

L1	L2	L3	Description
			L1 Quote to Cash (Europe)
			L2 Q2C Policy Definition
			L3 Define & Review Business Rules for Customer Segmentation
			L3 Define and Review Service Catalogue
			L3 Develop & Review Pricing & Credit Strategies
			L3 Define & Review Stock Allocation Rules
			L3 Define & Review Distribution Strategies
			L3 Define & Review Revenue Allocation Policy
			L3 Define & Review Opportunity assessment & approval rules
			L2 Discover
			L3 Perform Customer Identification & Segmentation
			L3 Build & Maintain Relationship with Customer
			L3 Develop Customer Solutions and Services Portfolio
			L3 Introduce New/ Improved Solutions and Capture Feedback
			L2 Engage
			L3 Manage Inquiries (requests for list prices)
			L3 Manage Opportunities
			L3 Manage Quotation
			L3 Manage Pricing
			L3 Manage Tenders
			L3 Initiate, Manage & Close Contracts
			L3 Manage Customer Credit Exposure
			L2 Order
			L3 Capture Orders (incl. Front-end)
			L3 Process & Release Orders
			L3 Manage Backorders
			L3 Manage Inventory Availability & Reservation
			L3 Manage 3rd Party Flow
			L2 Deliver
			L3 Manage Inbound Logistics
			L3 Manage Storage & Inventory
			L3 Manage Modification & Inspection at DC (MIDC)
			L3 Manage Outbound Logistics
			L3 Manage Load Carriers & Empties
			L3 Manage Transportation Planning
			L3 Manage Terminal & Yard
			L3 Manage Transportation Execution
			L3 Manage Customs, VAT & Trade Compliance
			L3 Manage Freight payment
			L3 Manage Freight Audit
			L2 Bill
			L3 Bill Revenue
			L3 Allocate Revenue
			L3 Manage Collections & Disputes

L3 Manage Credit & Debit Notes
L2 Serve
L3 Manage Complaints
L3 Process QTC related Customer Inquiries
L3 Provide Customer Training
L3 Provide Field Support & Service
L3 Provide Scientific Support/Advisory Service
L3 Manage Asset Lifecycle
L3 Manage Returns, Exchanges & Crediting
L3 Manage Recalls & Crediting