

Customer > Customer Service > Invoices - Right First Time

D&PS Expert

EMEA: Stéphane Bourgeaud-lignot

NAM/LAM: Karina Tsuji

APAC: Lilian Cheong

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	$\frac{\# \text{ Total Billing Items} - \# \text{ Postinvoicing Items}}{\# \text{ Total Billing Items}} \times 100$
#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_00 03.	<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>

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)	

Dashboard

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

BW & BI4 Key Figures

BW
[_CUSTSAL__C_ZI
PART]

ZI Partner sold to

SAP

Customer masterdata (Sales area data)

- WP1: Partner functions ZI

Display Customer: Sales Area Data

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

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...	
SR	Ship-to party	89355	FIRMENICH AROMATICES (CHI...	
SR	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 Salsai	
ZS	Ship-to complement	21277	JIN	

- PF1: Partner functions VW

Display Customer: Sales Area Data

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

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	Hafeng(Pau) JIANG	
VW	CCS Representative	63041171	Ji Ping (Miy) WANG	
SR	Ship-to party	4014174	SEMICONDUCTOR MANUFACTU...	
Z6	SDS Receiver - Sales	85543	ZHAO	