Change Sample Order - Description

This workflow is a part of the ”Order to Shipment” workflow. What you see in the ”Change sample order” 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 “Change sample order”
- Supply Operations

In the “Change sample order” there are the following Functional Groups
- Supply Chain Operations
- Industry Group

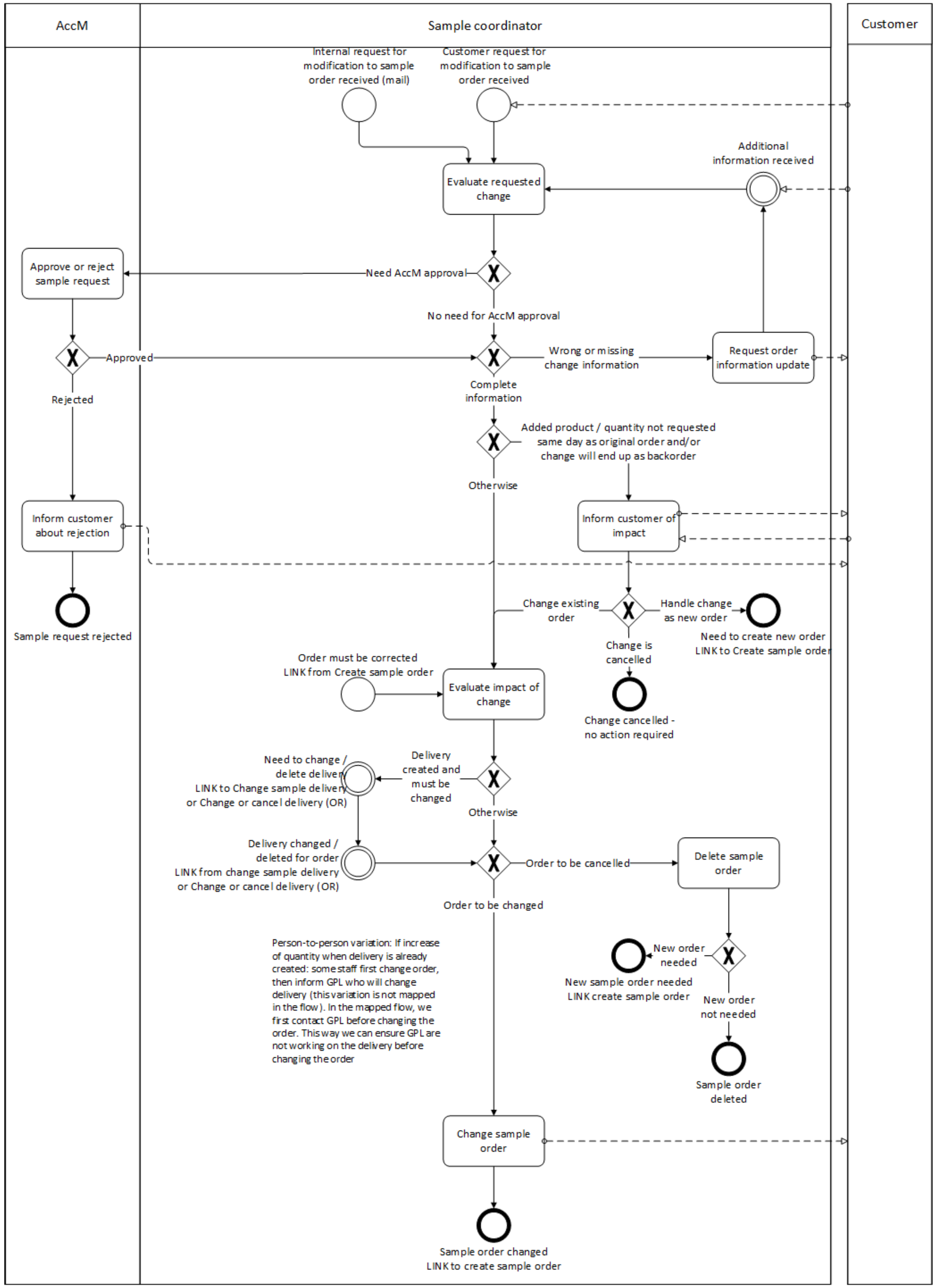
The ”Change sample order” have the following Functions involved in their flow:
- Sales Management
- CSL EMA
- GCC - Samples

If you have any questions, comments, changes or need to interact with the accountable of the “Change sample order”, these are the responsible (Novozymes contact acronyms are applied):
- Account Management
- CBXJ
- SJKU

The Resource/Role involved in the “Change sample order”, are:
- AccM
- CSR
- GCC - Samples

The combined information of the ”Change sample order” is the following:

Flow Task/Process	Business Area	Functional Group	Function	Responsible	Role
Change sample order	Supply Operations	Industry Group	Sales Management	Account Management	AccM
Change sample order	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Change sample order	Supply Operations	Supply Chain Operation	GCC - Samples	SJKU	GCC - Samples


AccM
Sample coordinator
Customer
Internal request for modification to sample order received (mail)
Customer request for modification to sample order received
Additional information received
Evaluate requested change
Approve or reject sample request
Need AccM approval
No need for AccM approval
Approved
Rejected
Wrong or missing change information
Request order information update
Complete information
Added product / quantity not requested same day as original order and/or change will end up as backorder
Otherwise
Inform customer about rejection
Inform customer of impact
Sample request rejected
Change existing order
Handle change as new order
Change is cancelled
Need to create new order LINK to Create sample order
Change cancelled - no action required
Order must be corrected LINK from Create sample order
Evaluate impact of change
Need to change / delete deliver
LINK to Change sample delivery or Change or cancel delivery (OR)
Delivery created and must be changed
Otherwise
Delivery changed / deleted for order LINK from change sample delivery or Change or cancel delivery (OR)
Order to be cancelled
Delete sample order
Order to be changed
New order needed
New sample order needed LINK create sample order
New order not needed
Sample order deleted
Change sample order
Sample order changed LINK to create sample order

Person-to-person variation: If increase of quantity when delivery is already created: some staff first change order, then inform GPL who will change delivery (this variation is not mapped in the flow). In the mapped flow, we first contact GPL before changing the order. This way we can ensure GPL are not working on the delivery before changing the order