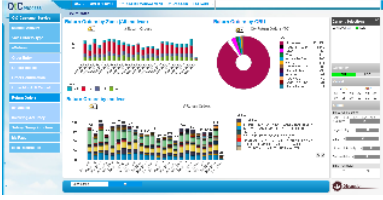


Return Orders



Process Owner

Laure Imberti
Process Expert

D&PS Expert

Miriam Luttrin

General Description

This chart displays number, quantity and value of return orders by month and zones with all kinds of return motives.



Date Reference:

Order Creation Date



Refresh Frequency:

Daily

KPI Name	Calculation
#Return Orders	# Return Orders
Qty Return Orders (TO)	# Return Quantity
Value Return Orders	# Return Value KUSD or # Return Value KEUR
Motive	Order Motive Name:
	1 Time Only To Credit /Sales Business Na
	Administrative Error (Cs Origin)
	Contractual Price Adjustment
	Customer /Material Special Agreement
	Customer Returns (Order Re)
	Customer'S Error
	Customer'S Production Process Stoppage
	Delivery Time (Too Early/Too Late)
	Faulty Packing(Dmged/Leaking Container)
	Free Sample
	Internal Adjust: Admin Error
	Internal Adjust: Logistics Problems
	Internal Adjust: Wrong Price
	Internal Adjustments
	Logistics Problems
	Material Restrictions
	Missing Product
	No Motives
	Off Grade Product

Product Specification/Complaint Quality
Refund
Returnable Packing
Rush - Customer Special Request
System Issues
Tax Data Issues
Weight Adjustment
Wrong Customer
Wrong Price (Commercial Origin)
Wrong Price (Customer Service Origin)
Wrong Product

Source Information:	
QV Query:	NB SBS Monthly Dashboard CS Return orders CSWWPPS R001
BW Filters	<input checked="" type="checkbox"/> INTRA ENTERPRISE FLAG = N <input checked="" type="checkbox"/> LEGAL COMPANY <> 7378 <input checked="" type="checkbox"/> DISTRIBUTION CHANNEL <> 8I <input checked="" type="checkbox"/> DOC TYPE = KAZU/KR/RE/REB/ROB/ZDAG/ZDKA/ZKAN/ZKR/ZRAG/ZREB/ZRFR/ZROB/ZRUB/RZ <input checked="" type="checkbox"/> ORDER REJECTION CODE = 98 OR EMPTY OR ORDER LINE CANCELLED IN SAP NOT CONSIDERED (ORDER LINE ITEM CATEGORY CODE = ZZZZ)

Specific Dimensions	
Sales Office	