TH Finance Customer Data Request

User Manual

Prepared for:

Nestle (Thailand) Ltd.

Finance Department

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Version History

Version	Date	Author	Description
1.0	December 17, 2025	Nick Chamnong	Initial release

Table of Contents

1. Introduction

1.1 Purpose of This Manual

This manual provides step-by-step instructions for using the TH Finance Customer Data Request application. It covers all features and common workflows to help Finance team members create, review, and approve customer data requests efficiently.

1.2 Who Should Read This Manual

This manual is intended for:

- **Requesters** - Finance team members who create new customer data requests
- **Sales Support** - Staff who fill in marketing and sales area data
- **Regional Managers (RM)** - Approvers who review and approve sales-related requests
- **Controllers** - Financial approvers who verify business justification
- **CS Team** - Customer Service staff who complete delivery and shipping data
- **AR Team** - Accounts Receivable staff who complete accounting and credit data
- **NBS Team** - Nestle Business Services staff who perform final processing
- **Administrators** - Users who manage roles and L6 segmentation data

1.3 Getting Help

If you encounter issues not covered in this manual:

- Contact your local IT support team
- Refer to the Technical Specification document for detailed system information

2. Getting Started

2.1 Accessing the Application

Web Access (Recommended)

1. **Open your web browser**
   Chrome, Edge, or Firefox are recommended for best performance
2. **Navigate to the application URL**
   Use the link provided by your administrator or from the email notification
3. **Sign in with your corporate credentials**
   Use your Nestle email address and password
4. **Wait for the application to load**
   The Dashboard will appear after successful login

> **Tip:** Bookmark the application URL for quick access in the future.

Mobile Access

1. Download the **Power Apps** mobile app from your app store
2. Sign in with your corporate credentials
3. Find "TH Finance Customer Data Request" in your apps list
4. Tap to open

2.2 Navigation Overview

The application consists of the following main areas, accessible via the side navigation menu:

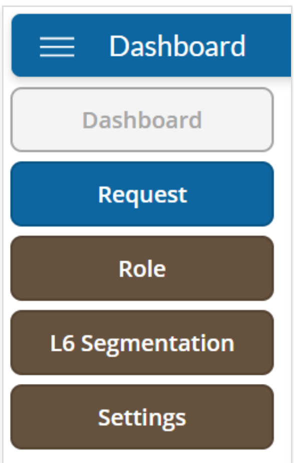

Figure 2-1: Navigation Menu

Menu Item	Purpose	Who Uses It
Dashboard	View KPIs, request counts, and access request list	All users

Request	Create and edit customer data requests	All users
Role	Manage user role assignments	Administrators only
L6 Segmentation	Manage customer classification data	Administrators only
Settings	Application settings	All users

2.3 Understanding the Dashboard

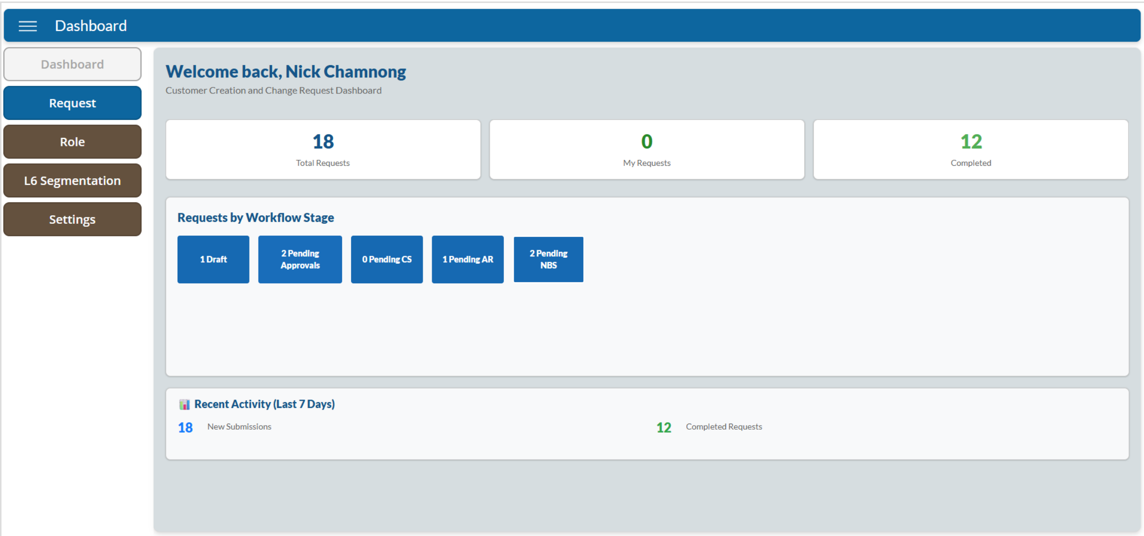

Figure 2-2: Dashboard Overview

The Dashboard displays:

