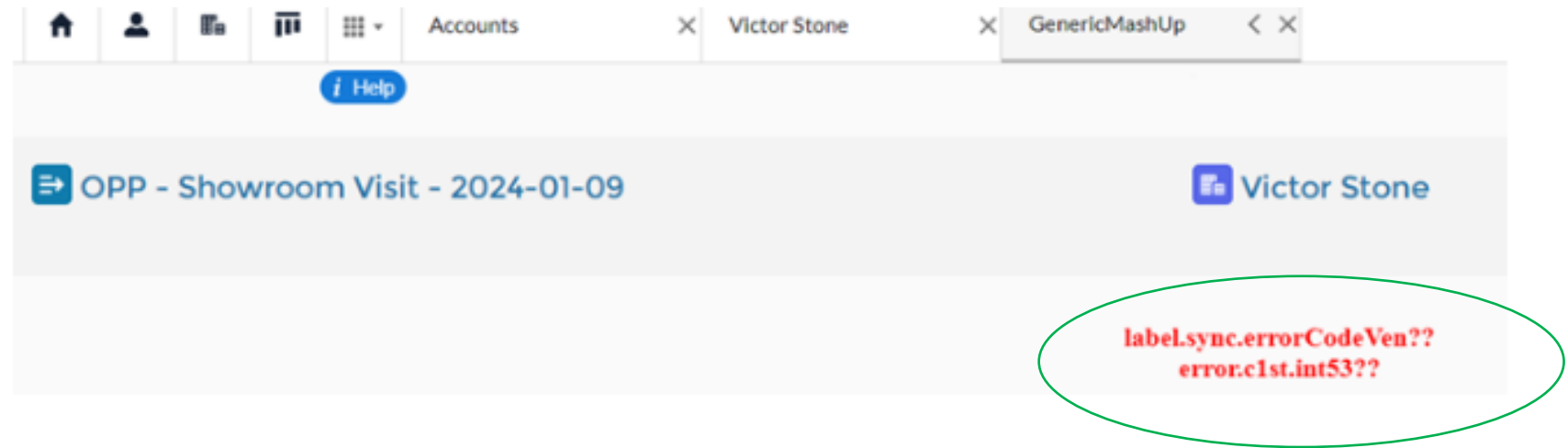




In order for users to be able to place **customer** orders they need to be correctly set up in both Customer FIRST and SDH.

Part of the required set-up is to ensure users are added to the 'maintenance' table in SDH.

If users are not added to the maintenance table in SDH, they may see this error when creating an opportunity:



SDH Admin

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How to fix this.....



1. Open C1st and click on the 'Open SDH' button

The screenshot displays the STELLANTIS web application interface. At the top, a dark blue navigation bar contains the 'Open SDH' button, which is highlighted with a green circle. Below the navigation bar, the main content area is divided into several sections. On the left, there is a 'Synthesis Panel Leads' dashboard with four columns: 'Untreated Leads', 'Unassigned', 'Assigned', and 'Overdue', each showing a count of 0. A 'SHOW:' dropdown menu is located below these columns. In the center, there is a message that says 'NO RESULTS FOUND.' and a button labeled 'Assign leads'. On the right side, there is a 'Calendar and Tasks' widget showing a calendar for 11-Mar-2024. The calendar grid shows time slots from 07:00 AM to 06:00 PM, with a red horizontal line at 12:00 PM. A 'View all' button is located at the top right of the calendar widget.

