	Approval Pending
00398934	04-Dec-2024	RAVAGO CHEMICALS SPAIN S.A.	Quality	test	RHODASURF L 40 AP	Agro	Approval Pending

Customer Request Details

The Customer Request detail page contains the following elements :

1. Open

2. Approval Pending

3. Approved

4. Completed

5. Closed

Case Information

Account Name

RAVAGO CHEMICALS SPAIN S.A.

Subject ⓘ

test

GBU

Novocare

BU

Agro

Type

Quality

Sub-Type

Batch extension

Status

Approval Pending

Received Date ⓘ

5/12/2024

Requested Resolution Date ⓘ

Severity/Priority ⓘ

Medium

Manufacturing Plant Code

8006

Account Manager

Customer Request Products (1)

New

PRODUCT	LEVEL	PRODUCT CODE	APPLICATION/E...
RHODACALL	Level 4	90100737	

View All

Description

Initial Description ⓘ

test

Amount

Customer Response

Customer Response ⓘ

Completed Date

System Information

Case Origin ⓘ

My Syngso Portal

System Information

Case Origin ⓘ

My Solvay Portal



Case Comments (0)

New



Files (0)

Add Files

Title

Owner

Last Modified

Size

This page is totally in a read-only mode. No field can be updated. Comments can be added and linked documents can be downloaded.

Comments: Used for communication between the case owner and customer ([Notification templates](#)) :

Files: Share files between internal and customers (new file attachment notification only available for Samples)

Account Manager: when assigned the person gets a notification

Customer Request Creation

In the Customer Request list page, User can find a "New Customer Request" Button.

Clicking on that button, opens the creation form in a new page.

This Customer request creation form elements are :

- Subject
- Product
- GBU
- Application=BU
- Account Manager (not mandatory)

- Requested Resolution date
- Type
- Sub Type (mandatory)
- Manufacturing Plant Code (**mandatory when Quality type is selected**) - "Labxx" plants— are not searchable as these are used exclusively for product development samples
- Initial Description
- A Save Customer Request button

NEW REQUEST

Subject ⓘ

test

Product

RHODASURF L 40 AP

×

Application

Agro ▾

Account Manager

--None-- ▴ ▾

Type

Quality ▾

Complaints must not be logged in this Portal. Please contact Syensqo Customer Service.

Sub-Type

Additional tests ▾

Manufacturing Plant Code

Search Utilities... 🔍

Manufacturing Plant Code is mandatory. Please fill the field.

Initial Description ⓘ

tyui

↵

Save Customer Request

When 'Batch extension' subtype is selected is mandatory to attach a file (by default it appears the upload files and drop files options)

✖
✖
Error Message
 It is mandatory upload a file when you choose sub type Batch Extension

NEW REQUEST

Subject ⓘ

Product

RHODASURF L 40 AP
✕

Application

Agro
▼

Account Manager

--None--
▲▼

Type

Quality
▼

Complaints must not be logged in this Portal. Please contact Syensqo Customer Service.

Sub-Type

Batch extension
▼

Manufacturing Plant Code

🔍

Initial Description ⓘ

rftgyhuj

A copy of the certificate of analysis is mandatory to process the request.

📁 Upload Files
Or drop files

Save Customer Request

Customer Request business rules

In Salesforce when the case origin is MSP the customer request layout hides the fields 'Customer Response Proposal' and 'Customer Response Proposal Details' and only shows 'Customer Response' field:

Case
Customer Request / 00386365

#1: RHODASURF L 40 AP - Level 4 - Application/end use: Undefined

▼
Customer Response

Customer Response ⓘ

Completed Date

Time Spent ⓘ

▼
Closure

Data Model & Security

Product search visibility

Users are able to **search for products where Market is the same assigned to their contact and their account region** is included in the MSP products region.

- Contact Market and Account Region = Product Market and Region

Users only have access to Regulatory type when their My Syensqo Portal Persona is Regulatory



Contact

MSP TEST USER

Polymerization for adhesives;Additives for coatings, construction, inks and adhesives

Title

My Syensqo Portal Persona
Regulatory

Source

MSP Worldwide Access



NEW REQUEST

Subject ⓘ

test

Product

RHODASURFL 40 AP

Application

Agro

Account Manager

--None--

Type

Regulatory

Sub-Type

--None--

Manufacturing Plant Code

Search Utilities...

Initial Description ⓘ

Save Customer Request