

# **Oracle® Daily Business Intelligence**

User Guide

Release 11*i*

**Part No. B14383-03**

August 2005

Contributing Author: Rachel Korte, Suzelle Parsons, Sarah Draizen, Parisa Hudson, Tim Dubois, Hal Kazi, Susie Wong, Casey Cline, Jeffrey Jones, Darshan Sheth, Jo Turner, Sandrine Skinner, Kevin Wrathall, Karuna Mukherjea, Deborah Kurto, Katrine Haugerud, Meg Lloyd, Jacques Senchet, Anu Mandalam, Catherine Bauer, Charlie Ahern, Christine Dinh-Tan, Joanne Manzella, Sam Smith, Carl Thompson, Kevin Boyle, Linda Rodish, Meritxell Criado, Pam Pierce-Johnston, Regina Sheynblat, Scot House, Madhu Ramuswamy, Shailaja Babanagar, Stacey Esser, Jeff Kirk, Divya Benara, Ajay Chalana, Savio Thattil, Antoine Hamelin, Bala Toleti, Tyra Crockett, Dean Benkowski, Carrie Lukatch, Carmen Myrick, Neelam Singh, Claudia Castro, Patricia Perdomo, Rinku Mohapatara, Sameer Chhabra, Waseem Mirza, Azmat Tanauli, Manjula Shankar, Yuvaraj Kandhaswamy, Cynthia Stevens, Nuzhath Shereen, Kristin Penaskovic, Vijay Tiwary, Ramasamy Palaniappan, Shankar Viswanathan, Sudhanshu Das, Madhav Ghalsasi, Ashfaque Mundewadi, Rajamannar Thotkura, Senthildurai Thangaperumal

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**Part No. B14383-03**

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# Preface

## Intended Audience

Welcome to Release 11i of the *Oracle Daily Business Intelligence User Guide*.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Computer desktop application usage and terminology

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### **1 Using Daily Business Intelligence**

### **2 Using Daily Business Intelligence for Customer Support**

Daily Business Intelligence for Customer Support lets customer support managers monitor their organization's responsiveness to service requests. Managers can track service request status and analyze service request trends, which can help them improve service response efficiency.

Daily Business Intelligence for Customer Support data is presented in the Customer Support Management dashboard and reports. The Customer Support Management dashboard contains key performance indicators (KPIs), which summarize the status of the service organization. In addition, this dashboard contains backlog, activity, and resolution and closure performance information. The Customer Support Manager and Daily Customer Support Intelligence responsibilities have access to this dashboard.

This chapter explains how to use the Customer Support Management dashboard.

### **3 Using Daily Business Intelligence for Depot Repair**

### **4 Using Daily Business Intelligence for Financials**

### **5 Using Daily Business Intelligence for Interaction Center**

This chapter contains a description of the dashboards and reports available in DBI for Interaction Center.

### **6 Using Daily Business Intelligence for iStore**

### **7 Using Daily Business Intelligence for Maintenance**

You can use Oracle Daily Business Intelligence for Maintenance to understand the impact of both short and long term strategic decisions regarding enterprise assets, and manage and monitor the effectiveness of new changes.

### **8 Using Daily Business Intelligence for Marketing**

### **9 Using Daily Business Intelligence for Procurement**

By using Oracle Daily Business Intelligence (DBI) for Procurement, procurement and supply chain professionals can source new items, analyze supplier performance, develop a commodity strategy, and analyze spend. They can identify savings opportunities, improve supplier relationships and supplier service, reduce operational inefficiencies, and make strategic decisions to maximize profits.

### **10 Using Daily Business Intelligence for Product Lifecycle Management**

### **11 Using Daily Business Intelligence for Projects**

### **12 Using Daily Business Intelligence for Quoting**

### **13 Using Daily Business Intelligence for Sales**

### **14 Using Daily Business Intelligence for Service Contracts**

Using Oracle Daily Business Intelligence for Service Contracts, service contracts managers and executives can view service contracts booking status, both new business and renewals, expirations, cancellations, and terminations. They can also manage and track the effectiveness of the renewal process.

Service contracts managers and executives can then analyze service contract trends, making long-term strategic decisions as well as short-term actions based on

recently booked or cancelled contracts, upcoming expiring contracts, and already pending renewals.