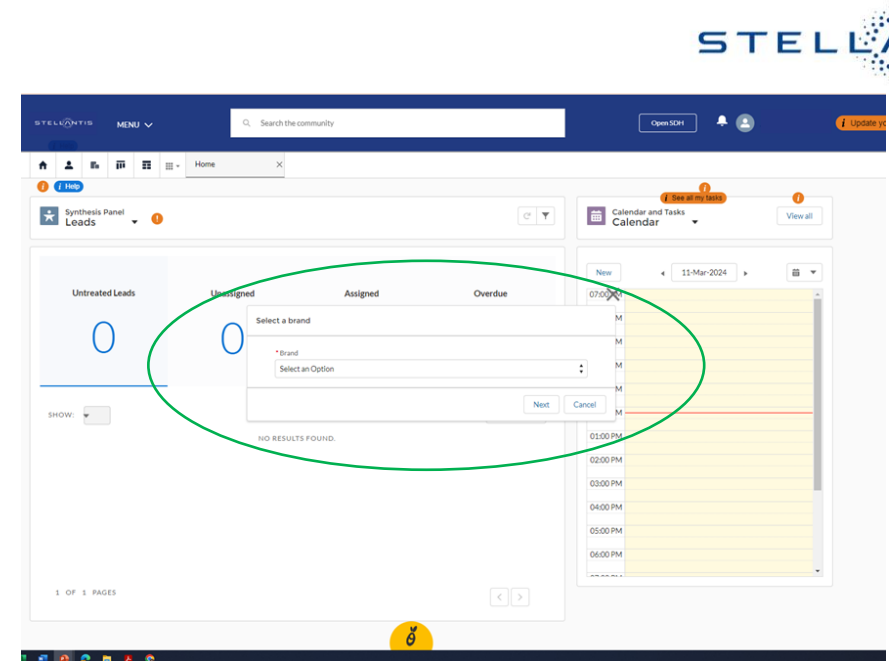
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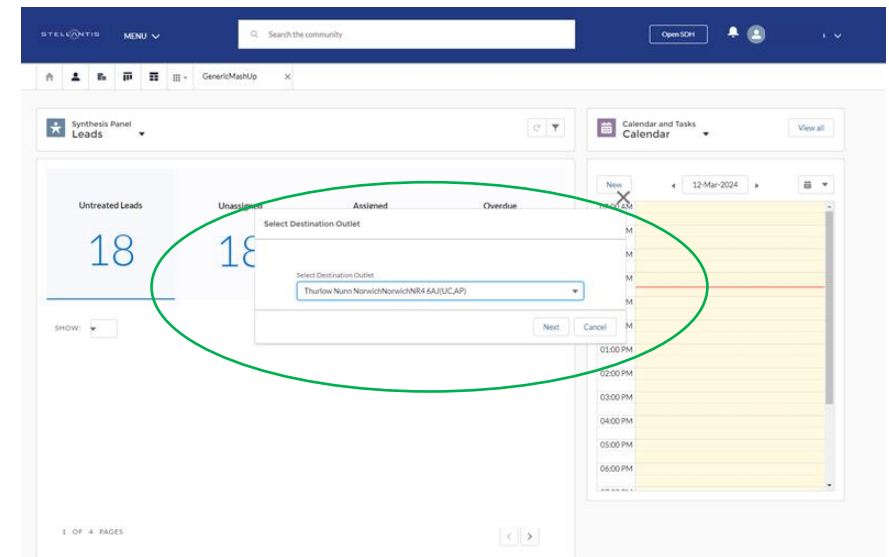
How to set up new users in SDH to allow them to order



2. Select the brand you are setting them up for in the first pop-up window



3. Select the site you are setting them up for in the second pop-up window



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4. Select your ID for the brand which you are setting them up for

A screenshot of the SDH Admin web application. The top navigation bar is dark blue with the 'STELLANTIS' logo on the left, a 'MENU' dropdown, a search bar with the text 'Search the community', and an 'Open SDH' button on the right. Below the navigation bar is a breadcrumb trail showing 'Home' and 'GenericMashUp'. The main content area is dark grey and contains a white modal window. The modal window has the 'STELLANTIS' logo at the top and the text 'SELECT YOUR USERID FOR THE APPLICATION' below it. The modal contains a table with four columns: 'UserID', 'Brand', 'Address', and 'Rrdi'.

UserID	Brand	Address	Rrdi
	Opel	Thurlow Nunn Norwich 591 Hall Road Norwich	GBE7710
	Peugeot	Thurlow Nunn Norwich 591 Hall Road Norwich	015912Q

