

Customer > Customer Service > Invoices - Right First Time OLD



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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

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.

 **System Scope**

This KPI is current only available for orders entered in WP1

Calculation:	
KPI Name	Calculation
% Invoices - Right First Time	$\frac{\# \text{ Total Orders} - \# \text{ Orders with Debit/Credit Note}}{\text{Total Orders}} \times 100$

Technical Documentation

Source:

BI4: NB SBS CS ORDERS WITHOUT POSTINVOICING CSWWPPS R001

Update:

Daily

Query filters applied:

Source Information:

B14
Filters:

- ☒ SOLVAY LEGAL ENTITIES
- ☒ LEGAL COMPANIES <>7378
- ☒ DISTRIBUTION CHANNEL <> 8I (NATIVE GUAR)
- ☒ ORDER FLOW CODE = D;C;R
- ☒ INTRA ENTERPRISE FLAG = N
- ☒ ORDER DOCUMENT TYPE = CRB,ZCRB,DRB,ZDRB,L2,ZL2,G2,ZG2,TAM,TA,RCM,FG,KB,KBB,ZKBB,KE,ZKEB,KEB,ZEXP,ZOR,ZORB,ORB,LB,UB,ZARG,NB,VEF,VEFR,LZM,RCS,
- ☒ USE BILLING DOCUMENT DATE
- ☒ INVOICE (SALES & QTY) NOT ZERO

Dimensions:

[Global Overview of Dimensions](#)

			Invoices - Right First Time
Global Filters	Period	Month Year	Billing Document Date - YYYY/MM
	Organization	GBU	Sector zone name
		Group of Activity	FC BU Name
		Sub-Activity	BFC Market
		Company	Legal Company
	Plant	Zone	Plant geographical zone
		Country	Plant country
		Plant	Plant name
	Ship Destination	Zone	Ship to geo Zone name
		Country	Ship to country name
		Corporate Group	Ship to group name
		Ship Destination	Ship to name
	Product	Product Hierarchy	N/A
		Product	Product Name
		Bulk/Packed	Mapping based on: Material Packaging Group Name Bulk = Packed in Bulk else = Packed
		Packaging Type	Material Packaging Group Name
Specific Filters		Sales Office	QV Mapping based on Sales Office
		Sales Office Country	QV Mapping based on Sales Office
		Sales Office	Sales office name
		CSR	Order partner ZI actualized name