


ERP-2711 Report Request (Req 81) : Merit forms status

velocity
##if(\$hasEdit)

 As an IS user, you can access the [IS Support Private Space](#).

#end
/velocity

[Introducing the IS Delivery and Helpdesk](#)

A presentation of the IS Delivery Team and of the Helpdesk.

[Getting Support](#)

The different ways of getting support : how to contact the Helpdesk and where to find information.

[Getting Training](#)

The process to request a training for any of the tools supported by the IS team.

[Creating a Footprints User Request \(UR\)](#)

How to use Footprints and create User Requests for IS (UR).

[Available Tools](#)

List, description and link to the specific wiki for all the tools used to simplify and automate your daily office work.

[General IS FAQ](#)

Frequently asked questions on general (non-tool specific) IS subjects and answers to each.

Introducing the IS Delivery and Helpdesk

The IS Delivery is a service in charge of providing support for all Solvay Information Technologies tools and applications.

The delivery is in charge of both the first level support or [Application Helpdesk](#) and *the more advanced support* (Second level support).

The service is provided by 4 different teams, one by zone, managed by a Zone Delivery Manager :

- Europe : [Brieuc Vandenhove](#)
- Asia Pacific : [Eric Woo](#)
- North America : [Samuel Massey](#)
- Latin America : [Ciro Rodrigues](#)

Getting Support

Contacting the helpdesk

There are 3 ways to request support from IS : By Email, by Phone or by creating a User Request (UR) in Footprints. Below are the details :

Email	Footprints	Phone	
Applications Softwares Web	ISF Application Helpdesk	Footprints User Request	Asia Pacific : +65 6394 3318 Europe : +33 811 70 52 22 Latin America : +55 11 37 41 42 00 North America : +55 11 37 41 42 00
Hardware Network Printers Phones DataBackup	Asia Pacific : AP SMIO Support Latin America : ATOS North America : [[NAM Helpdesk		
mailto:RHD-NAM:Helpdesk@us.rhodia.com]Europe : See details		How to contact ATOS in Europe Germany : +49 69 66 41 53 59 France : +33 164 53 91 07 Italy : +34 913 60 61 90 UK : +44 12 64 34 39 59	

> GLOBAL Helpdesk is accessible 24 hours / 5 days (Monday to Friday) by e-mail

All working days "somewhere" in the world.

During public holidays specific to the helpdesk of your zone, you will get support from Helpdesk of an other zone.

> LOCAL Helpdesks are accessible by e-mail and phone (details below)

- AP : 8:30 am - 6:00 pm (SGP time : GMT+8)
- EU : 8:30 am - 6:00 pm (French Time : GMT+1 ou +2)
- LA : 8:00 am - 5:00 pm (Brazilian Time : GMT-2 ou -3)
- NA : 8:00 am - 8:00 pm (EST : GMT-5 ou -4)

IS Support Portal

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Access IS Support Portal:

- <http://issp.priv.rhodia.com>

In this portal you will find :

- [News](#) on the IS tools : You can read directly or suscribe to news regarding IS Tools. Most important information, bugs and new features are posted there.
- [MyUser](#) : See what tools you have access to (*Currently restricted to BW/BO/SMART/Pvelo*), what trainings you attended or requested, what are your subscription about news.
- [IS Training tool](#) : Browse the catalog, join a session or request a training for the IS tools directly online.
- [Reports](#) : A comprehensive list of the reports available in the various tools, with description and preview.
- [Documents](#) : Additional documentation downloading.

Getting Training

Requesting - joining a training

To get a training for any of the tools supported by IS, you must first request it online via the [IS Support Portal Training section](#).

3 ways :

- By * equesting to join an existing session* directly from the [Sessions Schedule](#)
- By * electing a course*from the [Courses Catalog](#).
Don't find any course correspond to your needs ?* Select the "** equest a custom session*" option in the [Courses Catalog](#).

In each case the **+request will be submitted for approval to your manager**: you will need to select from a list the name of your manager and an email will be automatically sent to him. He will then be able to approve online.

