

Customer > Customer Service > E-Ordering

D&PS Expert

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General Description

In this indicator, we measure both by number and by value of eOrdering order lines against total number of Order lines. The indicator is split by eOrdering via Website, B2B and Manual order lines.

**Website refers to eOrdering via Solvay's eCommerce Websites (Solvay4Me & Rhodia eCommerce)

**B2B is refers to eOrdering via third party systems (example EDI, Elemica, and Quicklink)

KPI:
% E-Ordering (by volume, by value)

#E-Ordering

% Website

#Website

%B2B

#B2B

#Manual

Scope:

- Exclusion of material types servicesa and packaging (i.e. units in KWH): PF1/Z703 WP1/ZDIE WP1/ZVER WP1/ZUNB
- Exclusion of SOLD entities (consolidation method = SOLD)
- Intra GBU flag = N
- See this link to see the full default scope of the Customer Service KPIs by Sales Doc Types: [Global Sales Order Doc Types](#)
- Scope for eOrdering Ratio: Sales Doc. Type Group = Standard Order and Consignment. See column "F" in file [Global Sales Order Doc Types](#).

Calculation:

KPI Name	Calculation
#E-Ordering	#B2B + #Website
% E-Ordering	$\frac{\text{eOrdering}}{(\text{\#eOrdering} + \text{\#Manual})} \times 100$
#Website	WP1: Order Type = "Rhodia eCommerce - OMC" + "Rhodia eCommerce - Cust" PF1: Order Type = WEB (via web Slv4me) + WEBC (SpP Webshop - CC) + EVMI (e-VMI)
% Website	$\frac{\text{\# Website}}{(\text{\#eOrdering} + \text{\#Manual})} \times 100$
#B2B	Order Type = B2B (Via e-business B2B) + DFUE (By telecommunication)
% B2B	$\frac{\text{\#B2B}}{(\text{\#eOrdering} + \text{\#Manual})}$

#Manual	# Total Order Lines - #eOrdering
Value e-Ordering	Conversion CTK_OBAS1: CTK_GS08 and CTK_GS09: type M (daily exchange rate) Conversion base dates: If there is a shipment document: Billing date If doesn't have a shipment document but there is a delivery document: Actual GI date If doesn't have a delivery document : Order Creation date

Technical Documentation

Source:

CORE: BW_QRY_MVSDSO57_0001

QV: QVBW_QRY_MVSDSO57_0001

Update:

Daily

Query filters applied:

Source:	Filters
BW QVBW_QRY_MVSDSO57_0001	 Exclusion of material types: Services & Packaging (i.e. units in KWH): PF1/Z703 WP1/ZDIE WP1/ZVER WP1/ZUNB  Exclusion of SOLD entities (consolidation method = SOLD)

Dimensions:

[Global Overview of Dimensions](#)

			BW
Global Filters	Period	Month Year	Order Line Creation Month
	Organization	GBU	[CPFCTR1_2] GBU
		Group of Activity	[0G_CWWE01__CPFCTR2_2] Group of Activities
		Sub-Activity	[0G_CWWE01__C_MAGNITU] BFC Market
		Company	[C_COMPCDE] Company
	Plant	Zone	[C_PLANT] Plant\Attributes\[C_GZONE] Geographie/Zone
		Country	[C_PLANT] Plant\Attributes\[0COUNTRY] Country key
		Plant	[CPLANT] Plant
	Ship Destination	Zone	[C_SHIPTID] Ship-to\Attributes\[C_GZONE] Geographie/Zone
		Country	[C_SHIPTID] Ship-to\Attributes\[0COUNTRY] Country key
		Corporate Group	[C_SHIPTID] Ship-to\Attributes\[C_CORPGR] CRM Customer Corp. Group (PRS)
		Ship Destination	[C_SHIPTID] Ship-to
	Product	Product Hierarchy	[C_MATNR2__C_PRDHIER] Product Hier (LIP03)
		Product	[C_MATNR2__C_PROD] Commercial Product / Material Group
		Bulk/Packed	[C_MATNR2] Material\Attributes\[C_BULKPAC] Transportation Group
		Packaging Type	[C_MATNR2] Material\Attributes\[C_PACKAG] Packaging type
Specific Filters		Sales Doc Type Group	For the Grouping correspondance table see link
		Sales Doc Type	[C_DOCTYP2] Order document type
		Sales Office	[C_SAL_OFF] Sales Office
		CSR	[C_CUSTSAL__C_ZIPART] CSR (Sold-to)