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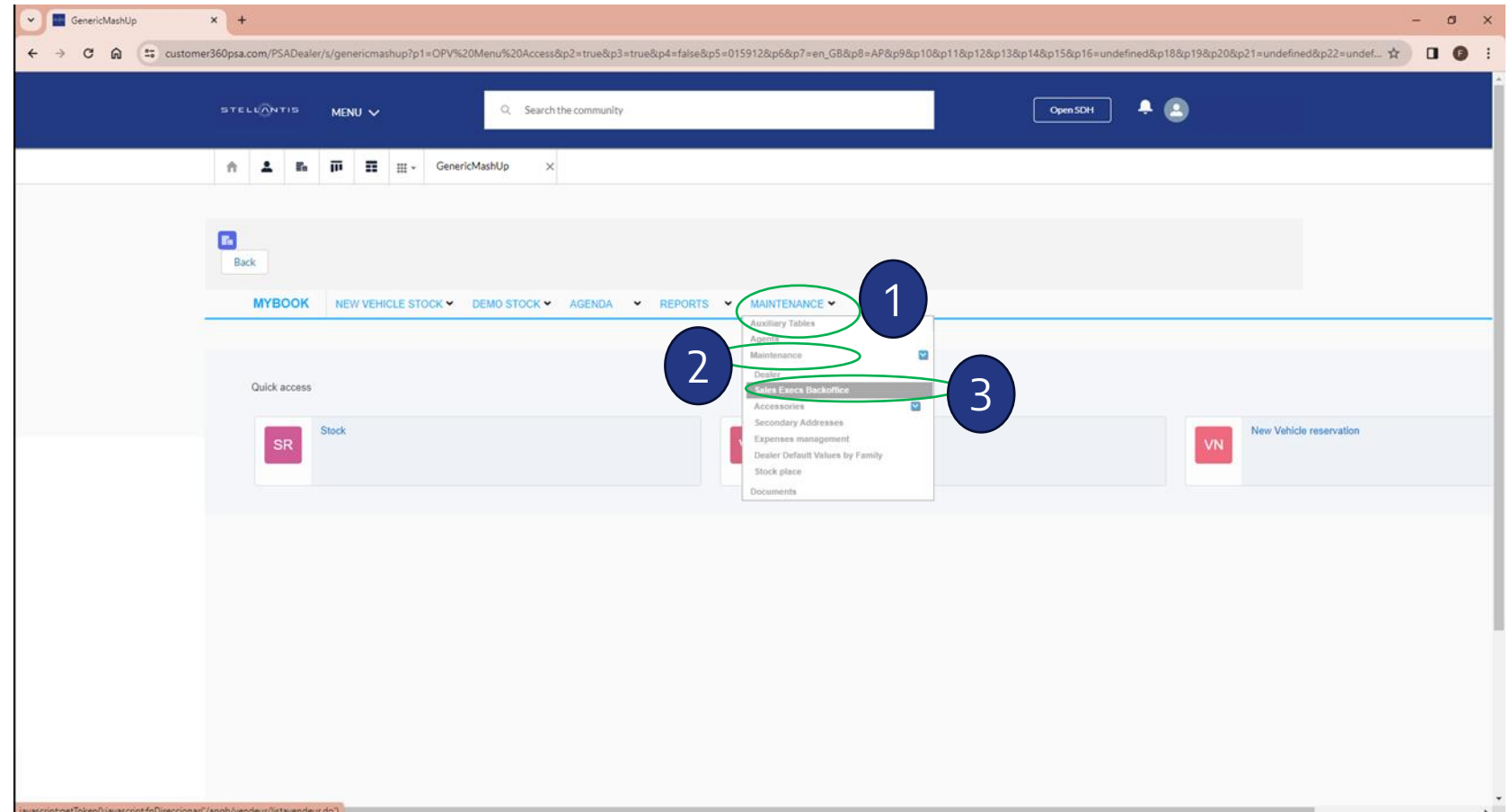
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5. In the SDH screen:

- 1 select Maintenance from the menu bar
- 2 select Maintenance in the drop down
- 3 select Sales Exec Back Office in the drop down





6. Select 'Add'

The screenshot shows the SDH Admin interface. At the top, there is a dark blue header with the 'STELLANTIS' logo, a 'MENU' dropdown, a search bar labeled 'Search the community', and an 'Open SDH' button. Below the header is a navigation bar with icons for home, user, and other functions, and a 'GenericMashUp' tab. The main content area is titled 'Sales Execs Backoffice' and contains a table with columns: Code, User, First name, Surname, Phone, E-mail, Active, Access to Current Car, Agent, and Access to New Vehicle stock. A single row is visible with the following data: Code: 999, User: D999999, First name: Virtual, Surname: Vendedor ficticio, Active: Yes, Access to Current Car: , Access to New Vehicle stock: . In the top right corner of the table area, there are two buttons: 'Add' and 'Discute', both of which are circled in green.

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7. Populate the mandatory fields:

- Salesman Code. Click the links below to see more about this code.
[PCDV](#) / [FCA](#)
- User is the D number
- Name, surname and email address

The screenshot shows the SDH Admin interface. At the top, there is a navigation bar with the STELLANTIS logo, a MENU dropdown, a search bar labeled 'Search the community', and buttons for 'Open SDH', a notification bell, and a user profile icon. Below this is a breadcrumb trail: 'Home' > 'User' > 'GenericMashUp'. The main content area has a navigation menu with 'MYBOOK', 'NEW VEHICLE STOCK', 'DEMO STOCK', 'AGENDA', 'REPORTS', and 'MAINTENANCE'. The 'DEMO STOCK' menu is open, showing options: 'Create Demo', 'Demo Order list', 'Demo Delivery list' (highlighted), 'Control Stock Demo', and 'Demo Pending to be delivered'. Below the menu is a 'Sales Execs Backoffice' section. The main form is for creating a new user. It includes fields for Code (JC1), User (empty), First name (empty), Surname (empty), Title (MR), E-mail (empty), Phone (empty), and Mobile phone (empty). There are red error messages: 'The code is free' and 'User id is free for this dealer'. There are also checkboxes for 'Secondary facilities' and 'Active' (Yes). At the bottom, there are several checkboxes for permissions: 'Cancel order form permitted', 'Access to Current Car', 'Access to New Vehicle stock', 'Be able to cancel quotes', 'Access to Central Stock', and 'Access to VTS stock'. All these checkboxes are checked. In the top right corner of the form, there are 'Accept' and 'Cancel' buttons.

8. Click 'accept'

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