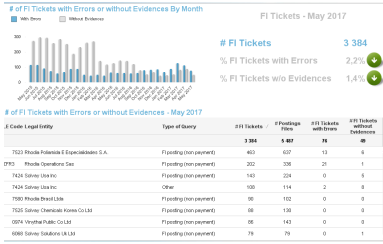


# FI Tickets with Errors



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 Process Manager RtR

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**General Description**

This KPI tracks and reports on journal entries submitted which have errors or which are without evidence

- Tracks the percent of FI tickets submitted with errors which require correction before posting
- Tracks the percent of FI tickets submitted without support for the posting

KPI is based only on FI subprocess tickets

Type of query within FI subprocess is available in the KPI. This give information on the type of posting that was requested (tax, provision, etc..)

An FI ticket with error is any FI ticket submitted which the Service Center is unable to post upon receiving the request without further information or intervention from the person who submitted the request

An FI ticket without evidence is any FI ticket submitted which the Service Center received without supporting documentation for the posting

- Number of FI Tickets with Errors or without Evidences by month
- Number of FI Tickets submitted during the month, the % which were in error and the % which were submitted without evidence
- Details : based on the selected period, capability to see, by Legal Entities, all the FI tickets by type of query, the total number of FI tickets and Posting Files attached to the tickets is shown along with the number of tickets which had errors or which were submitted without evidences.

**Authorization & Rights**

Authorisations' rights : whole perimeter

Access form

Sources	
QV source	Manual File - Freshdesk - prepared by BO
Refresh frequency	Monthly (16th of each month)

**Specific Dimensions**

- Legacy
- Query (type of query)

**Scope**

- All Entities managed by one of the BO sites