- **Welcome message** - Shows your name and role
- **KPI Cards** - Total Requests, My Requests, Completed count
- **Requests by Workflow Stage** - Visual breakdown of requests at each stage
- **Recent Activity** - Latest submissions and completions
- **Request List** - Scrollable list of all requests you can access

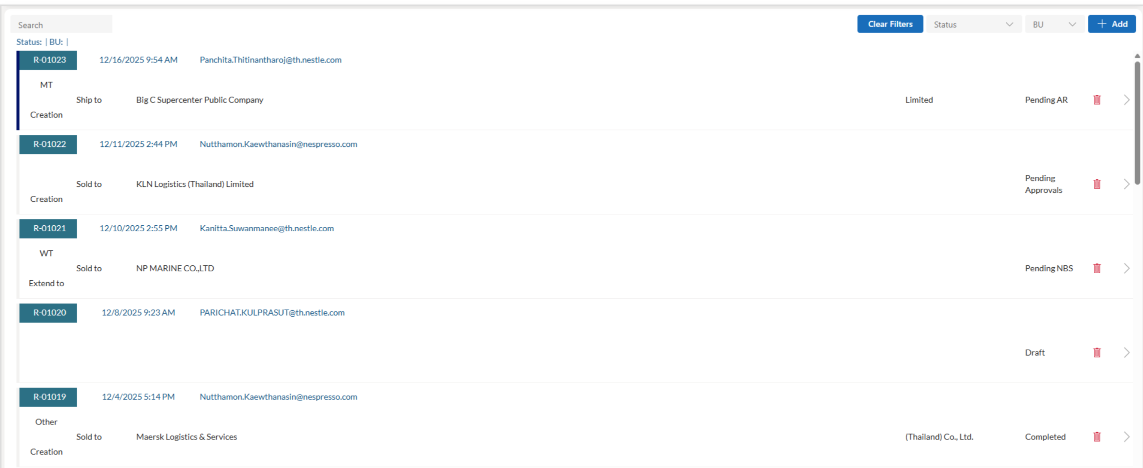

Figure 2-3: Request List with Status Indicators

3. Creating a New Request

3.1 Starting a New Request

1. **Click the "+ Add" button**
   Located in the top right corner of the Request List

2. **A new blank form will open**
   The form will show your name as the requester and today's date

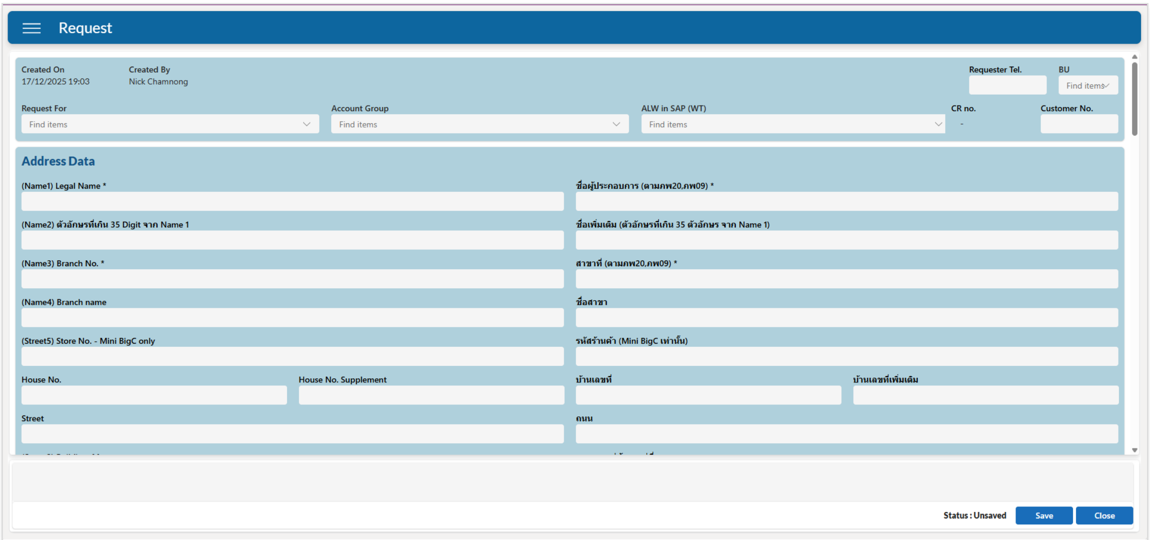

Figure 3-1: New Request Form (Empty)

