Customer > Customer Service > Invoices - Right First Time

D&PS Expert

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General Description

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

KPI:
% Invoices - Right First Time (All Motives)

% Invoices - Right First Time (Customer Service Motives)

#Orders with Debit/Credit Notes

Scope:

- 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 Postinvoicing: Sales Doc. Type Group = Standard Order, Consignment and Transfer Order. See column "G" in file Global Sales Order Doc Types.

Calculation:

KPI Name	Calculation
% Invoices - Right First Time	# Total Billing Items **-** #Postinvoicing Items -- x100 # Total Billing Items
#Total Billing items	Billing Items within scope See column "G" the details of the Scope of Total Billing items for the Invoices - Right First Time. Global Sales Order Doc Types
#Postinvoicing Items	Sales doc Type Groups: (Credit Memos **AND** Rebates **AND** Returns) **OR** Accounting Corrections (Billing types: S1, ZS1, S2, ZS2, G2RB)

Technical Documentation

Source:

CORE: BW_QRY_MVSDSO57_0001

QV: QVBW_QRY_MVSDSO57_0003

Update:

Daily

Query filters applied:

Source Information:	Filters
BW QVBW_QRY_MVSDSO57_0003	Exclusion of material types: Services & Packaging (i.e. units in KWH): PF1/Z703 WP1/ZDIE WP1/ZVER WP1/ZUNB Exclusion of SOLD entities (consolidation method = SOLD)

Dimensions:

Global Overview of Dimensions

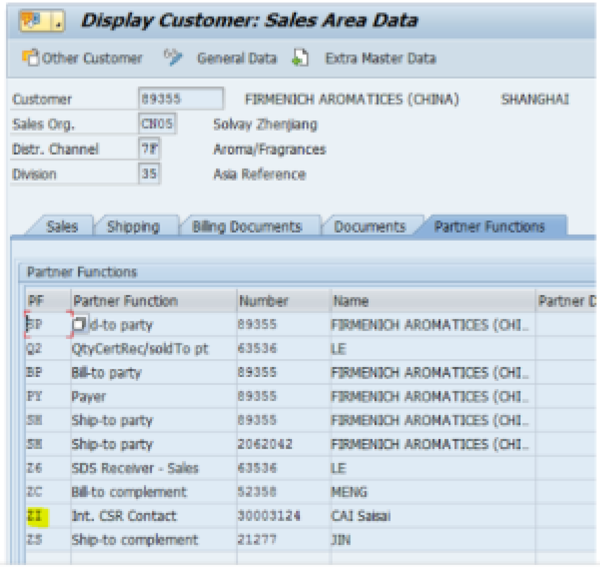
		BW	
Global Filters	**Period**	**Month Year**	Order Line Creation Month
	Organization	**GBU**	[CPFCTR1_2] GBU
		Group of Activity	[0G_CWWE01__CPFCTR2_2] Group of Activities
		Sub-Activity	[0G_CWWE01__C_MAGNITU] BFC Market
		Company	[C_COMPCDE] Company
	Plant	**Zone**	[C_PLANT] Plant\Attributes\[C_GZONE] 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)

<table>
<tr><th>Dashboard</th><th>BW & BI4 Key Figures</th><th>SAP</th></tr>
<tr>
<td>CSR (Customer Service Representative)

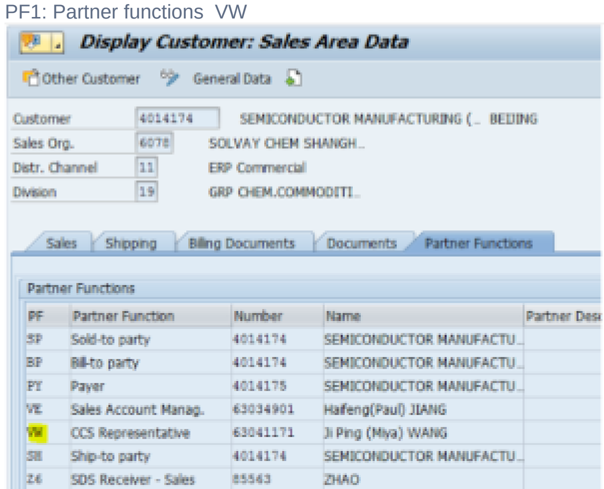
- the person in responsible to create and manage the Sales Order</td>
<td>BW [_CUSTSAL__C_ZIPART]

ZI Partner sold to</td>
<td>Customer masterdata (Sales area data)

- WP1: Partner functions ZI



- PF1: Partner functions VW



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