Create Customer Flow
Filename: Create customer.pdf

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 in SAP → (+) gateway

(+) gateway → Create customer hierarchy and ship-to

(+) gateway → Add financial master data → **Customer can be invoiced**

Create customer hierarchy and ship-to → (O) gateway —Deal in PRINZ / Always→ **Customer placed in hierarchy**

Deal in PRINZ → Define prices for customer

Define prices for customer → (X) gateway —Deal in PRINZ / No deal in PRINZ

No deal in PRINZ → Add prices in SAP → **Order can be created for customer**

Deal in PRINZ → (+) gateway → Add prices in PRINZ → **Order can be created for customer**

First order received from customer → Inform AccM about the first order → (X) gateway

Time to set up Initial CSR customer contact → Set up initial contact → (X) gateway → (+) gateway

(+) gateway → Initiate contact with customer → Add customised data and information → (O) gateway

(O) gateway —Service request→ **Customer service request received LINK to Change customer**

(O) gateway —Always→ **Customer created**

(O) gateway —Customer to be handled by POC→ Update POC list views → **Customer added in POC ist views**