3.2 Completing the Form

The request form is divided into several sections. As a Requester, you need to complete the following sections:

Header Section

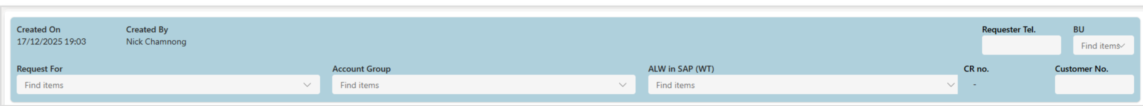

Figure 3-2: Header Section

Field	Description	Required
Request For	Select: Creation, Change, Extend to, or Add channel	Yes
Account Group	Select the customer account group	Yes
BU	Select your Business Unit	Yes
BU Controller	Select the controller who will approve	Yes
Sales Manager (RM)	Select the Regional Manager who will approve	Yes
Sales Support	Select the Sales Support person	Yes

Address Data Section

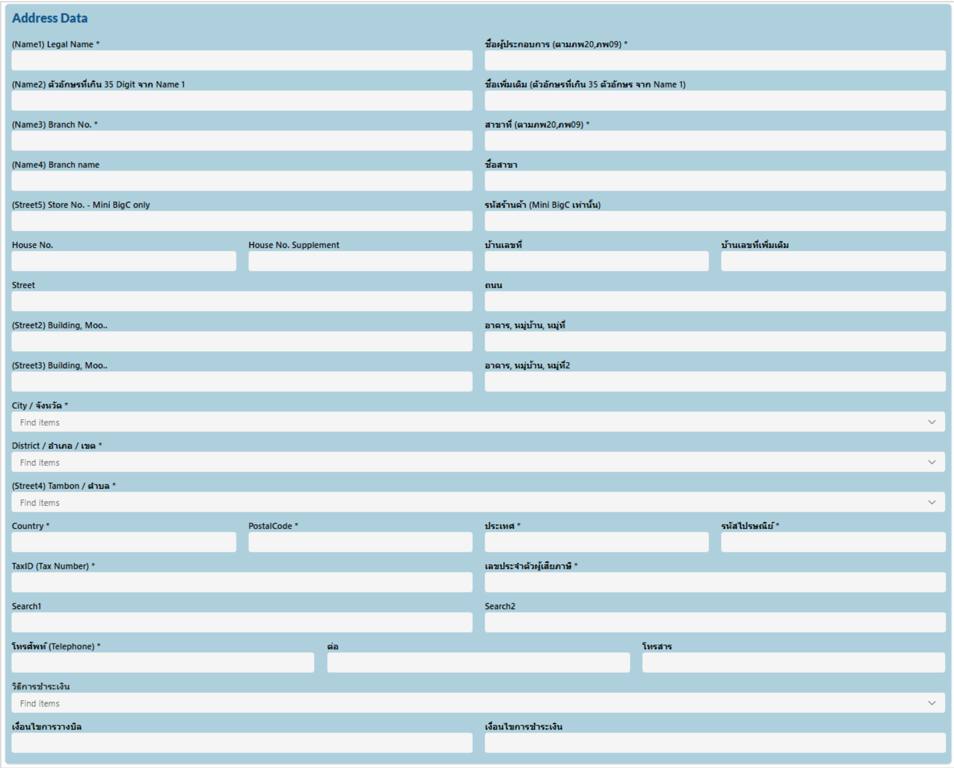

Figure 3-3: Address Data Section

> **Note:** Address fields must be entered in both English (left column) and Thai (right column). The system supports bilingual data for SAP integration.

