

Customer > Customer Service > Activity OLD



Supply Chain Excellence
 Roberta Navone

D&PS Expert
 Donia Rachdi

General Description

This page displays the number of orders and order lines created per month and split by type: Standard, Free, Samples and Return.

KPI:

- Number of Orders
- Number of Order lines
- Average number of Order Lines per Order

Target Users

- Supply Chain Managers
- Supply Chain Operational
- Supply Chain Excellence
- Logistics
- Customer Service
- Account Managers

Authorization & Rights

All the accesses must be validated by:

Supply Chain Excellence

Click here for the [Access form](#) to get access to the Global Supply Chain Dashboard.

Calculation:

KPI Name	Calculation
#Order Lines	= <i>Number of orders lines created</i> * * according to the query filter – check on the information table
#Orders	= <i>Number of orders that had an order line created in the selected month</i> * * according to the query filter – check on the information table
Average # of lines by orders	= $\frac{\text{Order lines}}{\text{Orders}} = \frac{\text{Number of orders lines created}}{\text{Total number of orders that had an order line created in the selected month}}$ * according to the query filter – check on the information table
Standard Order Lines	
Free Order Lines	BI4: Total Billing w/o taxes = 0 or empty Order document type = FG/ZAGR (#Samples Order Lines Excluded). BW: Item Category = 'ZKMS','ZR4N','ZTAS' (#Samples Order Lines Excluded).

Samples Order Lines	BI4: Order type = TA PO type <> DFUE/WEBS and SMART samples + Order type KL/ZKL BW: Item Category = 'KLN','KNN','ZSAM'
Return Order Lines (WP1 Only)	BI4: Order type = KAZU, KR, RE, REB, ROB, ZDAG, ZDKA, ZKAN, ZKR, ZRAG, ZREB, ZRFR, ZROB, ZRUB, RZ

Technical Documentation

Source:

BW OBAS- QV_BW_QRY_MVSDSO45_SD0005

BI4:

NB SBS Monthly Dashboard CS Indicators Direct and Cancel orders CSWWPPS R001

NB SBS Monthly Dashboard CS Return orders CSWWPPS R001

Update:

Daily

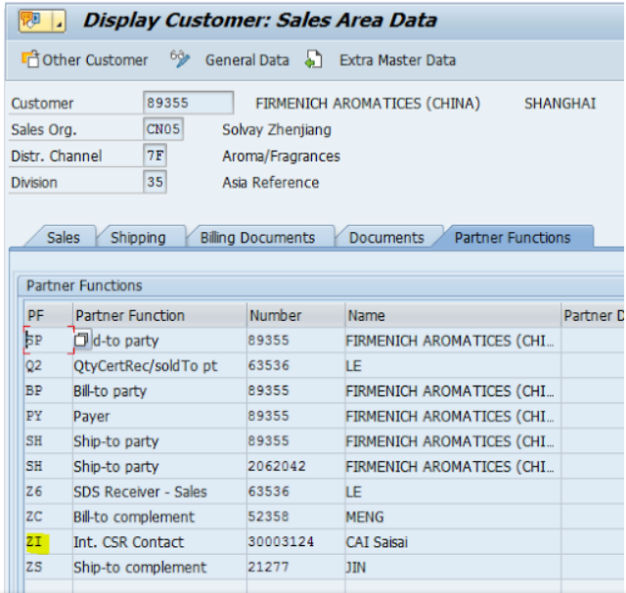
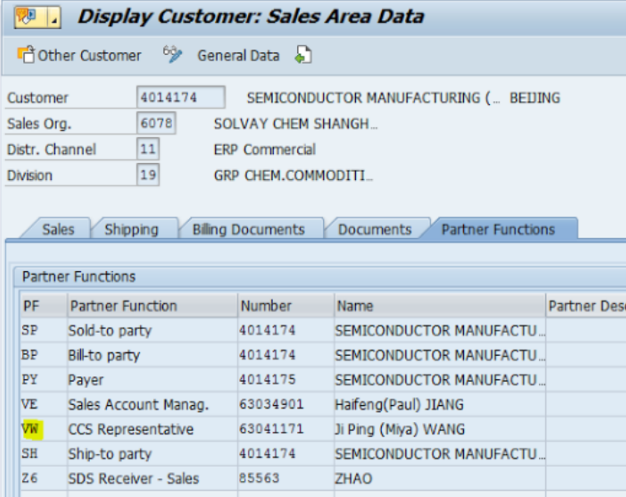
Query filters applied:

Source Information:	Filters
BI4 Query (WP1 Data): NB SBS Monthly Dashboard CS Indicators Direct and Cancel orders CSWWPPS R001	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> LEGAL COMPANIES <> ZFR9/7378 <input checked="" type="checkbox"/> DISTRIBUTION CHANNEL <> 8I <input checked="" type="checkbox"/> SHIP TO KA <> GRCL200022/9999999999/GRCL000098 <input checked="" type="checkbox"/> Intra Enterprise Flag = N <input checked="" type="checkbox"/> ORDER FLOW CODE = R <input checked="" type="checkbox"/> DOC TYPE = FG/KB/KBB/KE/KEB/LP/ORB/RCM/TA/TAM/ZAGR/VEF/VEFR/ZEXP/ZOR/ZKEB/ZKBB/ZORB/LZM/RCS/ZKL/KL <input checked="" type="checkbox"/> ORDER REJECTION: CODE = 98 OR EMPTY OR ORDER LINE CANCELLED IN SAP NOT CONSIDERED (ORDER LINE ITEM CATEGORY CODE = ZZZZ)
BW Query (PF1 Data): QV_BW_QRY_MVSDS O45_SD0005	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> [0SOLD_TO__0CUST_CLASS] CUSTOMER CLASSIFIC <> [G] GROUP COMPANY <input checked="" type="checkbox"/> Doc Type: KBN, KEN, KLN, KNN, TAS, TDN, TDXR, Z104, Z105, Z107, Z108, Z109, Z1E3, Z1IR, Z1IX, Z1Q5, Z1Q6, Z1QP, Z1RD, ZDMN, ZDMS, ZDON, ZEXP, ZIND, ZIRS, ZITI, ZKLE, ZKMN, ZKMS, ZKNE, ZORB, ZOUT, ZR4N, ZRAG, ZRCM, ZRCS, ZRDC, ZRGI, ZRIN, ZRP1, ZRP2, ZRP3, ZRPE, ZRVO, ZSAM, ZT1E, ZT1N, ZTAS, ZTDE, ZTDL, ZTDM, ZTDN, ZTDR, ZTES, ZVEX, ZVEY, ZVF1, ZVXI.

Dimensions:

[Global Overview of Dimensions](#)

			BW	BI4
Global Filters	Period	Month Year	Order Line Creation Month	Order document date YYYY/MM
	Organization	GBU	[0G_CWWE01__CPFCTR1_2] GBU	Sector zone name
		Group of Activity	[0G_CWWE01__CPFCTR2_2] Group of Activities	FC BU Name
		Sub-Activity	N/A	BFC Market
		Company	[C_COMPCDE] Company	Legal Company
	Plant	Zone	[C_GZONE] Geographie/Zone	Plant geographical zone
		Country	[0COUNTRY] Country key	Plant country
		Plant	[0PLANT] Plant	Plant name
	Ship Destination	Zone	[C_GZONE] Geographie/Zone	Ship to geo Zone name
		Country	[C_SHIPTID__0COUNTRY] Ship-to country	Ship to country name
		Corporate Group	[C_CORPGR] CRM Customer Corp. Group (PRS)	Ship to group name
		Ship Destination	[C_SHIPTID] Ship-to	Ship to name
	Product	Product Hierarchy	[C_PRODIE] Product Hierarchy	N/A
		Product	[C_MATNR2] Material\Attributes\C_PROD Commercial Product / Material Group	Product Name
		Bulk/Packed	[C_MATNR2] Material\Attributes\C_BULKPAC Transportation Group	Mapping based on: Material Packaging Group Name Bulk = Packed in Bulk else = Packed
		Packaging Type	[C_MATNR2] Material\Attributes\C_PACKAG Packaging type	Material Packaging Group Name
Specific Filters	Sales Office	Qv Mapping based on Sales Office	QV Mapping based on Sales Office	
	Sales Office Country	QV Mapping based on Sales Office	QV Mapping based on Sales Office	
	Sales Office	[C_SAL_OFF] Sales Office	Sales office name	
	CSR	[C_CUSTSAL__C_ZIPART] CSR (Sold-to)	Order partner ZI actualized name	