Alternatively, you can also visit IS Intranet : [IS User services](#)

History of requests/trainings

At any time you can check the history and status of all your requests and trainings received from the IS by looking at the [IS Support Portal My User section](#) (_Currently only trainings since 2010 are available/)

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Available Tools

Below is the list of tools available to the Solvay users and supported by Application Services Delivery Team :



`velocity$wiki.ssf.use("js/xwiki/table/table.css")`
`$xwiki.jsfx.use("js/xwiki/table/tablefilterNsort.js", true)/velocity`

Type	Code	Name	Description
Transacti onal	RCS	Rhodia Core System	Rhodia SAP ERP (Enterprise Resource Planning) tool - Docu mentation not in the wiki
		Tr an sa cti on al	
		BIP	
		Sup plie r	Tool to manage interactions with the organizations that supply the goods and services - Docu mentation not in the wiki
		Rel atio nshi p	
		Ma nag em ent	
		Tr an sa cti on al	
		A PO	
		Ad van ced Pla nni ng and Opt imi zer	SAP Productio n and sales plannifica tion tool - Docu mentat ion not in the wiki
		Tr an sa cti on al	
		G TS	
		Gl ob al Tr ad e S er vi ces	SAP tool for Cross- border supply chain and compliance optimisation - Docu mentat ion not in the wiki
		Tr an sa cti on al	
		FC	
		Fi na nc ial C on so lid ati on	Group financial consolid ation tool (Ex Magnitu de) - Do cument ation not in the wiki
		Tr an sa cti on al	
		E C OM	
		E C om m er ce	A portal in support of business- to- business applicatio ns where Customer s places and tracks orders - Docu mentat ion not in the wiki
		Tr an sa cti on al	
		CP	
		CI	
		SP	
		RO	
		C he mi ca l In ve nt or y m an ag e m ent so ft w ar e fo r R & D la bs	

Reporting	SM	Sesame	Financial consolidation reporting tool
Reporting	BW	Business Warehouse	Reporting tool for all but COPA, Sales, HR, R&D. Allows to extract reports in Excel or broadcast reports via emails. Also known as "Analyzer" or "Business Explorer"
Reporting	BO	Business Objects	Reporting tool for sales, profitability, HR and R&D. Allows to execute web reports or broadcast reports via emails. Also known as "BOXI"
Reporting	CRM	SMART	Customer Relationship Management tool (CRM) for sales : complains, visit reports, sales, opportunities
Reporting	QV	Qlikview	Dashboarding tool
Reporting	PVELO	Pvelocity	Production costs and assets reporting / simulation tool
Office	RAS	Remote Access Secure	VPN to connect to the Rhodia network from outside Rhodia offices.
Document Management	EROOM	E-Room	Document sharing tool. Create an eroom and share documents between users
Document Management	DOC	Documentum	Document stocking and sharing tool
Document Management	TP	Telepresence	High quality video conferencing
Web	Search	Search Engines Optimisation	Internet Search Engine Optimisation services
Web	SQ	Sinequa	High quality search engine connected to Internet, eRoom, Intranet, Documentum, Blog, Wiki...
Web	TRIDION	Tridion	Web Content Management (WCM) to update Intranets & Internet & emailings
Web	Qualtrics	Qualtrics	E-Surveys and online forms via Qualtrics software
Web	Analytics	WebAnalytics	Web statistics analysis via Google Analytics
Web	Wiki	Wiki	Internal Blogs Wiki creations via Wordpress - Xwiki
Web	REACHI	Reachi	web based application dedicated to the R&D function for the evaluation and the assessment and the chemical risks at the workplace.
Web	CP	CISPro	WW R&D tool to inventory chemicals products stored in the research centers.
Web	Solvay Engage	Solvay Engage	Solvay Engage is the internal standard social platform for community management and accessible to all Solvay employees.

Workflow history

This view shows the 5 most recent entries. The complete workflow log is available from the 'Document Activity' menu item.

May 07, 2026	Actor	Type	Activity	Version
Approved	 GARNIER-ext, Marion	State	changed state to Approved at 11:35 am	v3
Lead Approval	 GARNIER-ext, Marion	State	gave <i>POD Lead Review</i> approval at 11:35 am	

Apr 30, 2026



SKIKDAOUI-ext,
Myriam

State

assigned approval *POD Lead Review* to GARNIER-ext, Marion at 8:19 am

*Hi Marion, this FS is ready for your review.
Thanks.*

Apr 23, 2026



BILLING-ext, Anoop

State

changed expiry date to '30 Apr, 2026 03:25 pm' at 3:25 pm

State

changed state to [Lead Approval](#) at 3:25 pm

v3

Tech Review



BILLING-ext, Anoop

State

changed expiry date to '28 Apr, 2026 03:25 pm' at 3:25 pm

State

gave *Tech Review* approval at 3:25 pm

State

changed state to [Tech Review](#) at 3:25 pm

v3
