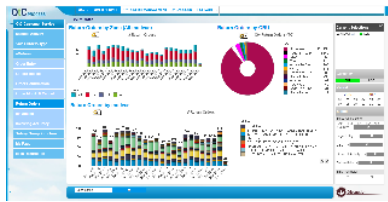


Return Orders



 **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	☒ INTRA ENTERPRISE FLAG = N ☒ LEGAL COMPANY <> 7378 ☒ DISTRIBUTION CHANNEL <> 8I ☒ DOC TYPE = KAZU/KR/RE/REB/ROB/ZDAG/ZDKA/ZKAN/ZKR/ZRAG/ZREB/ZRFR/ZROB/ZRUB/RZ ☒ ORDER REJECTION CODE = 98 OR EMPTY OR ORDER LINE CANCELLED IN SAP NOT CONSIDERED (ORDER LINE ITEM CATEGORY CODE = ZZZZ)

Specific Dimensions	
Sales Office	