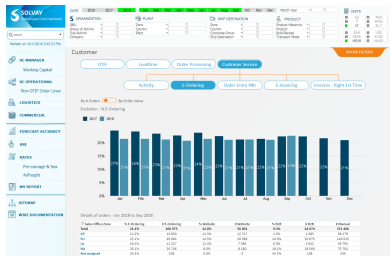


Customer > Customer Service > E-Ordering OLD



Supply Chain Excellence

Roberta Navone

D&PS Expert

Donia Rachdi

General Description

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.
**Website refers to eOrdering via Solvay's eCommerce Websites (Solvay4Me & Rhodia eCommerce)
**B2B is refers to eOrdering via third party systems (example EDI, Elemica, and Quicklink)

KPI:

% E-Ordering (by volume, by value)

#E-Ordering

% Website

#Website

%B2B

#B2B

#Manual

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
#E-Ordering	#B2B + #Website
% E-Ordering	$\frac{\text{eOrdering}}{(\text{\#eOrdering} + \text{\#Manual})} \times 100$
#Website	BI4: Order Type = "Rhodia eCommerce - OMC" + "Rhodia eCommerce - Cust" BW: Order Type = WEB (via web Slv4me) + WEBC (SpP Webshop - CC) + EVMI (e-VMI)
% Website	$\frac{\text{\# Website}}{(\text{\#eOrdering} + \text{\#Manual})} \times 100$
#B2B	BI4: Order Type = B2B BW: Order Type = B2B (Via e-business B2B) + DFUE (By telecommunication)
% B2B	$\frac{\text{\#B2B}}{(\text{\#eOrdering} + \text{\#Manual})}$

#Manual	#Order Lines - #eOrdering
Value e-Ordering	<u>BI4:</u> Currency Conversion: Rate Month M = M*Rate Cumulative Month M - (M-1)*Rate Cumulative Month (M-1) Pivot: euro <u>BW:</u> Currency Conversion: day Pivot: euro

Technical Documentation	
Source: BW OBAS- BW_QRY_MVSDSO45_SD0006 BI4: eCOMMERCE DASHBOARD_CWWPPS_R004 Tab: ClickView	
Update: Daily	
Query filters applied:	
Source Information:	
BI4 Filters:	☒ ORDER FLOW CODE = C OR ORDER FLOW CODE = R AND SHIP TO KA <> GRCL200022/9999999999/GRCL000098 ☒ DOC TYPE = KBB/KE/KEB/LP/ORB/RCM/TA/TAM/ZAGR/VEF/VEFR/ZEXP/ZOR/ZKEB/ZKBB/ZORB/LZM/RCS/ZKL/NB/UB ☒ ORDER REJECTION CODE = 98 OR EMPTY OR ORDER LINE CANCELLED IN SAP NOT CONSIDERED (ORDER LINE ITEM CATEGORY CODE = ZZZZ) ☒ LEGAL COMPANIES <>ZFR9/7378 ☒ DISTRIBUTION CHANNEL <> 8I
BW Filter:	☒ [0COMP_CODE] COMPANY CODE <> 5711/5696/5672/5622/4058/3469/1428/1427/1426/1425/1419/0292 ☒ Reversal indicator <> R ☒ [0DOC_TYPE] SALES DOC TYPE = KA/KB/KBCC/KE/LA/SB/T1/TD/TDIV/TDR/ZFAC/ZIND/ZITI/ZORB/ZOUT/ZRAG/ZRCM/ZRCS /ZSE1/ZSER/ZSIT/ATD/ZTDL/ZTDR/ZTES/ZVEX/ZVEY/ZVNO
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	GBU Name
		Group of Activity	[0G_CWWE01__CPFCTR2_2] Group of Activities	BFC BU
		Sub-Activity	N/A	BFC Market
		Company	[C_COMPDE] Company	Legal Company
	Plant	Zone	[C_PLANT] Plant\Attributes\[C_GZONE] Geographie/Zone	Plant geographical zone
		Country	[C_PLANT] Plant\Attributes\[0COUNTRY] Country key	Plant country
		Plant	[C_PLANT] 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_BULKPAK] 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