

Customer > Customer Service > E-Ordering

D&PS Expert

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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

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 eOrdering Ratio: Sales Doc. Type Group = Standard Order and Consignment. See column "F" in file [Global Sales Order Doc Types](#).

Calculation:

KPI Name	Calculation
#E-Ordering	#B2B + #Website
% E-Ordering	$\frac{\text{eOrdering}}{(\text{eOrdering} + \text{\#Manual})} \times 100$
#Website	WP1: Order Type = "Rhodia eCommerce - OMC" + "Rhodia eCommerce - Cust" PF1: Order Type = WEB (via web Slv4me) + WEBC (SpP Webshop - CC) + EVMI (e-VMI)
% Website	$\frac{\text{\# Website}}{(\text{eOrdering} + \text{\#Manual})} \times 100$
#B2B	Order Type = B2B (Via e-business B2B) + DFUE (By telecommunication)
% B2B	$\frac{\text{\#B2B}}{(\text{eOrdering} + \text{\#Manual})}$

#Manual	# Total Order Lines - #eOrdering
Value e-Ordering	Conversion CTK_OBAS1: CTK_GS08 and CTK_GS09: type M (daily exchange rate) Conversion base dates: If there is a shipment document: Billing date If doesn't have a shipment document but there is a delivery document: Actual GI date If doesn't have a delivery document : Order Creation date

Technical Documentation

Source:

CORE: BW_QRY_MVSDSO57_0001

QV: QVBW_QRY_MVSDSO57_0001

Update:

Daily

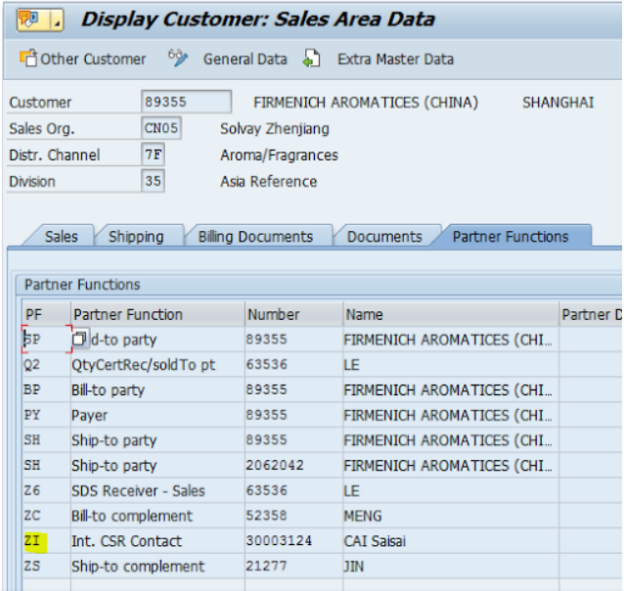
Query filters applied:

Source:	Filters
BW QVBW_QRY_MVSDSO57_0001	✗ 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)

Dashboard	BW & BI4 Key Figures	SAP
CSR (Customer Service Representative) - the person in responsible to create and manage the Sales Order	BW [_CUSTSAL__C_ZIPART] ZI Partner sold to	Customer masterdata (Sales area data) - WP1: Partner functions ZI  Customer masterdata (Sales area data) - PF1: Partner functions VW 