

Customer > Customer Service > E-Ordering

D&PS Expert

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General Description
<p>In this indicator, we measure both by number and by value of eOrdering order lines against total number of Order lines. The indicator is split by eOrdering via Website, B2B and Manual order lines.</p> <p>**Website refers to eOrdering via Solvay's eCommerce Websites (Solvay4Me & Rhodia eCommerce)</p> <p>**B2B is refers to eOrdering via third party systems (example EDI, Elemica, and Quicklink)</p> <p>KPI: % E-Ordering (by volume, by value)</p> <p>#E-Ordering</p> <p>% Website</p> <p>#Website</p> <p>%B2B</p> <p>#B2B</p> <p>#Manual</p> <p>Scope:</p> <ul style="list-style-type: none"> Exclusion of material types servicesa and packaging (i.e. units in KWH): PF1/Z703 WP1/ZDIE WP1/ZVER WP1/ZUNB Exclusion of SOLD entities (consolidation method = SOLD) Intra GBU flag = N See this link to see the full default scope of the Customer Service KPIs by Sales Doc Types: Global Sales Order Doc Types Scope for eOrdering Ratio: Sales Doc. Type Group = Standard Order and Consignment. See column "F" in file Global Sales Order Doc Types.

Calculation:

KPI Name	Calculation
#E-Ordering	#B2B + #Website
% E-Ordering	$\frac{\text{eOrdering}}{(\text{\#eOrdering} + \text{\#Manual})} \times 100$
#Website	WP1: Order Type = "Rhodia eCommerce - OMC" + "Rhodia eCommerce - Cust" PF1: Order Type = WEB (via web Slv4me) + WEBC (SpP Webshop - CC) + EVMI (e-VMI)
% Website	$\frac{\text{\# Website}}{(\text{\#eOrdering} + \text{\#Manual})} \times 100$
#B2B	Order Type = B2B (Via e-business B2B) + DFUE (By telecommunication)
% B2B	$\frac{\text{\#B2B}}{(\text{\#eOrdering} + \text{\#Manual})}$

#Manual	# Total Order Lines - #eOrdering
Value e-Ordering	<p>Conversion CTK_OBAS1: CTK_GS08 and CTK_GS09: type M (daily exchange rate)</p> <p>Conversion base dates: If there is a shipment document: Billing date If doesn't have a shipment document but there is a delivery document: Actual GI date If doesn't have a delivery document : Order Creation date</p>

Technical Documentation	
<p>Source:</p> <p>CORE: BW_QRY_MVSDSO57_0001</p> <p>QV: QVBW_QRY_MVSDSO57_0001</p> <p>Update:</p> <p>Daily</p> <p>Query filters applied:</p>	
Source:	Filters
BW QVBW_QRY_MVSDSO57_0001	<p> Exclusion of material types: Services & Packaging (i.e. units in KWH): PF1/Z703 WP1/ZDIE WP1/ZVER WP1/ZUNB</p> <p> Exclusion of SOLD entities (consolidation method = SOLD)</p>
<p>Dimensions:</p> <p>Global Overview of Dimensions</p>	

			BW
Global Filters	Period	Month Year	Order Line Creation Month
	Organization	GBU	[CPFCTR1_2] GBU
		Group of Activity	[0G_CWWE01__CPFCTR2_2] Group of Activities
		Sub-Activity	[0G_CWWE01__C_MAGNITU] BFC Market
		Company	[C_COMPCDE] Company
	Plant	Zone	[C_PLANT] Plant\Attributes\[C_GZONE] Geographie/Zone
		Country	[C_PLANT] Plant\Attributes\[0COUNTRY] Country key
		Plant	[CPLANT] Plant
	Ship Destination	Zone	[C_SHIPTID] Ship-to\Attributes\[C_GZONE] Geographie/Zone
		Country	[C_SHIPTID] Ship-to\Attributes\[0COUNTRY] Country key
		Corporate Group	[C_SHIPTID] Ship-to\Attributes\[C_CORPGR] CRM Customer Corp. Group (PRS)
		Ship Destination	[C_SHIPTID] Ship-to
	Product	Product Hierarchy	[C_MATNR2__C_PRDHIER] Product Hier (LIP03)
		Product	[C_MATNR2__C_PROD] Commercial Product / Material Group
		Bulk/Packed	[C_MATNR2] Material\Attributes\[C_BULKPAC] Transportation Group
		Packaging Type	[C_MATNR2] Material\Attributes\[C_PACKAG] Packaging type
Specific Filters		Sales Doc Type Group	For the Grouping correspondance table see link
		Sales Doc Type	[C_DOCTYP2] Order document type
		Sales Office	[C_SAL_OFF] Sales Office
		CSR	[C_CUSTSAL__C_ZIPART] CSR (Sold-to)

Dashboard

CSR (Customer Service Representative)
- the person in responsible to create and manage the Sales Order

BW & BI4 Key Figures

BW
[_CUSTSAL__C_Z
IPART]
ZI Partner sold to

SAP

Customer masterdata (Sales area data)

- WP1: Partner functions ZI

Display Customer: Sales Area Data

Other Customer | General Data | Extra Master Data

Customer: 89355 FIRMENICH AROMATICES (CHINA) SHANGHAI
Sales Org.: CN05 Solvay Zhenjiang
Distr. Channel: 7E Aroma/Fragrances
Division: 35 Asia Reference

Sales | Shipping | Billing Documents | Documents | Partner Functions

PF	Partner Function	Number	Name	Partner D
SP	Sold-to party	89355	FIRMENICH AROMATICES (CHI...	
Q2	QtyCertRec/soldTo pt	63536	LE	
BP	Bill-to party	89355	FIRMENICH AROMATICES (CHI...	
PY	Payer	89355	FIRMENICH AROMATICES (CHI...	
SH	Ship-to party	89355	FIRMENICH AROMATICES (CHI...	
SH	Ship-to party	2062042	FIRMENICH AROMATICES (CHI...	
Z6	SDS Receiver - Sales	63536	LE	
ZC	Bill-to complement	52358	MENG	
ZI	Int. CSR Contact	30003124	CAI Saisai	
ZS	Ship-to complement	21277	JIN	

- PF1: Partner functions VW

Display Customer: Sales Area Data

Other Customer | General Data

Customer: 4014174 SEMICONDUCTOR MANUFACTURING (... BEIJING
Sales Org.: 6078 SOLVAY CHEM SHANGH..
Distr. Channel: 11 ERP Commercial
Division: 19 GRP CHEM.COMMODITI..

Sales | Shipping | Billing Documents | Documents | Partner Functions

PF	Partner Function	Number	Name	Partner Des
SP	Sold-to party	4014174	SEMICONDUCTOR MANUFACTU...	
BP	Bill-to party	4014174	SEMICONDUCTOR MANUFACTU...	
PY	Payer	4014175	SEMICONDUCTOR MANUFACTU...	
VE	Sales Account Manag.	63034901	Haifeng(Paul) JIANG	
VW	CCS Representative	63041171	Ji Ping (Miya) WANG	
SH	Ship-to party	4014174	SEMICONDUCTOR MANUFACTU...	
Z6	SDS Receiver - Sales	85563	ZHAO	