Field	Max Length	Required
Legal Name (Name1)	35 characters	Yes (both EN/TH)
Name2 (Branch)	35 characters	No
Branch No. (Name3)	35 characters	Yes
House No.	10 characters	No
Street	35 characters	No
District, City, Province	Select from dropdown	Yes
Tax ID	13 characters	No

Sales Representative Section

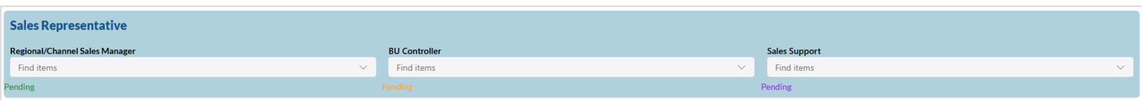

Figure 3-4: Sales Representative Section

Attachments Section

Figure 3-5: Attachments Section

Upload supporting documents such as:

- Business registration certificate
- Tax registration documents
- Bank account information

3.3 Saving and Submitting

Saving Your Work

Click the **Save** button at any time to save your progress. You can return later to complete the form.

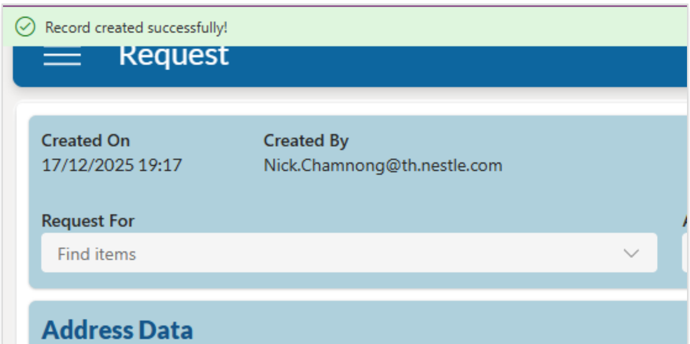

Figure 3-6: Save Confirmation Message

> **Tip:** Save frequently to avoid losing your work. Draft requests can be edited until submitted.

Submitting the Request

1. **Complete all required fields**
   Required fields are marked with a red asterisk (*)
2. **Attach required documents**
   At least one attachment is required
3. **Click the Submit button**

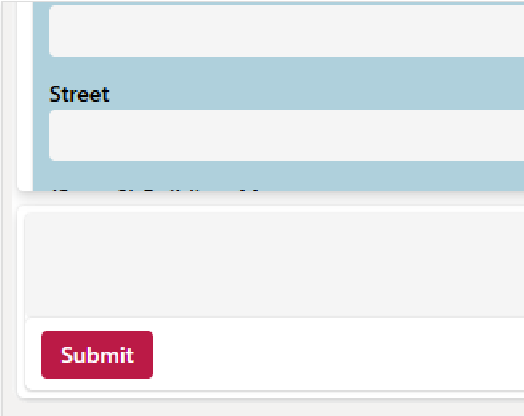

Figure 3-7: Submit Button

4 **Review any validation errors**

If there are errors, they will be displayed at the top of the form

> **Important:** If required fields are missing, you will see a validation error message listing all fields that need to be completed.

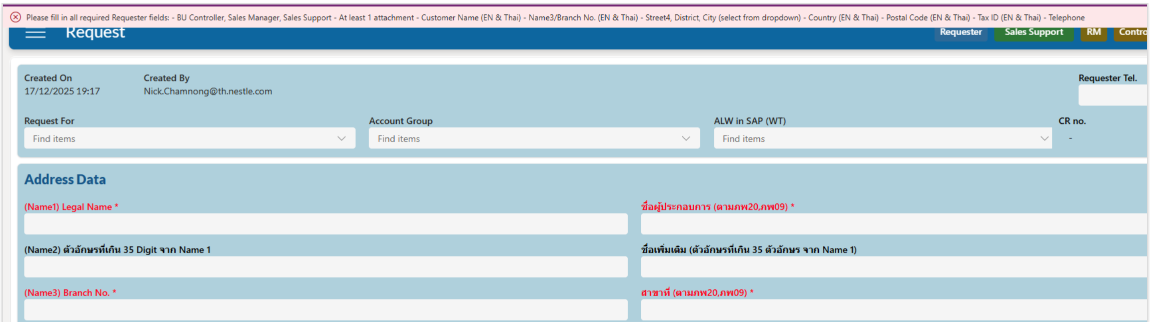

Figure 3-8: Validation Error Message

3.4 Field Requirements Reference

This section provides detailed information about required fields, character limits, and conditional validation rules.

