

Customer > OTIF > NON-OTIF Order Lines

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General Description

NON-OTIF order lines table

We decided to add to the new Global SC dashboard a more operational KPI: the list of order lines that are NON-OTIF.

The main intention is to facilitate to CSR and/or Logistic team for each GBU the fulfillment of the reason codes by order line. Today all the GBU have access to **23 reason codes** grouping in different clusters from Customer to Transport Execution and to **4 redress reason codes**.

Thanks to this the GBU's have the possibility to put corrective action plans in place.

Link to : [Reason codes Guidelines](#)

FYI, The pourcentages are the contrepant of the OTIF ones.

Granularity:
 Order Lines Number

Scope:
 NON-OTIF Order Lines for the whole 3 year scope of the dashboard (with and without any Non-Otif reason)

Target Users

- Supply Chain Managers
- Supply Chain Operational
- Supply Chain Excellence
- Logistics
- Customer Service
- Account Managers

Authorization & Rights

All the accesses must be validated by:

[Supply Chain Excellence](#)

Click here for the [Access form](#) to get access to the Global Supply Chain Dashboard.

Technical Documentation

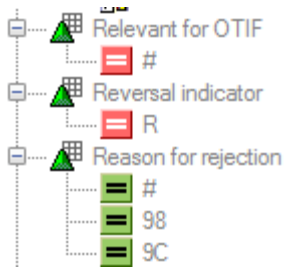
Source:
 Global Sales - QVSCE_BW_QRY_MVSDSO51_0001

Update:
 Daily

Order Types included:

- KB - Kb Consion. Fill-Up
- KBCC - Kbcc Cc Consion.Sto.
- LP - Scheduling Agreement
- ORB - Br Standard Order
- RCM - Br Cta.&Ord. Sales
- SB - Sb Third-P.Dir Order
- TA - Standard Order
- TD - Td Standard Order
- TDIV - Tdiv Misc Op
- ZEXP - Br Export
- ZFAC - Br Standard Order
- ZOR - Immediate Delivery
- ZORB - Standard Order Br
- ZOUT - Other Outputs Br

Query filters applied:



Dimensions:

[Global Overview of Dimensions](#)

			OTIF Customer & OTIF Departure
Global Filters	Period	Month Year	Actual GI dt (month) [C_ACT_GI]
	Organization	GBU	BFC GBU [CPFCTR1_2]
		Group of Activity	BFC BU [CPFCTR2_2]
		Sub-Activity	BFC Activity 1 [0G_CWWE01_C_MAGNITU]
		Company	[C_COMPCODE] Company_code
	Plant	Zone	Plant Zone [C_GZONE]
		Country	Plant Country [0COUNTRY]
		Plant	IF Source System = PF1: [C_MATNR2] Material\Attributes\[C_MATGR1] Industrial origin IF Source System = WP1: [C_MATPNT2__C_PRPLANT] Production Plant
	Ship Destination	Zone	Ship-to Geo Zone [C_SHIPTID__C_GZONE]
		Country	Ship-to Country [C_SHIPTID__0COUNTRY]
		Corporate Group	Corporate group [C_SHIPTID__C_CORPGR]
		Ship Destination	Ship-to [C_SHIPTID]
	Product	Product Hierarchy	Prod.hierarchy [C_MATNR2__0PROD_HIER]
		Product	Comm. Prd / Material [C_MATNR2__C_PROD]
		Bulk/Packed	Transportation Group [C_MATNR2__C_BULPAC]
		Transport Mode	Transportation mode [C_SHIPCD2__C_TR_MODE]
Specific Filters	Intra-GBU	Intra-GBU Flag [C_ITM_GS__C_INGBUF2]	
	Sales /Replenishment	QV Mapping	
	Order Doc. Type	Order Document Type	
	Cause	Non OTIF Family [C_AUGRU__C_NOTIFGP]	
	Non-OTIF Reason	Non OTIF Reason [C_AUGRU]	
	Order Line Number	Order Line Item	