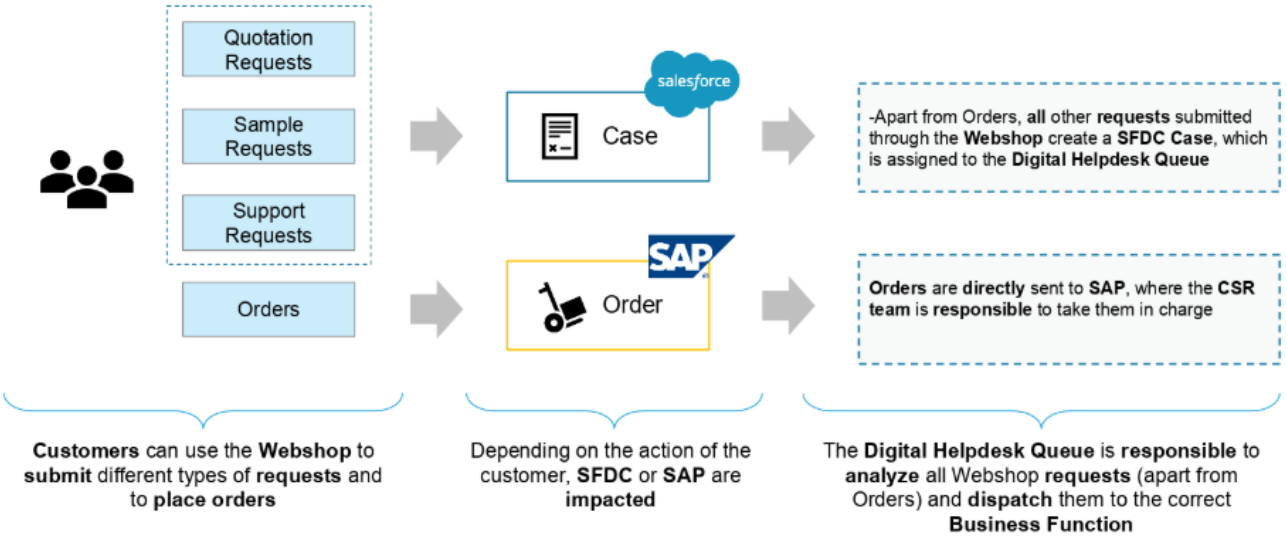
SpP Webshop

Icare has 1 Webshops live under cloudcraze software.

Small Customer Webshop link to Webshop

AM webshop (dediciated to BU Additive Manufacturing products) link to AM Webshop - **NO LONGER AVAILABLE**

Reference Documents	Table of Contents
SpP Webshop - FAQ Project Webshop : Impact on CRM for users **FAQ SBS Adoption team** **FAQ Business User Support** Note during support training: this document is now in English! **Training documents** Sample and order requests Price schema CSR - Wave 2 - China roll-out (if needed also: Project roadmap - Wave 2)	• Key roles • FAQ



Key roles

- **Support Maintenance** https://syensqo-dwp.onbmc.com/dwp/app/#/page/w9ph6wjq
- **Business team** Application manager - Product owner : Gonçalo Silva for validation/priorization
  Business user support (Digital Helpdesk Queue members) : Flora Huang (CN) / Simona Cavarretta (EU) / Suzanne Banks (US)
- **Evolutive Maintenance**
  CRM functional analyst - Gonçalo Silva

  Technical support team
  - Waeg developer (CloudCraze) - Quentin Mathoux
  - CRM developer - Francisco Cardoso
  - SAP SF1 - Nicolas Balbiani

