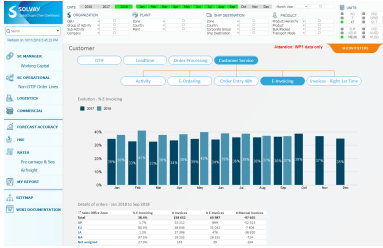


# Customer > Customer Service > E-Invoicing OLD



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**General Description**

This indicator explores the e-invoicing which refers to invoices sent via email.

**KPI:**  
% E-Invoicing

#Invoices  
#E-Invoices  
#Manual Invoices

**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.

**System Scope**

This KPI is current only available for orders entered in WP1

**Calculation:**

KPI Name	Calculation
% E-Invoicing	$\frac{\text{E-Invoicing Orders}}{\text{Total Orders}} \times 100$
#Invoices	# Billing Document Number
#E-Invoices	# Billing Document Number where Billing e-Invoicing Flag = "X"; "E"
#Manual Invoices	# Invoices - # E-Invoices

**Technical Documentation**

**Source:**  
BI4: NB SBS eINVOICING CWWPPS R001

**Update:**  
Daily

**Query filters applied:**

**Source Information:**

- BI4 Filters:
- SOLVAY LEGAL ENTITIES
  - LEGAL COMPANIES <-> ZFR9/7378
  - DISTRIBUTION CHANNEL <-> 8I (NATIVE GUAR)
  - BILLING FLOW CODE = C
  - INTRA ENTERPRISE FLAG = N
  - BILLING DOCUMENT TYPE = F2/F2B/FAR/ZFSS
  - USE BILLING DOCUMENT DATE
  - INVOICE (SALES & QTY) NOT ZERO

**Dimensions:**

[Global Overview of Dimensions](#)

			<b>E-Invoicing</b>
<b>Global Filters</b>	<b>Period</b>	<b>Month Year</b>	Order document date YYYY/MM
	<b>Organization</b>	<b>GBU</b>	Sector zone name
		<b>Group of Activity</b>	FC BU Name
		<b>Sub-Activity</b>	BFC Market
		<b>Company</b>	Legal Company
	<b>Plant</b>	<b>Zone</b>	Plant geographical zone
		<b>Country</b>	Plant country
		<b>Plant</b>	Plant name
	<b>Ship Destination</b>	<b>Zone</b>	Ship to geo Zone name
		<b>Country</b>	Ship to country name
		<b>Corporate Group</b>	Ship to group name
		<b>Ship Destination</b>	Ship to name
	<b>Product</b>	<b>Product Hierarchy</b>	N/A
		<b>Product</b>	Product Name
		<b>Bulk/Packed</b>	Mapping based on: Material Packaging Group Name Bulk = Packed in Bulk else = Packed
		<b>Packaging Type</b>	Material Packaging Group Name
	<b>Specific Filters</b>	<b>Sales Office</b>	QV Mapping based on Sales Office
<b>Sales Office Country</b>		QV Mapping based on Sales Office	
<b>Sales Office</b>		Sales office name	
<b>CSR</b>		Order partner ZI actualized name	