Validation by Workflow Stage

Fields are validated at different stages of the workflow. You only need to complete fields relevant to your role:

Stage	Role	Required Fields	Count
Submit	Requester	BU Controller, Sales Manager, Sales Support, Attachment, Name1 (EN/TH), Name3 (EN/TH), Province, District, SubDistrict, PostalCode (EN/TH), TaxID (EN/TH), Country (EN/TH), Telephone	18
Sales Support Complete	Sales Support	Customer Class, Industry, Industry Code, Sales Org, Distribution Channel, Sales District, Sales Office, Terms of Payment, L6 Segmentation	9
CS Complete	CS Team	Delivery Priority, Shipping Conditions, Incoterms, Transport Zone	4
AR Complete	AR Team	Credit Limit, Risk Category, Credit Rep. Group, Customer Credit Group	4
AR Complete	AR Team (Sold to only)	Rec. Account, Cash Mgmt Group, Tolerance Group	+3
NBS Complete	NBS Team	Customer No.	1

Conditional Field Requirements

Some fields are only required under specific conditions:

> **Condition 1: "Sold to" Account Group**
> When Account Group = "Sold to" (367420000), the following additional fields become required at the AR Complete stage:
>
> - Rec. Account (Reconciliation Account)
> - Cash Mgmt Group (Cash Management Group)
> - Tolerance Group

> **Condition 2: "Extend to" Request Type**
> When Request For = "Extend to" (367420002), the following Thai language fields become *optional* instead of required:
>
> - Name1 (Thai) - ชื่อผู้ประกอบการ
> - Name3 (Thai) - ชื่อสาขา
> - Postal Code (Thai) - รหัสไปรษณีย์
> - Tax ID (Thai) - เลขประจำตัวผู้เสียภาษี

> - Country (Thai) - ประเทศ
>
> This is because "Extend to" requests use existing customer address data from another sales area.

Character Limits

Many fields have character limits based on SAP field specifications. Exceeding these limits will prevent the data from being saved correctly.

Field	Max Length	Required	Section
Name1 (Legal Name)	35 characters	Yes	Address Data
Name2 (Branch No.)	35 characters	No	Address Data
Name3	35 characters	Yes	Address Data
Name4	35 characters	No	Address Data
House No.	10 characters	No	Address Data
Street	35 characters	No	Address Data
Tax ID	13 characters	Yes	Address Data
Search 1	10 characters	No	Address Data
Search 2	10 characters	No	Address Data
Sales Organization	4 characters	Yes	Sales View
Distribution Channel	5 characters	Yes	Sales View
Sales District	6 characters	Yes	Sales View
Sales Office	4 characters	Yes	Sales View
Division	2 characters	Yes	Sales View
Sales Group	3 characters	Yes	Sales View
Terms of Payment	4 characters	Yes	Sales/CS/Company View
Company Code	4 characters	Yes	Company View
Rec. Account	10 characters	Conditional*	Company View
Cash Mgmt Group	10 characters	Conditional*	Company View
Tolerance Group	4 characters	Conditional*	Company View
Dunning Clerk	2 characters	Yes	Company View
Accounting Clerk	3 characters	Yes	Company View
Bank Statement	2 characters	Yes	Company View
Clerk's Fax	3 characters	Yes	Company View

** Conditional fields are required only when Account Group = "Sold to"*

Bilingual Requirements

Address fields must be entered in both English (International) and Thai (Local Language) for SAP integration:

English Field	Thai Field	Max Length
Name1 (Legal Name)	ชื่อผู้ประกอบการ	35 characters each
Name3 (Branch)	ชื่อสาขา	35 characters each
House No.	หมู่บ้าน	10 characters each
Street	ถนน	35 characters each
Building/Moo/Soi	อาคาร, หมู่บ้าน, ซอย	35 characters each
SubDistrict	ตำบล / เขต	35 characters each
District	อำเภอ / เขต	35 characters each
Postal Code	รหัสไปรษณีย์	5 characters each
Tax ID	เลขประจำตัวผู้เสียภาษี	13 characters each

Important: When entering data:

- The English and Thai fields should contain equivalent information (translated content)
- Do not leave Thai fields empty if English fields are filled (except for "Extend to" requests)
- Province, District, and SubDistrict are selected from dropdowns that automatically populate both languages

Validation Error Indicators

When required fields are missing or character limits are exceeded:

- **Red border** appears around the invalid field
- **Error banner** displays at the top of the form listing all missing fields
- **Submit/Complete buttons** are disabled until all validations pass

Tip: Save your work frequently. Draft saves are allowed without validation, so you can save partial data and complete the form later.