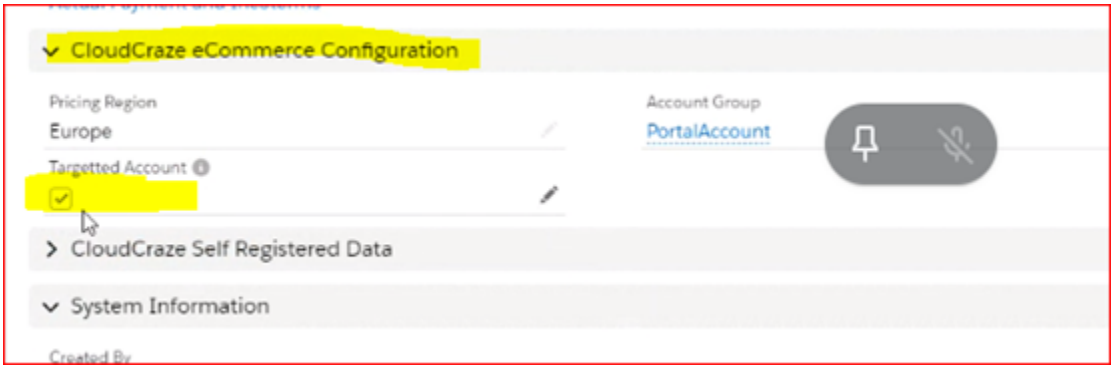
- Webmethod coordinator - Olivier Hisler

[List of contacts during vacation]

FAQ

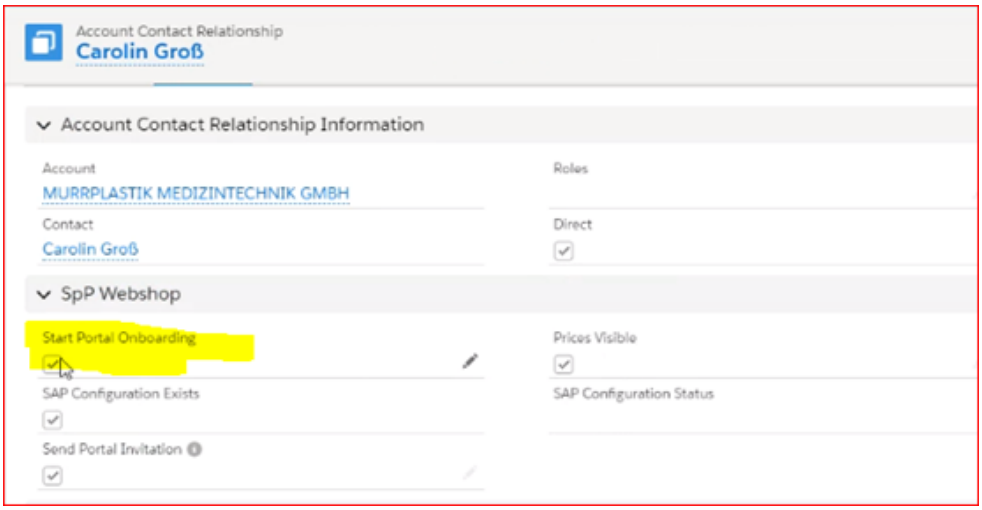
General information

FirstOn Account page, "Targetted account" is ticked (manual action) to indicate that the customer can be onboarded.



Second,click on « Business » tab to access the list of contacts. On "Related contacts", find the contact you want to check and click on « View relationship ».

1/ To start user Onboarding it is mandatory to first tick the box "Start Portal Onboarding"
2/ and only 1 day later you can check that "SAP confirguration exist" is ticket (it is automatic if everything is correct in SAP)
3/ If SAP configuration exist is ticked, we can tick the next checkbox "send Portal invitation" to user



Reports also exist to check this information. Please refer to « Onboarding Status *Name of region*" (ex. "Onboarding Status NAFTA").
Internet users can register by using the self registration form. When the form is filled in:

- An account and a contact page will be created into Salesforce, with someone automatically assigned as account owner. Example for China: Richard ZHANG (decided by the business but can change in the future).
- There is no case generated. The account owner automatically assigned is in charge of changing the ownership after checking it.
- The assignee (different for each region) receive a notification by email.

