

# 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

		<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 <a href="#">link</a>	
	<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**

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

**Display Customer: Sales Area Data**

Other Customer | General Data | Extra Master Data

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

Sales | Shipping | Billing Documents | Documents | Partner Functions

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	
ZI	Int. CSR Contact	30003124	CAI Saisai	
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

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