Create Customer - Description

This workflow is a part of the "Order to Shipment" workflow. What you see in the "Create customer" 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"
- Supply Chain Operations
- Business Operation
- Corporate Finance

In the "Create customer" there are the following Functional Groups
- Supply Chain Operation
- Industry Group
- Corporate Finance

The "Create customer" have the following Functions involved in their flow:
- CSL EMA
- Sales Management
- FIL_Sec_Debotor

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

The Resource/Role involved in the "Create customer", are:
- CSR
- Front Officer CSR
- GCC-CSL
- Credit Manager

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

Flow Task/Process	Business Area	Functional Group	Function	Responsible	Role
Create customer	Business Operation	Industry Group	Sales Management	Account Management	
Create customer	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Create customer	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	Front Office CSR
Create customer	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	GCC-CSL
Create customer	Corporate Finance	Corporate Finance	FIL_Sec_Debtor	KKIR	Credit Manager

AccM	Front office CSR	Fil SSC_Debtor	POC CSL	New customer

Prospect to be promoted to customer

Change customer status

Validate customer data

Create customer in SAP

Create customer hierarchy and ship-to

Deal in PRINZ

Always

Customer placed in hierarchy

Add financial master data

Customer can be invoiced

Define prices for customer

Deal in PRINZ

No deal in PRINZ

Add prices in SAP

Add prices in PRINZ

Order can be created for customer

First order received from customer

Inform AccM about the first order

Time to set up Initial CSR customer contact

Set up initial contact

Initiate contact with customer

Add customised data and information

Service request

Customer to be handled by POC

Update POC list views

Always

Customer service request received LINK to Change customer

Customer created

Customer added in POC ist views