*UAT link: https://uat-solvayspp.cs125.force.com/SpecialtyPolymersWebshop/ccrz__CCSiteRegister
*Prod link: https://syensqospp.force.com/SpecialtyPolymersWebshop/ccrz__CCSiteRegister

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Create a Jira and assign it to Leila Radjah.
Express shipment allows users to receive their products before the standard dates. The corresponding dates are visible because orange on the webshop. Express shipment is available for customers from Europe and Asia but not US. All customers can select it. If LT < 3 weeks, express shipment is not available. LT has to be > 4 weeks. Please note that this rule often changes so it has to be checked. If express shipment has to be changed, it requires a technical intervention.
It is the one without market segment on Salesforce. We display the "Portal Minimum Order Quantity" (if it exists) + the "standard minimum quantity".

For China, currency is the one used on sales quotes. If there is no currency on sales quotes, then standard price is in USD, except if the customer has the currency field filled in on acccount (new field added end of October 2019).

If a user can't see a price, go on "Product" and check if "Webshop Hide Prices (Regions)" has values (contact PM). Or at the account level : "Hide Webshop Prices" is checked if we don't want to give visibility to other price than the global one (here managed by the Acount Manager).
This field is available for PM + Dries + Simona Suzanne Flora + admin (not admin lite) + Chang

Data (out of SBS scope)

Contact Simona Caravetta who is in charge of data issues.
When "Order product" is filled in, it simulates an order with SAP information. It can happens that an error occurs such as no price displayed or SAP is down for example. On most cases, CSR didn't managed prices on SAP. Prices don't come from Salesforce but from SAP here.
Documents have to be archivable to be visible on the webshop. CSR are in charge of performing this action on SAP.
Go on product page. Cf. "Webshop visibility (regions)" field. It has to be updated by Product Manager.
Go on contact page and check "Webshop Profile" field. Value has to be "purchaser" if you want that she/he can order products. Technician can only ask for support.
We have the sync of all orders depends on customer business rank is A4, A5, A2 and AD in SAP customer master.

Main issues can be raised by business via a Helix ticket :

1. **Documents download & *Interface with SAP SF1 issues (packing list - Order or Samples status..)* ==>** *Ticket assigned to* ***SAP*** *(will manage with Webmethods)*
2. ***Express shipment :*** *any issue or If a user request the express shipment to be changed, a technical intervention (dev) is required ==>* ***No Longer in Place***
3. **Fluids business :** potential problems can happen with cases that are assigned to a specific digital queue as field "Account origin" = **IS DC Digital Dynamic price ==>** must be handled by **Business support**
4. **Contacts :** sometimes customer user can face issue on authorization ==>must check user profile (Purchaser : can order and see prices , Technician : can only ask for support) must to be handled by **Business support**

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Webshop Technical Batches:

- **CC_SpP_OrderSync_BATCH**
  - Order Sync BATCH coming from SAP
- **CC_SPP_AccountOrigin_Batch**
  - This batch searchs for accountcontactrelation records where the related Contact is selfregistered(ccrz__SelfRegistered__c = true), CreatedDate between 372 and 365 days ago and related Account Origin = 'IS DC New Customer'. Change the origin of the related account to 'IS DC Existing Customer' to signal selfregistered users that have joined CC SPP Webshop more than 1 year ago
- **CC_SpP_Pending_Cart_Notification_Batch**
  - This batch searchs for cc cart records that are active, have products, have a related contact, are not modified in the last 5 days, have status open or abandoned, have storefront value of 'SpPStore', have a related contact with a valid email and didn't opt out of communication.
- **CC_SPP_CumulativeCustomerNumber_Batch**
  - This batch gets all the accounts with first order date or first elemica order date on the current month and stamps the number of all ordering accounts where Targetted_Account__c = true and Service_Level__c = 'Inside sales or move to distribution (Iron)' until that date fo each region on the field Cumulative_Number_of_Webshop_Customers__c or field Cumulative_Number_of_Elemica_Customers__c. This field purpose is only to serve as the basis of the https://syensqo-icare.lightning.force.com/lightning/r/Report/00O0e000005NUHCEA4/view where we can see the cumulative number of accounts that have ordered on the webshop. If the chart cumulative number of customers decreases is probably because of a recalculation of service level.