## **15 Using Daily Business Intelligence for Supply Chain**

### **A Responsibility and Dashboard Matrix**

### **B Additional Documentation**

## **Related Documents**

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of Oracle Applications.

If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those guides.

### **Online Documentation**

All Oracle Applications documentation is available online (HTML or PDF).

- **PDF Documentation**– See the Online Documentation CD for current PDF documentation for your product with each release. This documentation CD is also available on *OracleMetaLink* and is updated frequently.
- **Online Help** – You can refer to Oracle Applications Help for current HTML online help for your product. Oracle provides patchable online help, which you can apply to your system for updated implementation and end user documentation. No system downtime is required to apply online help.
- **Release Content Document** – See the Release Content Document for descriptions of new features available by release. The Release Content Document is available on *OracleMetaLink*.
- **About Documents** – Refer to the About Document for information about your release, including feature updates, installation information, and new documentation or documentation patches that you can download. The About Document is available on *OracleMetaLink*.

### **Related Guides**

- **Oracle Daily Business Intelligence Implementation Guide**

This guide explains how to set up and maintain Oracle Daily Business Intelligence. It also explains how to create custom dashboards, reports, key performance indicators (KPIs), and dimensions.

- **Oracle Applications User's Guide**

This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI) available with this release of Oracle Financials for Argentina (and any other Oracle Applications products). This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent processes. You can access this user guide online by choosing "Getting Started with Oracle Applications" from any Oracle Applications help file.

- **Oracle General Ledger User Guide**

Use this user guide when you plan and define your chart of accounts, accounting period types and accounting calendar, functional currency, and set of books. The user guide also describes how to define journal entry sources and categories so that you

can create journal entries for your general ledger. If you use multiple currencies, use this user guide when you define additional rate types and enter daily rates. This user guide also includes complete information on implementing budgetary control.

- **Oracle Payables User Guide**

This user guide describes how accounts payable transactions are created and entered into Oracle Payables. This user guide also contains detailed setup information for Oracle Payables. Use this user guide to learn how to implement flexible address formats for different countries. You can use flexible address formats in the suppliers, customers, banks, invoices, and payments windows in both Oracle Payables and Oracle Receivables.

- **Using Oracle HRMS – The Fundamentals**

This guide explains how to set up and use enterprise modeling, organization management, and cost analysis. It also includes information about defining payrolls, entering employees and expense reports, and setting up site locations.

- **Oracle Projects Implementation Guide**

Use this manual as a guide for implementing Oracle Projects. This manual also includes appendixes covering function security, menus and responsibilities, and profile options.

- **Oracle Projects Fundamentals**

Oracle Projects Fundamentals provides the common foundation shared across the Oracle Projects products. Use this guide to learn fundamental information about the Oracle Projects solution. This guide includes a Navigation Paths appendix. Use this appendix to find out how to access each window in the Oracle Projects solution.

- **Oracle Applications Concepts**

This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11*i*. It provides a useful first book to read before installing Oracle Applications. This guide also introduces the concepts behind Applications-wide features such as Business Intelligence (BIS), languages and character sets, and Self-Service Web Applications.

- **Installing Oracle Applications**

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications and the technology stack by automating many of the required steps. This guide contains instructions for using Oracle Rapid Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user guides and implementation guides.

- **Upgrading Oracle Applications**

Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11*i*. This guide describes the upgrade process and lists database and product-specific upgrade tasks. You must be either at Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0, to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 10.7.

- **Oracle Applications System Administrator's Guide**

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage concurrent processing.

- **Oracle Alert User's Guide**

This guide explains how to define periodic and event alerts to monitor the status of your Oracle Applications data.

- **Oracle Applications Developer's Guide**

This guide contains the coding standards followed by the Oracle Applications development staff. It describes the Oracle Application Object Library components needed to implement the Oracle Applications user interface described in the Oracle Applications User Interface Standards for Forms-Based Products. It also provides information to help you build your custom Oracle Forms Developer 6i forms so that they integrate with Oracle Applications.

- **Maintaining Oracle Applications**

Use this guide to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities. This guide also provides information on maintaining the Oracle Applications file system and database.

- **Oracle Applications User Interface Standards for Forms-Based Products**

This guide contains the user interface (UI) standards followed by the Oracle Applications development staff. It describes the UI for the Oracle Applications products and tells you how to apply this UI to the design of an application built by using Oracle Forms.

