

Customer > Customer Service > E-Invoicing

D&PS Expert

EMEA: Emma Glasson

NAM/LAM: Karina Tsuji

APAC: Lilian Cheong

General Description

This indicator explores the e-invoicing which refers to invoices sent via email or EDI.

KPI:

% E-Invoicing

#Invoices

#E-Invoices

#Manual Invoices

Scope:

- Exclusion of material types services 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 eInvoicing Ratio: Sales Doc. Type Group = Standard Order and, Consignment. See column "F" in file [Global Sales Order Doc Types](#).
- Billing type = F2/F4/T1/F2B/FAR/ZFSS
- - Rules to consider e-invoicing in SAP: If source field Message type(KSCHL) = 'ZINV', 'ZREI', 'ZRDE', 'ZRDC' OR Trans Medium (NACHA) = 6 , 1, 2 Then Invoicing will be flagged as 'X' and the column e-invoiced will be filled.

Calculation:

KPI Name	Calculation
% E-Invoicing	$\frac{\text{E-Invoicing Orders}}{\text{Total Orders}} \times 100$
#Invoices	# Billing Document Number
#E-Invoices	# Billing Document Number where e-Invoicing Flag = "X" (Email or EDI)
#Manual Invoices	# Invoices - # E-Invoices

Technical Documentation

Source: QV: QVBW_QRY_MVSDSO57_0003

Update: **Daily**

Query filters applied:

Filters
 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	[OG_CWWE01__CPFCTR2_2] Group of Activities
		Sub-Activity	[OG_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_ZIPART]

ZI Partner
sold to

SAP

Customer masterdata (Sales area data)

- WP1: Partner functions ZI

Display Customer: Sales Area Data

Other Customer General Data Extra Master Data

Customer 89355 FIRMENICH AROMATICS (CHINA) SHANGHAI

Sales Org. CN05 Solvay Zhenjiang

Distr. Channel 7F Aroma/Fragrances

Division 35 Asia Reference

Sales Shipping Billing Documents Documents Partner Functions

Partner Functions

PF	Partner Function	Number	Name	Partner D
SP	Sold-to party	89355	FIRMENICH AROMATICS (CHI...	
Q2	QtyCertRec/soldTo pt	63536	LE	
BP	Bill-to party	89355	FIRMENICH AROMATICS (CHI...	
PY	Payer	89355	FIRMENICH AROMATICS (CHI...	
SH	Ship-to party	89355	FIRMENICH AROMATICS (CHI...	
SH	Ship-to party	2062042	FIRMENICH AROMATICS (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

Other Customer General Data

Customer 4014174 SEMICONDUCTOR MANUFACTURING (... BEIJING

Sales Org. 6078 SOLVAY CHEM SHANGH...

Distr. Channel 11 ERP Commercial

Division 19 GRP CHEM.COMMODITI...

Sales Shipping Billing Documents Documents Partner Functions

Partner Functions

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	
VK	CCS Representative	63041171	Ji Ping (Miya) WANG	
SH	Ship-to party	4014174	SEMICONDUCTOR MANUFACTU...	
Z6	SDS Receiver - Sales	85563	ZHAO	