4. Approval Workflow

4.1 Understanding the Workflow

After submission, a request goes through a 7-stage approval workflow:

Stage	Status	Who Acts	Action Required
1	Draft	Requester	Complete form and submit
2	Pending Approvals	RM (Sales Manager)	Review and Approve/Deny
3	Pending Approvals	Controller	Review and Approve/Deny
4	Pending CS	CS Team	Complete CS View section
5	Pending AR	AR Team	Complete Company View and Credit Management
6	Pending NBS	NBS Team	Final review and processing
7	Completed	-	Request ready for SAP

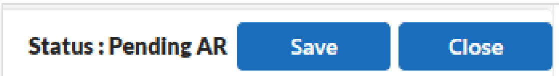

Figure 4-1: Status Bar Showing Current Stage

4.2 Approving Requests (RM/Controller)

If you are assigned as RM or Controller for a request:

1. **Open the request from your Dashboard**
   Requests pending your approval will be highlighted
2. **Review all entered information**
   Check that customer data is accurate and complete
3. **Click Approve or Deny**

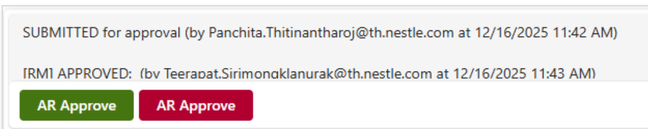

Figure 4-2: Approval Buttons

4. **If denying, enter a comment**
   Explain why the request is being denied so the requester can correct it

4.3 Processing Requests (CS/AR/NBS)

CS Team Processing

Complete the CS View section with delivery and shipping information:

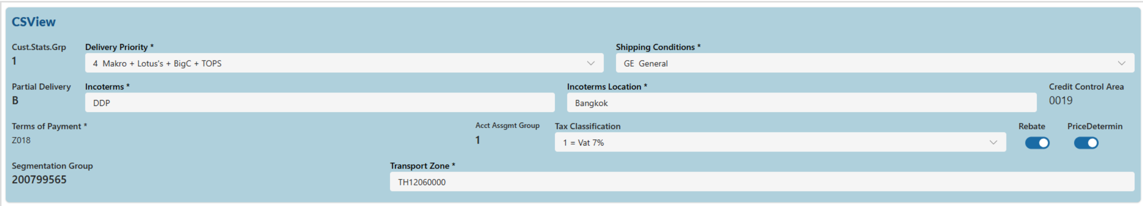

Figure 4-3: CS View Section

AR Team Processing

Complete the Company View and Credit Management sections:

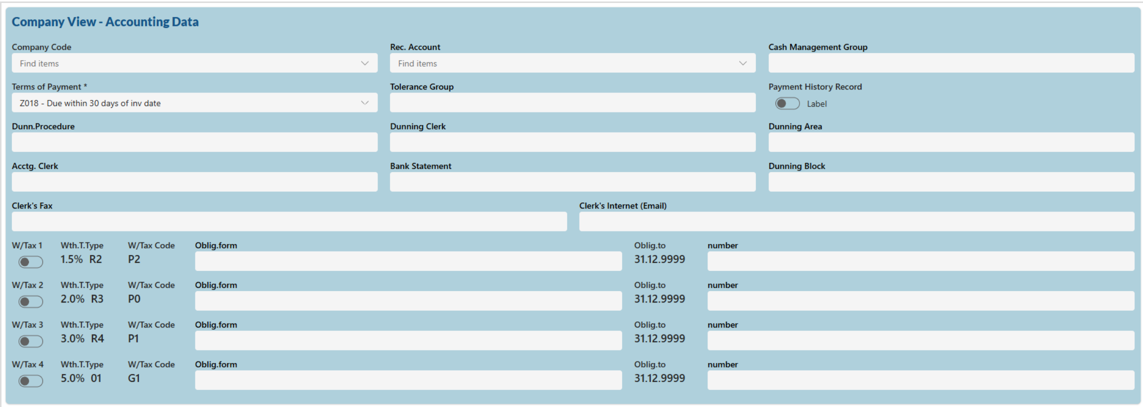

Figure 4-4: Company View Section

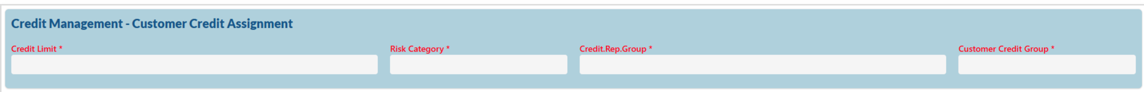

Figure 4-5: Credit Management Section

NBS Final Processing

Review all information and complete the workflow by clicking the NBS Complete button.