- **Oracle Applications Product Update Notes**

Use this guide as a reference for upgrading an installation of Oracle Applications. It provides a history of the changes to individual Oracle Applications products between Release 11.0 and Release 11i. It includes new features, enhancements, and changes made to database objects, profile options, and seed data for this interval.

- **Oracle Workflow Administrator's Guide**

This guide explains how to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes, as well as how to monitor the progress of runtime workflow processes.

- **Oracle Workflow Developer's Guide**

This guide explains how to define new workflow business processes and customize existing Oracle Applications-embedded workflow processes. It also describes how to define and customize business events and event subscriptions.

- **Oracle Workflow User's Guide**

This guide describes how Oracle Applications users can view and respond to workflow notifications and monitor the progress of their workflow processes.

- **Oracle Workflow API Reference**

This guide describes the APIs provided for developers and administrators to access Oracle Workflow.

- **Multiple Reporting Currencies in Oracle Applications**

If you use the Multiple Reporting Currencies (MRC) feature to account and report your transactions in more than one currency, consult this manual before you implement Oracle Financials for Argentina. The manual details additional steps and setup considerations for using MRC with Oracle Financials for Argentina.

- **Multiple Organizations in Oracle Applications**

If you use the Oracle Applications Multiple Organization Support feature to use multiple sets of books for one Oracle Financials installation, use this guide to learn about setting up and using Oracle Financials with this feature.

There are special considerations for using Multiple Organizations in Europe with document sequences, legal entity reporting, and drill-down from General Ledger. Consult the Multiple Organizations in Oracle Applications guide for more information about using Multiple Organizations in Europe.

- **Oracle Applications Flexfields Guide**

This manual provides flexfields planning, setup, and reference information for the Oracle Financials for Argentina implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This manual also provides information on creating custom reports on flexfields data.

- **Oracle eTechnical Reference Manuals**

Each eTechnical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications and integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on *OracleMetaLink*.

## **Do Not Use Database Tools to Modify Oracle Applications Data**

Oracle **STRONGLY RECOMMENDS** that you never use SQL\*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL\*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using an Oracle Applications form can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL\*Plus and other database tools do not keep a record of changes.



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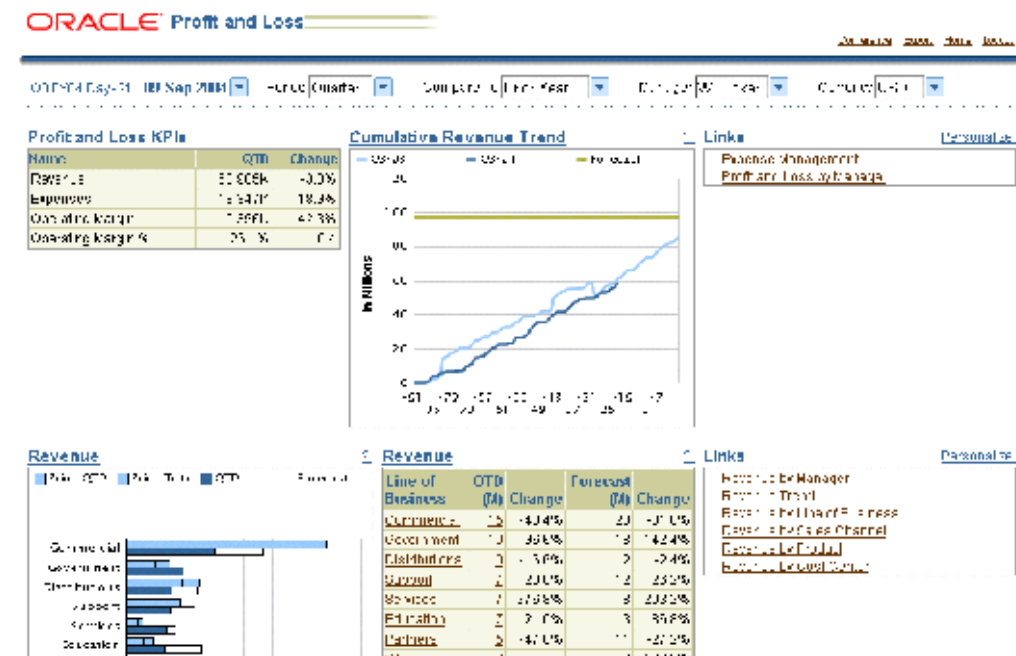
# Using Daily Business Intelligence

