Create Customer (Integration) - Description

This workflow is a part of the "Order to Shipment" workflow. What you see in the "Create customer - integration" is the process flow on how various customer master data is changed in SAP and involved stakeholders.

The following Business Area's are involved in the "Create customer - integration"
- Supply Chain Operations
- Information Technology
- Corporate Finance

In the "Create customer - integration" there are the following Functional Groups
- Supply Chain Operations
- SCM Services
- Corporate Finance

The "Create customer - integration" have the following Functions involved in their flow:
- CSL EMA
- SCM Services
- Corporate Tax

If you have any questions, comments, changes or need to interact with the accountable of the "Create customer - integration", these are the responsible (Novozymes contact acronyms are applied):
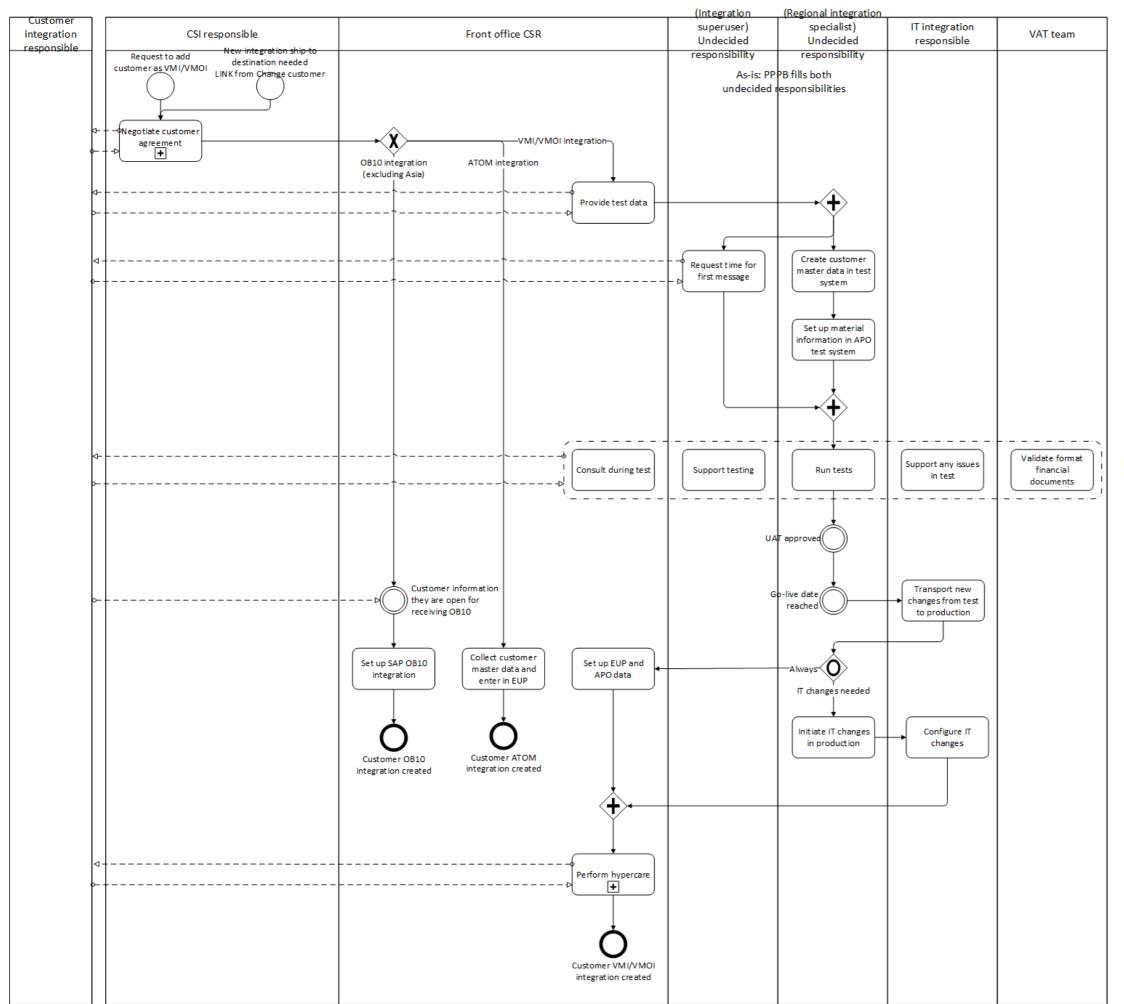- CBXJ
- HSTT
- HVIJ

The Resource/Role involved in the "Create customer - integration", are:
- CSR
- Regional Integration Specialist
- IT Integration Responsible
- Integration Super User
- Tax controller

The combined information of the "Create customer - integration" is the following:

Flow Task/Process	Business Area	Functional Group	Function	Responsible	Role
Create customer integration	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Create customer integration	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	Regional Integration Specialist
Create customer integration	Information Technology				IT Integration Responsible
Create customer integration	Supply Operations	SCM Services	SCM Services	HSTT	Integration Super User
Create customer integration	Corporate Finance	Corporate Finance	Corporate Tax	HVIJ	Tax controller

BPMN process diagram with swimlanes: Customer integration responsible, CSI responsible, Front office CSR, (Integration superuser) Undecided responsibility, (Regional integration specialist) Undecided responsibility, IT integration responsible, VAT team.

As-is: PPPB fills both undecided responsibilities

Request to add customer as VMI/VMOI

New integration ship-to destination needed LINK from Change customer

Negotiate customer agreement

OB10 integration (excluding Asia)

ATOM integration

VMI/VMOI integration

Provide test data

Request time for first message

Create customer master data in test system

Set up material information in APO test system

Consult during test

Support testing

Run tests

Support any issues in test

Validate format financial documents

Note: This follows IT's standard for UAT tests (to be found where?)

UAT approved

Customer information they are open for receiving OB10

Go-live date reached

Transport new changes from test to production

Set up SAP OB10 integration

Collect customer master data and enter in EUP

Set up EUP and APO data

Always

IT changes needed

Initiate IT changes in production

Configure IT changes

Customer OB10 integration created

Customer ATOM integration created

Perform hypercare

Customer VMI/VMOI integration created