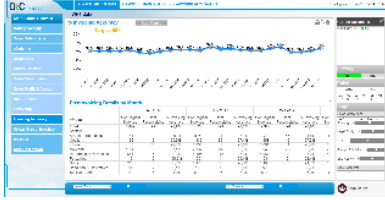


Invoicing Accuracy



Process Owner

Laure Imberti
Process Expert

D&PS Expert

Miriam Luttrin

General Description

This indicator explore the number of original invoices, postinvoices and percentage on invoicing accuracy, in other words, how much re-work (debit /credit) Customer & Service process is taking from invoices.



Indicator details results can be analyzed by :

- GBU
- Zone
- Sales Office



Date Reference:
Billing Document Creation Date



Refresh Frequency:
Daily

KPI Name	Calculation
#of Original Invoices	Original Invoices refer to invoices without debit/credit invoices, returns, accounting corrections: Number of invoices where Billing Flow Code = C and Billing Document Type Code] <> REB;S1;RE
#of Postinvoicing	Postinvoices refer to credit invoices, returns, accounting corrections: Number of invoices where Billing Document Type Code = ZG2;S1;G2B;ZS1;RE;ZS4;REB;G2
% Invoicing Accuracy	$\frac{(\# \text{of Original Invoices} - \# \text{of Postinvoicing}) * 100}{\# \text{of Original Invoices}}$ blocked URL Target: 98%
#Debit & Credit Notes	Number of debit and credit note
Debit & Credit Notes (K CURR)	Debit and credit note value (K€/K\$)
#Debit & Credit Notes by motives	If([Order Reason Code]="962";"WRONG PRODUCT";If([Order Reason Code]InList("966";"909");("CUSTOMER'S ERROR");If([Order Reason Code]InList("963";"956";"960");"ADMIN ERROR";If([Order Reason Code]InList("903";"904");("COMPLAINT QUALITY");If([Order Reason Code]InList("952";"958";"WRONG PRICE";If([Order Reason Code]="951";"WRONG CUSTOMER";"JUSTIFIED (Business Reasons)"))))))))

Source Information:

QV Query: BI4: QV_SBS_GLOBAL_MACRO_KPI_INVOICING_ACCURACY_CSWWPPS_R001
BI4 (Root Cause)NB SBS DEBIT CREDIT NOTES CWWPPS R001

B14 Filters (Invoicing Accuracy)	<input checked="" type="checkbox"/> INTRA ENTERPRISE FLAG = N <input checked="" type="checkbox"/> INTRA GROUP FLAG = N <input checked="" type="checkbox"/> ORDER LINE ITEM CATEGORY CODE <> ZZZZ <input checked="" type="checkbox"/> ORDER FLOW CODE = D/C <input checked="" type="checkbox"/> LEGAL COMPANIES <> 7378 <input checked="" type="checkbox"/> DISTRIBUTION CHANNEL <> 8I
B14 Filters (Root Cause)	<input checked="" type="checkbox"/> LEGAL COMPANIES <> ZFR9/7378 <input checked="" type="checkbox"/> DISTRIBUTION CHANNEL <> 8I <input checked="" type="checkbox"/> PAYER SL CODE = 72944/73842/74094/74149/75150/74468/74513/74873/75125/75170/75192/76220/76461/76538/76921/77322/ 77358/77599/77874/82069/84269 or <input checked="" type="checkbox"/> PAYER GROUP CODE <> GRCL200022 <input checked="" type="checkbox"/> INTRA ENTERPRISE FLAG = N <input checked="" type="checkbox"/> ORDER FLOW CODE = D <input checked="" type="checkbox"/> ORDER REASON CODE <> 920/969/930/931/935 <input checked="" type="checkbox"/> ORDER LINE ITEM CATEGORY CODE = ZZZZ (CANCELLED IN SAP) <input checked="" type="checkbox"/> ORDER DOCUMENT TYPE <> ZCO/ZCR/ZCSQ/B1

Specific Dimensions	
Sales Office	
CS Motive	