

# SFDC Customer Hierarchy

## Definition of Customer Hierarchy

A customer hierarchy is a flexible structure which reflects customer's organizations. Each customer -with the exception of the uppermost customer- refers to another customer at a higher level in the hierarchy.

At Illumina, customer hierarchies are created in SAP and sync back to SFDC. The account groups that can be included in a hierarchy are: **prospect, sold-to, and ultimate consignee**, while the highest level of the hierarchy has to be a sold-to.

## Customer Group Indicators

Customer Group Indicators are used for Sales and Financial reporting:

**GGN-Global Group Indicator:** Represents the global entity for customers with global presence in at least 2 regions

**NGN-National Group Indicator:** Represents the highest regional entity. It may be at country level too.

**SGN-Sales Group Indicator:** Further differentiates the national group. Used for classifying accounts based on business, department, division or geography

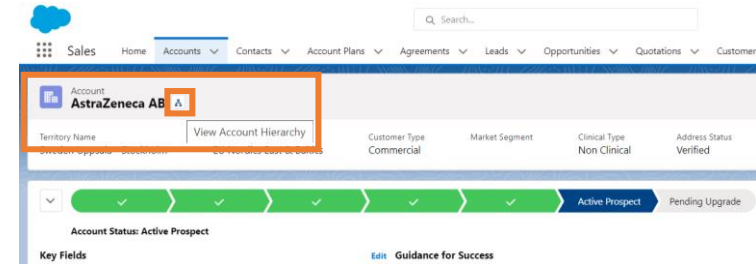
Example:

ACCOUNT > ASTRAZENECA AB			
Account Hierarchy			
ACCOUNT NAME	ERP CUSTOMER ID	CARE OF	ACCOUNT GROUP
> AstraZeneca - Global	4000032983		Sold To
> AstraZeneca - AMR	4000034322		Sold To
> AstraZeneca - APJ	4000034616		Sold To
> AstraZeneca - EMEA	4000034677		Sold To
> AstraZeneca - Saudi Arabia	4000034679		Sold To
> AstraZeneca - Sweden	4000034678		Sold To
AstraZeneca AB	4000025735	HC3008	Ultimate Consignee
AstraZeneca AB	6000001753		Sold To
AstraZeneca AB	6000021097		Sold To
AstraZeneca AB	6000025414		Prospect
AstraZeneca AB	4000040703		Ultimate Consignee
CBRE GWS Sweden AB	4000046476		Prospect
> AstraZeneca - United King...	4000034720		Sold To
> AstraZeneca - GC	4000034580		Sold To

## How to display a Customer Hierarchy

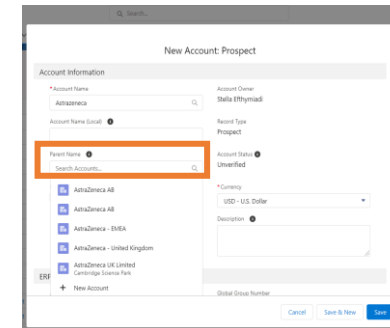
On main Account Page, click the 'View Account Hierarchy' icon next to the Account name.

-The Account Hierarchy page will be displayed



## How to indicate the Parent Account

When creating a new Account Request, indicate the Parent Account in the respective field if there is already an existing customer hierarchy or a sold-to account of the same customer that could act as a parent account.



Need Help?

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