

Open orders missing from Order Books report

Problem

Open orders missing from CRM Analytics - Order Books report.

Answer

For most cases reported (from Novacare & Technology Solutions), these orders flag with item category = "TAS - Third Party Item" which are **excluded from the open orders and shipped not billed because they do not generate delivery documents, but a PO to an external vendor instead.**

Display Standard Order 2935510: Item Data

Sales Document Item
 Item Category

Material
 AERO 317 850KG 1874LB B BG

Order Quantity and Delivery Date

Order Quantity
 Unit
 Quantity
 Unit
 <->
 Quantity
 Unit

First Delivery Date

Delivery time

Since vendor is in charge of the transport, we cannot estimate the goods issue/invoicing date for these orders. However they will appear in the "invoiced" section as soon as they are billed.

Business partner 0002063469 MINERA PANAMA SA
Material 000000000000143501 AERO 317 850KG 1874LB B BG

Document	Quantity	Unit	Ref. value	Currency	On	Status
<input type="button" value="Standard Order 0002935510 / 10"/>	51,000	KG	81,090.00	USD	02.09.2020	Open
<input type="button" value="Purchase Order 4503998888 / 10"/>	51,000	KG	75,945.90	USD	02.09.2020	
<input type="button" value="Pro Forma for Order 0200855272 / 10"/>	51,000	KG	81,090.00	USD	14.10.2020	Completed

The reporting team is looking for a solution to include them in "Open Order" until invoicing. These orders will remain unavailable in the Order Books report in CRM Analytics dashboard till a solution is found. This issue had been validated by Diogo Paiva in ticket <https://sbs-support.solvay.com/a/tickets/4584224>

Root Cause:

Category item being exclude from BW query therefore it's not directly error from CRM Analytics.