This chapter covers the following topics:

- Overview of Daily Business Intelligence
- Responsibilities
- Dashboards
- Parameters
- Regions
- Reports
- General Dashboard Behavior

## Overview of Daily Business Intelligence

Daily Business Intelligence is an out-of-the-box reporting and analysis framework that enables senior managers and executives to see relevant, accurate, and timely information using dashboards and drill-to reports.



Each dashboard is designed for a particular management responsibility. Managers can drill from the summarized information on each dashboard to detailed reports or to specific transactions in underlying applications. For example, the Profit and Loss dashboard is designed for a profit center manager, such as a CEO. This dashboard summarizes profit and loss information such as revenue, expenses, and operating income. From this dashboard you can drill to the Revenue Summary report or down to specific transactions in Oracle Receivables.

Dashboards are also designed to be relevant for a particular user. When a user opens an dashboard, the information displayed changes depending on the user's Oracle Applications security level. That way, each manager only views information that is relevant to his or her management area. For example, if the CEO of Vision Corporation uses the Profit and Loss dashboard, he can view data for all companies, operating units, and people in Vision Corporation. However, if the Vice President of North American Accounting for Vision Corporation uses the Profit and Loss dashboard, she can only view data for the companies, operating units, and people that fall within her management area.

Daily Business Intelligence's unique architecture simplifies the reporting process and ensures that managers are looking at the most accurate and up-to-date data. Because Daily Business Intelligence is part of Oracle E-Business Suite and runs in a single instance, reporting data does not need to be replicated from a transaction instance into a reporting instance. Instead, changes are visible in dashboards as soon as you run the incremental request set for the dashboard. For example, if you book an invoice in Oracle Receivables, that invoice is reflected in the Profit and Loss dashboard the next time the incremental request set is run. You do not need to do any additional processing to update your data.

Daily Business Intelligence optimizes Oracle 9i R2's materialized views and incremental refresh capabilities, so it summarizes data efficiently. Consequently, when you run the incremental request set, only the data that has changed is updated.

Furthermore, because Daily Business Intelligence enables you to summarize data daily, managers can perform true day-to-day comparisons. For example, managers can compare results for December 12, 2003 against results for December 12, 2002.

To use Daily Business Intelligence effectively you should familiarize yourself with the following terms:

- **Responsibility:** A responsibility is designed for a particular business function or user such as a Cost Center Manager. Responsibilities are preseeded by an intelligence area and provide access to a particular dashboard or set of dashboards. See: Responsibilities., page 1-3
- **Dashboard:** A dashboard is a collection of content that is designed to meet the needs of a particular responsibility. Dashboards contain parameters, regions, and Key Performance Indicators (KPIs). See: Dashboards, page 1-4.
- **Parameter:** Each dashboard contains a set of parameters that you can use to change the data that is displayed on the dashboard. Some parameters, such as Date or Period are common to all dashboards. Other parameters, such as Commodity, are unique to a specific dashboard. Parameters are based on dimensions, which organize data into reporting hierarchies. Each dashboard has a parameter that acts as the primary dimension for the dashboard. The primary dimension differs depending on the dashboard. For example, the primary dimension on the Profit and Loss dashboard is Manager. See: Parameters, page 1-4.
- **Region:** A *region* is a container for a unique set of information on an dashboard. There are five different types of regions in Daily Business Intelligence: table, graph, parameter, KPI, and links. See: Regions, page 1-10.
- **Reports:** You can drill to a report from any linked value in a dashboard. In general, *reports* contain detailed information on one or more KPIs. Reports contain graphs and a table region and they contain more parameters than a dashboard. Reports do not contain truncated values. You can drill from some reports directly into the transactional system. See: Reports, page 1-14.
- **KPI:** A *KPI* is a strategic business factor used for reporting. KPIs are designed for comparing and judging performance on strategic business factors such as Revenue or Operating Margin. Each dashboard contains a set of KPIs that the content of the dashboard is based on. For example, the Revenue and Expenses KPIs serve as the basis for the Revenue and Expense regions and reports. See: "KPI Regions" in Regions., page 1-10

## Responsibilities

*Responsibilities* are designed for a specific business function, such as a Cost Center Manager or a Projects Operations Manager. Each responsibility is preseeded and provides access to a particular dashboard or set of dashboards. For example, the Cost Center Manager responsibility enables access to the Expense Management dashboard.

