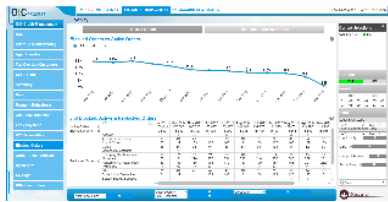


Blocked Orders



 **Process Owner**
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Process Expert

 **D&PS Expert**
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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 Request
- 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 Accnt/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 thought 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:	✗ ERP GBU <> Eco Service ☑ Credit Control Area: Solvay Group

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