

Order Management

***OTC ROADMAP**

Service Model (former CEM)

[NVC Service model | Updated model: service and approval](#)

[Relaunching Novacare Service Model! EMEA /NAM Operational Teams Workshop](#)

[Novacare Global Minimum Order Quantity Exception List](#)

[NVC Service Model_Workshops](#)

Orders Follow-up

[Open Orders Report](#)

[SAP Rejection Codes](#)

Distribution specific

[Ecommerce SYENSQO - Customer User Guide - Novacare July 2024](#)

[AZELIS EMEA Distributor Manual Syensqo](#)

[Antitrust Guidance for Distribution Agreements](#)

Specific flows

Consignment stocks

[Managing the client consignment flow](#)

Plant-related resources

[Product list with supply information](#)

[Novacare Plant and Warehouse Contacts](#)

[Syensqo Novacare Shutdown Calendar & Allocation](#)

[Plants location](#)

[SOLVAY/ODYSSEY FLOWS for PT Team + MBU's](#)

[Planning Activities - s&op vs plant responsibilities](#)

Shipment-related resources

[Display Shipment](#)

[PACKING LIST](#)

Documentation requests

Sinequa

[TDS / SDS / RDS on Salesforce](#)

[CUSTOMER REQUESTS - Topics/ Documents/ Contacts](#)

Returns

[Return Process & SAP Instructions](#)

Tools - Esker, MSP & SFDC

Esker

[Esker - CSR Guide](#)

[Esker - e Invoicing CSR Guide](#)

My Syensqo Portal

[My Syensqo Portal User Guide](#)

Salesforce

[NOVACARE LEAD MANAGEMENT PROCESS & TRAINING](#)

[Novacare Key Users Complete Guide: contacts for training & links to tools](#)

Useful

Tip of the Week

[Novacare Customer Service - ACRONYMS AND ABBREVIATIONS](#)

[CS Document Printing HandBook](#)

[EMEA Strategic Channel Partners](#)