You cannot modify the preseeded responsibilities.

Each Oracle Applications user can be assigned one or more of the responsibilities and several users can share the same responsibility. The system administrator is responsible for assigning the appropriate responsibilities to each user.

## Related Topics

Responsibility and Dashboard Matrix, page A-1.

## Dashboards

In Daily Business Intelligence, a *dashboard* is designed to meet the needs of a particular management responsibility. For example, the Expense Management dashboard is designed for managers who need to manage expenses within their supervisor hierarchy.

To access a dashboard, you must have the appropriate responsibility assigned to your Oracle Applications user ID.

Your Oracle Applications security settings determine the data that you can see on each dashboard. For example, a manager can only view expenses for their subordinates and for the cost centers they are responsible for.

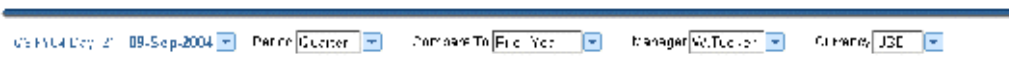
While the content of each dashboard is unique, the basic features and functionality of each dashboard is the same. All dashboards contain the following features:

- Parameters, page 1-4
- Regions, page 1-10
- Links to Reports, page 1-14

All dashboards display the same basic functionality: ability to drill to transactional data, ability to drill and pivot on dimension values, ability to print, email, and start a web conference from a dashboard, and so on. For a complete list and description of common dashboard functionality, see: General Dashboard Behavior, page 1-15.

## Parameters

Every dashboard or report has a set of parameters that determine the data that is displayed.



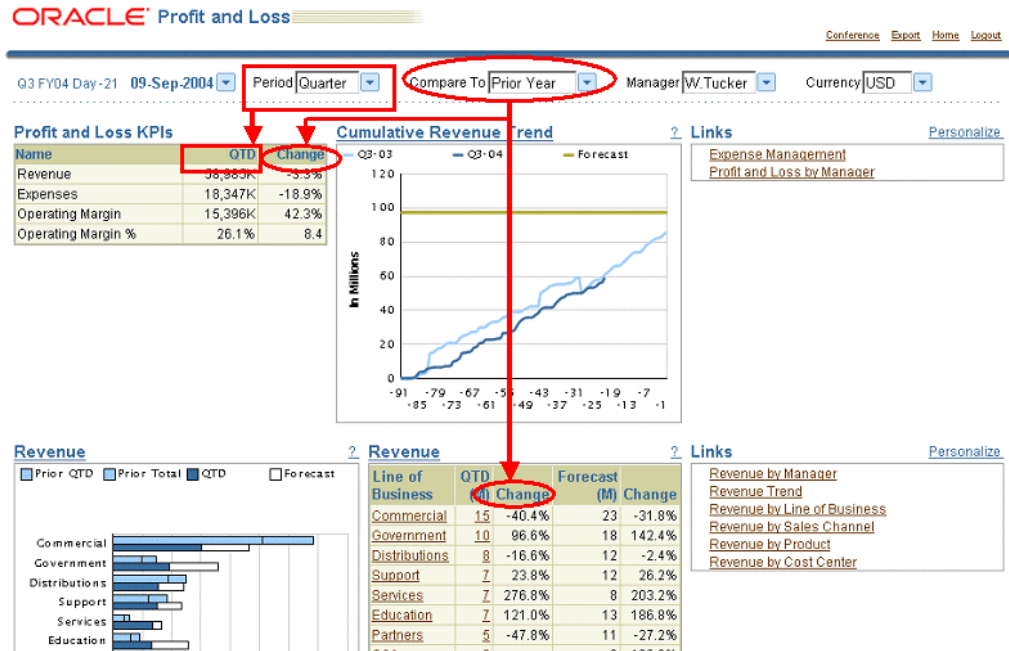
The set of common parameters are, in order from left to right:

- Date Parameter, page 1-5
- Period Parameter, page 1-6
- Compare To Parameter, page 1-7
- Primary Dimension Parameter, page 1-8
- Currency Parameter, page 1-9

Note that some dashboards and reports do not display all of these parameters.

