



KPIs for VP Sales / VP Marketing / Customer Service

- **Call Center Cases:** The number of call center cases in the queue at end of day yesterday and the number of new cases added yesterday. A link is provided to a bar chart showing the total number of active cases at day's end for the past 14 days. (IFS Sales and Service modules)
- **Customer Orders Due to Ship:** Number and dollar value of customer orders due to ship today and for next seven calendar days. Link to bar charts displaying information for summarized companies and values by company for today and next seven days by day. (IFS Distribution module)
- **Customer Orders Entered:** Number of orders and dollar value of orders by company for today, yesterday, and the past seven calendar days, with line and bar charts showing the number of orders and order values for the past 14 days by day. A link displays information for summarized companies and by company values. Provides two additional numbers: Current year to date and last year to date dollar value of new orders by company.

This KPI shows the total of all new order records (in any state) created during the given time period. For example, if an order subsequently is cancelled after the current day, it remains in the count as an order entered, but at zero value. (IFS Distribution module)

- **Customer Returns:** Quantity and dollar value of RMAs by company for yesterday, and the past seven, 30, 90, and 365 calendar days, with line and bar charts showing the number of RMAs and RMA values for the past 14 days by day. A link displays information for summarized companies and by company values. (IFS Distribution module)
- **Customers With Past Due Balances:** A measure of the promised shipment date against the actual shipment date based on the number and value of order headers past due. Orders that were late but shipped yesterday are not included in the statistics. This is a scrollable listing of the customers by name, number of items and dollar value. (IFS Financials modules)
- **Invoiced Sales:** The number of and value of customer invoices created by company for today, yesterday, and the past seven calendar days, with line and bar charts showing the number of invoices and values for the past 14 days by day. Link displays bar charts summarizing quantity and value by company and line charts showing the individual companies.

This KPI shows the total of all invoice records (in any state) created during the given time period. For example, if an invoice subsequently is cancelled after the current day, it remains in the count as an invoice entered, but at zero value. (IFS Financials modules)

- **Late Orders:** A measure of the promised shipment date against the actual shipment date based on the number and value of order headers past due. Orders that were late but shipped yesterday are not included in the statistics. The dollar value and number of past due orders for four time periods, one to 7 days, 8 to 14, 15 to 30, and greater than 30 days are displayed. A linked bar chart shows the value of late shipments for the past 14 days and a line chart shows statistics by company for the past 14 days. (IFS Distribution module)

- **On-time Shipments:** A measure of the promised shipment date against the actual shipment date based on the number of partial or whole orders processed. A bar chart shows the on-time shipment percentage for the past 14 days and a line chart shows statistics by company. (IFS Distribution module)
- **Open Accounts Receivable (A/R):** The dollar value of open A/R for four time periods, zero to 30 days, 31 to 60, 61 to 90, and greater than 90 days. A link displays bar charts showing the total A/R for the four time periods for the past 14 days, and line charts showing A/R by time period by company for the past 14 days. (IFS Financials modules)
- **Shop Orders:** The total number of shop orders that are created, currently open, active (worked on within the past 14 days), and completed. Links to a bar chart showing the totals and to a line chart showing shop orders by company. (IFS Manufacturing module)
- **Work Orders:** The total number of work orders that are created, currently open, active (worked on within the past 14 days), and completed. Links to a bar chart showing the totals and to a line chart showing shop orders by company. (IFS Maintenance module)