

# Customer > Customer Service > Order Entry 48h

## D&PS Expert

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### General Description

This KPI measures the percentage of orders entered into the system in less than 2 days versus total number of orders.

KPI:

% Orders Entered < 48hrs / Order entered > 48hrs and their motives

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](#)

Calculation:

KPI Name	Calculation
<a href="#">Order Entry delay</a>	PO received date - Order Entry date
<a href="#">% Orders Entered &lt; 48hrs</a>	$\frac{\text{Order Entry delay} < 48\text{hrs}}{\text{Total Orders}} \times 100$

### Technical Documentation

Source:



CORE: BW\_QRY\_MVSDSO57\_0001

QV: QVBW\_QRY\_MVSDSO57\_0001

Update:

Daily

Query filters applied:

Source Information:	Filters
BW QVBW_QRY_MVSDSO57_0001	<p> Exclusion of material types: Services &amp; 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](#)

			<b>BW</b>
<b>Global Filters</b>	<b>Period</b>	<b>Month Year</b>	Order Line Creation Month
	<b>Organization</b>	<b>GBU</b>	[CPFCTR1_2] GBU
		<b>Group of Activity</b>	[0G_CWWE01__CPFCTR2_2] Group of Activities
		<b>Sub-Activity</b>	[0G_CWWE01__C_MAGNITU] BFC Market
		<b>Company</b>	[C_COMPCDE] Company
	<b>Plant</b>	<b>Zone</b>	[C_PLANT] Plant\Attributes\[C_GZONE] Geographie/Zone
		<b>Country</b>	[C_PLANT] Plant\Attributes\[0COUNTRY] Country key
		<b>Plant</b>	[CPLANT] Plant
	<b>Ship Destination</b>	<b>Zone</b>	[C_SHIPTID] Ship-to\Attributes\[C_GZONE] Geographie/Zone
		<b>Country</b>	[C_SHIPTID] Ship-to\Attributes\[0COUNTRY] Country key
		<b>Corporate Group</b>	[C_SHIPTID] Ship-to\Attributes\[C_CORPGR] CRM Customer Corp. Group (PRS)
		<b>Ship Destination</b>	[C_SHIPTID] Ship-to
	<b>Product</b>	<b>Product Hierarchy</b>	[C_MATNR2__C_PRDHIER] Product Hier (LIP03)
		<b>Product</b>	[C_MATNR2__C_PROD] Commercial Product / Material Group
		<b>Bulk/Packed</b>	[C_MATNR2] Material\Attributes\[C_BULKPAC] Transportation Group
		<b>Packaging Type</b>	[C_MATNR2] Material\Attributes\[C_PACKAG] Packaging type
<b>Specific Filters</b>		<b>Sales Doc Type Group</b>	For the Grouping correspondance table see link
		<b>Sales Doc Type</b>	[C_DOCTYP2] Order document type
		<b>Sales Office</b>	[C_SAL_OFF] Sales Office
		<b>CSR</b>	[C_CUSTSAL__C_ZIPART] CSR (Sold-to)

Dashboard	BW & BI4 Key Figures	SAP																																																																																															
<p>CSR (Customer Service Representative)</p> <p>- the person in responsible to create and manage the Sales Order</p>	<p>BW [_CUSTSAL__C_ZIPART]</p> <p>ZI Partner sold to</p>	<p>Customer masterdata (Sales area data)</p> <ul style="list-style-type: none"> <li>WP1: Partner functions ZI           <div data-bbox="834 281 1453 865"> <p><b>Display Customer: Sales Area Data</b></p> <p>Customer: 89355 FIRMENICH AROMATICES (CHINA) SHANGHAI            Sales Org.: CN05 Solvay Zhenjiang            Distr. Channel: 7F Aroma/Fragrances            Division: 35 Asia Reference</p> <table border="1"> <thead> <tr> <th>PF</th> <th>Partner Function</th> <th>Number</th> <th>Name</th> <th>Partner D</th> </tr> </thead> <tbody> <tr><td>SP</td><td>Sold-to party</td><td>89355</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr> <tr><td>Q2</td><td>QtyCertRec/soldTo pt</td><td>63536</td><td>LE</td><td></td></tr> <tr><td>BP</td><td>Bill-to party</td><td>89355</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr> <tr><td>PY</td><td>Payer</td><td>89355</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr> <tr><td>SH</td><td>Ship-to party</td><td>89355</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr> <tr><td>SH</td><td>Ship-to party</td><td>2062042</td><td>FIRMENICH AROMATICES (CHI...</td><td></td></tr> <tr><td>Z6</td><td>SDS Receiver - Sales</td><td>63536</td><td>LE</td><td></td></tr> <tr><td>ZC</td><td>Bill-to complement</td><td>52358</td><td>MENG</td><td></td></tr> <tr><td><b>ZI</b></td><td>Int. CSR Contact</td><td>30003124</td><td>CAI Salsai</td><td></td></tr> <tr><td>ZS</td><td>Ship-to complement</td><td>21277</td><td>JIN</td><td></td></tr> </tbody> </table> </div> </li> <li>PF1: Partner functions VW           <div data-bbox="834 919 1453 1415"> <p><b>Display Customer: Sales Area Data</b></p> <p>Customer: 4014174 SEMICONDUCTOR MANUFACTURING (... BEIJING)            Sales Org.: 6078 SOLVAY CHEM SHANGH..            Distr. Channel: 11 ERP Commercial            Division: 19 GRP CHEM.COMMODITI...</p> <table border="1"> <thead> <tr> <th>PF</th> <th>Partner Function</th> <th>Number</th> <th>Name</th> <th>Partner Des</th> </tr> </thead> <tbody> <tr><td>SP</td><td>Sold-to party</td><td>4014174</td><td>SEMICONDUCTOR MANUFACTU...</td><td></td></tr> <tr><td>BP</td><td>Bill-to party</td><td>4014174</td><td>SEMICONDUCTOR MANUFACTU...</td><td></td></tr> <tr><td>PY</td><td>Payer</td><td>4014175</td><td>SEMICONDUCTOR MANUFACTU...</td><td></td></tr> <tr><td>VE</td><td>Sales Account Manag.</td><td>63034901</td><td>Haifeng(Paul) JIANG</td><td></td></tr> <tr><td><b>VW</b></td><td>CCS Representative</td><td>63041171</td><td>Ji Ping (Mya) WANG</td><td></td></tr> <tr><td>SH</td><td>Ship-to party</td><td>4014174</td><td>SEMICONDUCTOR MANUFACTU...</td><td></td></tr> <tr><td>Z6</td><td>SDS Receiver - Sales</td><td>85563</td><td>ZHAO</td><td></td></tr> </tbody> </table> </div> </li> </ul>	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...		SH	Ship-to party	89355	FIRMENICH AROMATICES (CHI...		SH	Ship-to party	2062042	FIRMENICH AROMATICES (CHI...		Z6	SDS Receiver - Sales	63536	LE		ZC	Bill-to complement	52358	MENG		<b>ZI</b>	Int. CSR Contact	30003124	CAI Salsai		ZS	Ship-to complement	21277	JIN		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		<b>VW</b>	CCS Representative	63041171	Ji Ping (Mya) WANG		SH	Ship-to party	4014174	SEMICONDUCTOR MANUFACTU...		Z6	SDS Receiver - Sales	85563	ZHAO	
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