4.4 Handling Denials

If your request is denied:

1. **You will receive an email notification**
   The email includes the denial reason
2. **Open the request from your Dashboard**
   The status will show "Draft"
3. **Review the denial comments**
   Comments appear at the bottom of the form with timestamp

4. **Make the required corrections**
   Edit the fields that need to be changed

5. **Resubmit the request**
   Click Submit to restart the approval process

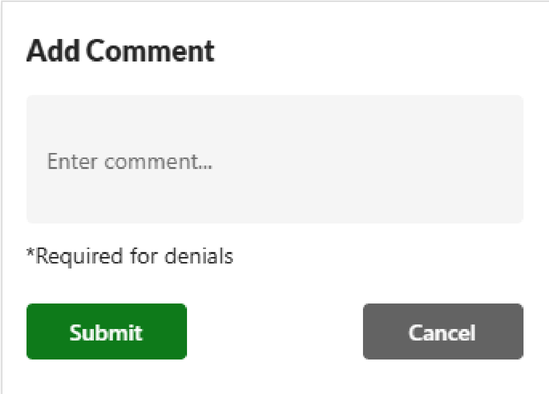

Figure 4-6: Comment Dialog (Required for Denials)

5. Admin Functions

The following functions are available only to users with Administrator privileges.

5.1 Managing User Roles

Navigate to the **Role** screen from the navigation menu:

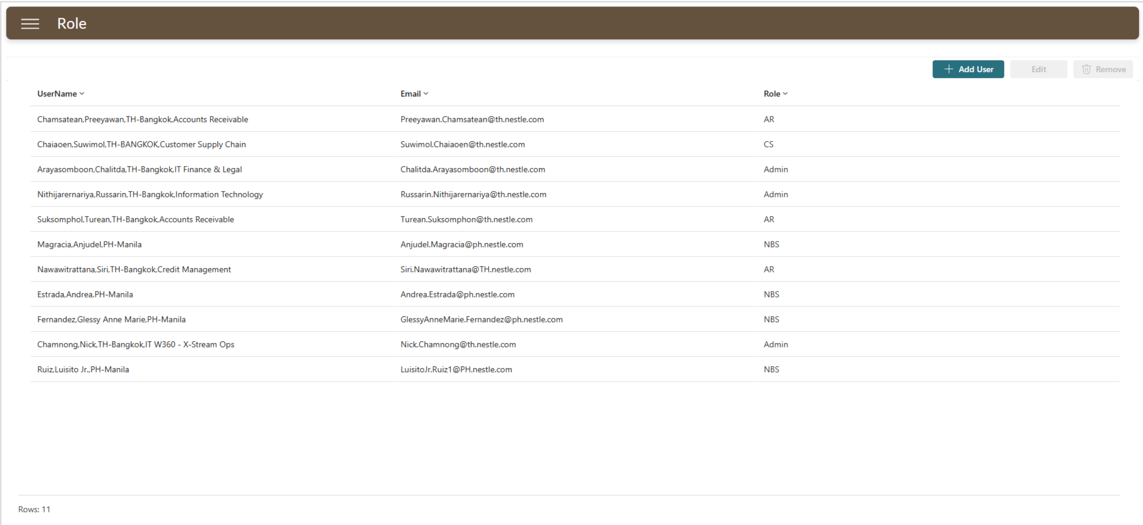

Figure 5-1: Role Management Screen

Adding a New User Role

1. Click the **+ Add User** button
2. Enter the user's name and email
3. Select the role (Admin, CS, AR, or NBS)
4. Click Save

Editing a User Role

1. Select the user from the list
2. Click the **Edit** button
3. Update the role assignment
4. Click Save

Removing a User Role

1. Select the user from the list
2. Click the **Remove** button
3. Confirm the removal

> **Important:** Removing a user's role will prevent them from accessing role-specific functions. They will still be able to create requests as a Requester.

