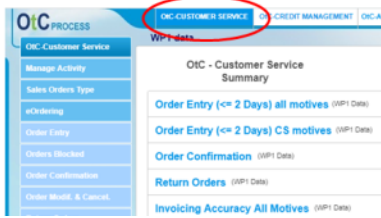


OtC - Customer Service



Process Owner

Marie-Ange Carrier
Process Expert

D&PS Expert

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Otc - Customer Service Summary		Nov 2017	Dec 2017	Target	Trend
Order Entry (<= 2 Days) all motives (VPI Data)	-	93.0%	94.3%	90%	●
Order Entry (<= 2 Days) CS motives (VPI Data)	-	100.0%	100.0%	90%	●
Order Confirmation (VPI Data)	-	69.4%	48.7%		●
Return Orders (VPI Data)	-	1.3%	1.8%		●
Invoicing Accuracy All Motives (VPI Data)	-	95.1%	86.1%	90%	●
Invoicing Accuracy CS Motives (VPI Data)	-	99.3%	89.3%	90%	●
eOrdering orders (Orders)	-	19.4%	18.8%		●
eInvoicing (VPI Data) - Peak Order: 02	-	79.1%	75.6%		●
eInvoicing (VPI Data) - Peak Order: 04	-	94.1%	84.6%		●
eInvoicing (VPI Data) - Peak Country: Canada (Data Not Available)	-	5.2%	2.3%		●

General Description

When arriving in the OtC - Customer Service page, by default it is displaying the summary of the global performances (when there is no selection of GBUs and Zones). By choosing buttons located on the left of the page, you can check out the indicators that you are interested in.

Each button contains different sets of indicators.

In Customer Service, performances are measured according to "Sales Offices" therefore if "Legal Entity" is selected, some indicators may not be able to display the relevant data.

Do take note that current data extracted for each indicator is still only from **WP1** except by "Manage Activity", "eOrdering" and "Solvay Group Structure" which covers value and quantity of **whole Solvay Perimeter**. Data main/master source is extracted from WP1 by using Business Object (BI4) and Business Warehouse (BW). And from PF1 by using Business Warehouse (BW).

The customer & service tab provides the KPI below:

- [Manage Activity](#)
- [Sales Order Type](#)
- [eOrdering](#)
- [Order Entry](#)
- [Orders Blocked](#)
- [Order Confirmation](#)
- [Order Modified and Canceled](#)
- [Return Orders](#)
- [eInvoicing](#)
- [Invoicing Accuracy](#)
- [Solvay Group Structure](#)

SBS Perimeter:

- WP1 (BI4):



NAM: Sales Office Princeton included; only Aroma after June 2016; & only Coatis after October 2016.



APAC: Sales Office Singapore included only for Coatis.



LAM: all GBUs are included except Acetow, Technology Solutions and except Engineering Plastics. For EP we include only sales office Sao Bernardo.



EMEA: all sales offices are included except Gorzow and Riga. GBU SES is excluded.

- PF1 (BW): Sales Offices to include with exception:

CFRL Lyon (Emerging Biochem),
 CSG Singapore (Soda Ash),
 ZBR Sao Paolo (Specialty Polymers, Soda Ash, Special Chem, only export orders)
 *export orders for Sao Paolo: all countries outside Brazil (based on Ship-to country).

Comments:

Generally for Customer Services KPIs, we removed:

1. Eco Service
2. Solvay Energy Services

Dimensions:

BW		OtC Dashboard	Comments
-	-	Sales Office Zone	Manual mapping basead on Sales Office code (made in QV)
-	-	Country	Manual mapping basead on Sales Office code (made in QV)
[C_COMPCODE]	Company Code	Legal Entity	
[0G_CWWWE01_CPFCTR1_2]	BFC GBU	GBU	
[0G_CWWWE01__CPFCTR2_2]	BFC B.U	Group of Activity	
[0G_CWWWE01]	Sub-activity	Sub-Activity	
[C_SAL_OFF]	Sales Office	Sales Office	

-	-	SBS Perimeter	Made in QV SBS Perimeter (details above)
		ZI Partner	