Dashboard	BW & BI4 Key Figures	SAP																																																																																															
CSR (Customer Service Representative) - the person in responsible to c reate and manage the Sales Order	BW [_CUSTSAL__C_Z IPART] ZI Partner sold to	Customer masterdata (Sales area data) - WP1: Partner functions ZI Display Customer: Sales Area Data Other Customer General Data Extra Master Data Customer 89355 FIRMENICH AROMATICES (CHINA) SHANGHAI Sales Org. CN05 Solvay Zhenjiang Distr. Channel 7F Aroma/Fragrances Division 35 Asia Reference Sales Shipping Billing Documents Documents Partner Functions Partner Functions <table><tr><th>PF</th><th>Partner Function</th><th>Number</th><th>Name</th><th>Partner D</th></tr><tr><td>SP</td><td>Sold-to party</td><td>89355</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr><tr><td>Q2</td><td>QtyCertRec/soldTo pt</td><td>63536</td><td>LE</td><td></td></tr><tr><td>BP</td><td>Bill-to party</td><td>89355</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr><tr><td>PY</td><td>Payer</td><td>89355</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr><tr><td>SH</td><td>Ship-to party</td><td>89355</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr><tr><td>SH</td><td>Ship-to party</td><td>2062042</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr><tr><td>Z6</td><td>SDS Receiver - Sales</td><td>63536</td><td>LE</td><td></td></tr><tr><td>ZC</td><td>Bill-to complement</td><td>52358</td><td>MENG</td><td></td></tr><tr><td>ZI</td><td>Int. CSR Contact</td><td>30003124</td><td>CAI Salsai</td><td></td></tr><tr><td>ZS</td><td>Ship-to complement</td><td>21277</td><td>JIN</td><td></td></tr></table> - PF1: Partner functions VW Display Customer: Sales Area Data Other Customer General Data Customer 4014174 SEMICONDUCTOR MANUFACTURING (... BEIJING Sales Org. 6078 SOLVAY CHEM SHANGH... Distr. Channel 11 ERP Commercial Division 19 GRP CHEM.COMMODITI... Sales Shipping Billing Documents Documents Partner Functions Partner Functions <table><tr><th>PF</th><th>Partner Function</th><th>Number</th><th>Name</th><th>Partner Des</th></tr><tr><td>SP</td><td>Sold-to party</td><td>4014174</td><td>SEMICONDUCTOR MANUFACTU...</td><td></td></tr><tr><td>BP</td><td>Bill-to party</td><td>4014174</td><td>SEMICONDUCTOR MANUFACTU...</td><td></td></tr><tr><td>PY</td><td>Payer</td><td>4014175</td><td>SEMICONDUCTOR MANUFACTU...</td><td></td></tr><tr><td>VE</td><td>Sales Account Manag.</td><td>63034901</td><td>Haifeng(Paul) JIANG</td><td></td></tr><tr><td>VW</td><td>CCS Representative</td><td>63041171</td><td>Ji Ping (Miya) WANG</td><td></td></tr><tr><td>SH</td><td>Ship-to party</td><td>4014174</td><td>SEMICONDUCTOR MANUFACTU...</td><td></td></tr><tr><td>Z6</td><td>SDS Receiver - Sales</td><td>85563</td><td>ZHAO</td><td></td></tr></table>	PF	Partner Function	Number	Name	Partner D	SP	Sold-to party	89355	FIRMENICH AROMATICES (CHI...		Q2	QtyCertRec/soldTo pt	63536	LE		BP	Bill-to party	89355	FIRMENICH AROMATICES (CHI...		PY	Payer	89355	FIRMENICH AROMATICES (CHI...		SH	Ship-to party	89355	FIRMENICH AROMATICES (CHI...		SH	Ship-to party	2062042	FIRMENICH AROMATICES (CHI...		Z6	SDS Receiver - Sales	63536	LE		ZC	Bill-to complement	52358	MENG		ZI	Int. CSR Contact	30003124	CAI Salsai		ZS	Ship-to complement	21277	JIN		PF	Partner Function	Number	Name	Partner Des	SP	Sold-to party	4014174	SEMICONDUCTOR MANUFACTU...		BP	Bill-to party	4014174	SEMICONDUCTOR MANUFACTU...		PY	Payer	4014175	SEMICONDUCTOR MANUFACTU...		VE	Sales Account Manag.	63034901	Haifeng(Paul) JIANG		VW	CCS Representative	63041171	Ji Ping (Miya) WANG		SH	Ship-to party	4014174	SEMICONDUCTOR MANUFACTU...		Z6	SDS Receiver - Sales	85563	ZHAO	
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