5.2 Managing L6 Segmentation

Navigate to the **L6 Segmentation** screen from the navigation menu:

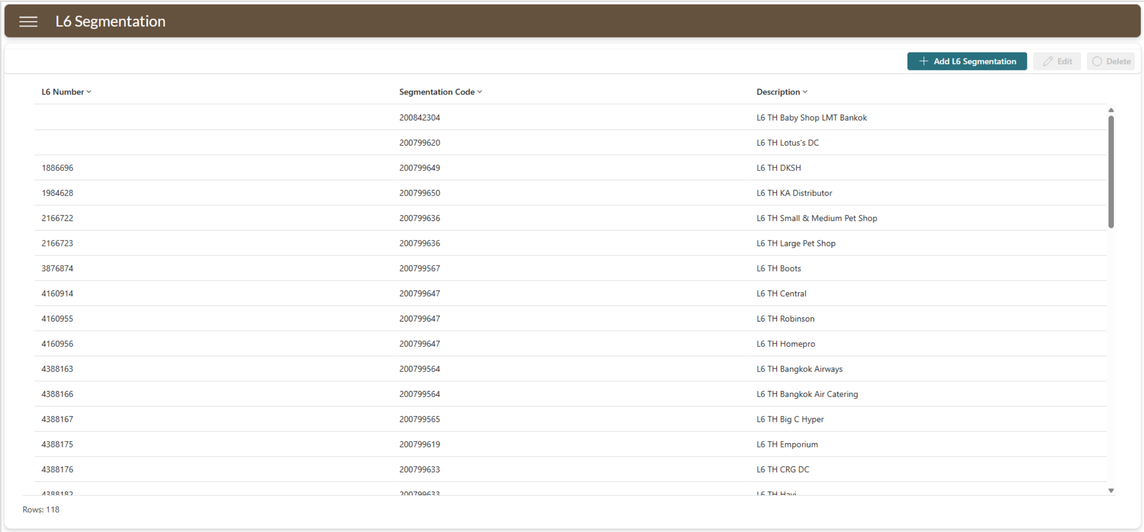

Figure 5-2: L6 Segmentation Management Screen

> **Note:** The L6 Segmentation table is shared across multiple applications. Changes here will affect all applications using this data.

Adding a New L6 Record

1. Click the **+ Add L6 Segmentation** button
2. Enter the L6 Number (e.g., "912080")
3. Enter the Segmentation Code (9 digits)
4. Enter the Description
5. Click Save

Figure 5-3: L6 Segmentation Dropdown in Request Form

6. Troubleshooting

6.1 Common Problems

Problem: Cannot Submit Request

Symptoms: Submit button doesn't work or shows error message

Solution:

1. Check that all required fields (marked with *) are completed
2. Ensure at least one attachment is uploaded
3. Verify BU Controller, Sales Manager, and Sales Support are selected
4. Look at the validation error banner for specific missing fields

Problem: Cannot See Approval Buttons

Symptoms: Request is open but Approve/Deny buttons are not visible

Solution:

1. Verify you are assigned as the approver for this request
2. Check that the request is at the correct workflow stage for your role
3. Contact an administrator to verify your role assignment

Problem: Data Not Saving

Symptoms: Changes are lost after clicking Save

Solution:

1. Check your internet connection
2. Wait for the "Record created successfully" message before closing
3. Try refreshing the page and re-entering the data
4. If problem persists, contact IT support

Problem: Cannot Access Role or L6 Segmentation Screens

Symptoms: Menu items are grayed out or show "Unauthorized"

Solution:

1. These screens are restricted to Administrators only
2. Contact an existing Administrator to request access

6.2 Frequently Asked Questions

Q: Can I edit a request after submitting it?

A: No, once submitted, a request can only be edited if it is denied by an approver and returned to Draft status.

Q: How long does the approval process take?

A: This depends on the availability of approvers. Email notifications are sent at each stage to prompt action. Contact the assigned approver directly if urgent.

Q: Can I see requests created by other users?

A: Regular users can only see their own requests. Users with CS, AR, NBS, or Admin roles can see all requests at their respective stages.

Q: What happens after a request is completed?

A: Completed requests are ready for SAP processing. The data will be transferred to SAP to create the customer master record.

6.3 Contact Support

If you cannot resolve your issue using this manual:

- **Internal IT Support:** Contact your local IT helpdesk
- **Application Support:** Contact your Finance team lead

> **When contacting support, please include:**
>
> - Your name and department
> - Request number (if applicable)
> - Description of the problem
> - Steps to reproduce the issue
> - Screenshots if applicable