**Terminology**

**Order Line** – represent the each order, customer info, quantity, delivery on Tim, in Full?

Can be multiple order lines with same order ID and same customer ID

The distinct values by Order ID is in the order\_line\_aggregated table.

**Line fill Rate** – Total order lines in full delivered / total order lines.

Ordered

Line 1 – 4 notebooks

Line 2 – 2 pens

Delivered, 4 notebooks and 1 pen , so the line 2 order line is failed because it doesn’t deliver in full, however customer got 1 pen but it count as order **Line 2 failed**.

So, **Line fill rate** = Order line fulfilled (Shipped) / Line ordered

= Only Line 1 (notebook ) **/** 2 (2 lines notebooks and pens)

= 0.5 = 50 %

Volume fill rate ( Case fill rate)

Volume fill rate (above ex)= Total quantity shipped / total quantity ordered

= 5 (4 notebooks and 1 pens) / 6 ( 4 notebooks and 2 pen)

= 5/6 = 0.83 = 83 %

OT = On time delivery

IF = In full delivery

OTIF = On time with In Full delivery