

Blocked Orders



Process Owner

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General Description

This indicator explore blocked orders, active orders and re-blocked orders. Below is the list of order types included for this indicator:

BV - Cash Sales

CRMC - Complaints

CRMR - Returns

KBCC - CC Consign Stock

SB - Third Party direct order

SO - Rush Order

T1 - Fictiv. Debit Requist

TD - Standard Order

TDIV - Misc Op

TSC - Sales/Complaints

ZIND - Industr. Facoon BR

ZITI - Sales Orders ITI BR

ZORB - Standard Order BR

ZPVA - ZPVA Ord. Immed.ship

ZPVK - ZPVK On Contract

ZRCM - Sales Acct/Order BR

ZTD - ZTD Std Order Val=0

ZTDL - ZTDL StdOrder w/o GI

ZTDR - ZTDR TDR w. value 0

ZVEX - Fut. Dely Invoice BR

ZVNP - Non Product Order BR

It display a chart which relates blocked orders vs. active orders through percentages and a table where provide the number of blocked orders, reblocked orders and active orders



Indicator details results can be analyzed by :

GBU

Legal Entity

PRS Customer

Cust. Country



Refresh Frequency:

Weekly (Every Tuesday)

KPI Name	Calculation
Active Orders	All active orders in the time period no matter the order creation date
Blocked Orders	An order can be blocked several times with different blocking types but only counted once in the blocked orders KPI
% Blocked Orders	$= \frac{\text{Blocked Orders}}{\text{Active Orders}}$
Re-blocked Orders	This Key Figure is to capture a bug in the system. The system runs automatic release of blocked orders 4 times a day (Brussels time: 2am, 7am, 10am and 2pm) with duration of 10 minutes each. If a credit manager manipulates an order block during this time, his work will not be taken into account as the system will overrides the changes.

Source Information:	
Core Query:	BW_QRY_MVFIAR03_0001
QV Query:	QVSBS_BW_QRY_MVFIAR03_0001
BW Filters:	<p> ERP GBU <> Eco Service</p> <p> Credit Control Area: Solvay Group</p>

Specific Dimensions	
Mini Zone (Cust.)	Mini Zone of the PRS Customer
Cust. Country	Country of the PRS Customer
PRS Customer	
Credit Mgr.	