Dashboard	BW & BI4 Key Figures	SAP																																																																																															
<p>CSR (Customer Service Representative)</p> <p>- the person in responsible to create and manage the Sales Order</p>	<p>BI4 (WP1): ZI Partner</p> <p>BW (PF1) [CUSTSAL_C_ZIPAR T] ZI Partner sold to</p>	<p>Customer masterdata (Sales area data)</p> <ul style="list-style-type: none"> WP1: Partner functions ZI  <p>Customer: 89355 FIRMENICH AROMATICES (CHINA) SHANGHAI Sales Org.: CN05 Solvay Zhenjiang Distr. Channel: 7F Aroma/Fragrances Division: 35 Asia Reference</p> <table border="1"> <thead> <tr> <th>PF</th> <th>Partner Function</th> <th>Number</th> <th>Name</th> <th>Partner D</th> </tr> </thead> <tbody> <tr> <td>BP</td> <td>Bill-to party</td> <td>89355</td> <td>FIRMENICH AROMATICES (CHI...</td> <td></td> </tr> <tr> <td>Q2</td> <td>QtyCertRec/soldTo pt</td> <td>63536</td> <td>LE</td> <td></td> </tr> <tr> <td>BP</td> <td>Bill-to party</td> <td>89355</td> <td>FIRMENICH AROMATICES (CHI...</td> <td></td> </tr> <tr> <td>PY</td> <td>Payer</td> <td>89355</td> <td>FIRMENICH AROMATICES (CHI...</td> <td></td> </tr> <tr> <td>SH</td> <td>Ship-to party</td> <td>89355</td> <td>FIRMENICH AROMATICES (CHI...</td> <td></td> </tr> <tr> <td>SH</td> <td>Ship-to party</td> <td>2062042</td> <td>FIRMENICH AROMATICES (CHI...</td> <td></td> </tr> <tr> <td>Z6</td> <td>SDS Receiver - Sales</td> <td>63536</td> <td>LE</td> <td></td> </tr> <tr> <td>ZC</td> <td>Bill-to complement</td> <td>52358</td> <td>MENG</td> <td></td> </tr> <tr> <td>ZI</td> <td>Int. CSR Contact</td> <td>30003124</td> <td>CAI Saisai</td> <td></td> </tr> <tr> <td>ZS</td> <td>Ship-to complement</td> <td>21277</td> <td>JIN</td> <td></td> </tr> </tbody> </table> <ul style="list-style-type: none"> PF1: Partner functions VW  <p>Customer: 4014174 SEMICONDUCTOR MANUFACTURING (... BEIJING) Sales Org.: 6078 SOLVAY CHEM SHANGH... Distr. Channel: 11 ERP Commercial Division: 19 GRP CHEM.COMMODITI...</p> <table border="1"> <thead> <tr> <th>PF</th> <th>Partner Function</th> <th>Number</th> <th>Name</th> <th>Partner Des</th> </tr> </thead> <tbody> <tr> <td>SP</td> <td>Sold-to party</td> <td>4014174</td> <td>SEMICONDUCTOR MANUFACTU...</td> <td></td> </tr> <tr> <td>BP</td> <td>Bill-to party</td> <td>4014174</td> <td>SEMICONDUCTOR MANUFACTU...</td> <td></td> </tr> <tr> <td>PY</td> <td>Payer</td> <td>4014175</td> <td>SEMICONDUCTOR MANUFACTU...</td> <td></td> </tr> <tr> <td>VE</td> <td>Sales Account Manag.</td> <td>63034901</td> <td>Haifeng(Paul) JIANG</td> <td></td> </tr> <tr> <td>VW</td> <td>CCS Representative</td> <td>63041171</td> <td>Ji Ping (Miya) WANG</td> <td></td> </tr> <tr> <td>SH</td> <td>Ship-to party</td> <td>4014174</td> <td>SEMICONDUCTOR MANUFACTU...</td> <td></td> </tr> <tr> <td>Z6</td> <td>SDS Receiver - Sales</td> <td>85563</td> <td>ZHAO</td> <td></td> </tr> </tbody> </table>	PF	Partner Function	Number	Name	Partner D	BP	Bill-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		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	
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