The default value for each parameter is either defaulted by the dashboard or defined when you set up Daily Business Intelligence.

Every time you change the value of a parameter on a dashboard, the data on the dashboard is automatically refreshed. Changing a parameter can affect the amount of data, the column headings, the KPI values, and the graph formats.



For example, if you change the period parameter from Month to Quarter, the column headings in the regions in the dashboard will change from MTD to QTD. If you change the Compare To parameter from Prior Period to Prior Year, then the change values in the KPI and the detailed regions change to show a year over year comparison.

Once you set the parameter values, when you drill to another dashboard or report, any shared parameter values are passed to it. For example, if you set the Date parameter to March 1, 200, and then drill to a report, that date will be passed from the dashboard to the report.

When you log out of Oracle Applications, your last parameter settings are cached. Therefore, the next time you log into the dashboard, you can view the same data. The Date parameter, however, is never cached. The Date parameter automatically defaults to the current system date every time you log in.

## Date Parameter

The date parameter, also known as the "as of date", determines the start date for the data on the dashboard or report. It is important to note that the current system date reflects the *enterprise time zone*, not the local time zone.

Unless otherwise noted in the documentation, data on each dashboard is shown "to-date" (from the beginning of the period selected to the date selected). For example, if you set Date = January 30, 2002 and Period = Quarter, then the to-date information would be "Q4 FY03 Day -60", assuming that January falls in the fourth quarter of the fiscal year and there are 60 days left in the quarter. This to-date information is displayed in the parameter region next to the date parameter. It includes the quarter, fiscal year, and number of days remaining in the period to date.

If you choose a date on which no data is available, the dashboard will return "N/A" in the KPI region and "No data found" in the table regions. For more information on how null values are handled in Daily Business Intelligence, see: General Dashboard Behavior, page 1-15

The Date parameter is never cached. Instead, it automatically defaults to the current system date every time you log in.

You can set the Date parameter to any date that is later than the global start date. The global start date is defined when you set up Daily Business Intelligence.

## Period Parameter

The period parameter determines the periods that you can view summarized data for. Common periods are:

- Week (W)
- Month (M)
- Fiscal (GL) Period (P)
- Quarter (Q)
- Year (Y)

For these periods, data is shown to-date (XTD) for the selected period.

Some dashboards also support rolling periods:

- Rolling 7 Days
- Rolling 30 Days
- Rolling 90 Days
- Rolling 365 Days

For these periods, data is shown for the past X number of days including the as of date. For example, if Date = March 31, 2005, and Period = Rolling 7 Days, then data is shown starting on March 25, 2005 to March 31.

The Capital Projects Cost Management, Contract Project Cost Management, Projects Operations Management, Projects Profitability Management dashboards support the following additional project periods:

- Fiscal Year
- Fiscal Quarter
- Fiscal Period
- Project Period
- X Rolling Weeks: The number of weeks, including the current week, for which you want to view projected or historical calculations.

When you change the period parameter, you also change the labels for the actual values in the table and graph regions on the dashboard. For example, if you set Period = Week, the label is WTD (Week to Date). If you set Period = Rolling 7 Days, the label is 7 Days. In graph regions, the x-axis also changes based on the period parameter.

When you set the period parameter, keep in mind that not all data is available for all periods. For example, budget and forecast data is defined monthly; therefore, you cannot set Period = Week if you are viewing budget or forecast data. Also, if you are using rolling periods, data must exist for the appropriate dates in the future or past.

The list of possible periods is determined by your enterprise calendar. The default period is determined by the Default Period Type parameter. Both the enterprise calendar and default period are defined when you set up Daily Business Intelligence.

## Compare To Parameter

The Compare To parameter determines how you want to compare your data. The possible choices are: Prior Year, Prior Period, or Budget.

When you set the Compare To parameter the “change” or “variance” value is:

- **If Compare To = Prior Year:** The change or variance from the current year to the previous year.
- **If Compare To = Prior Period:** The change or variance from the current period to the previous period.
- **If Compare To = Budget:** The change or variance of the actual data for the selected period against budget data for the same period. Note that budget and forecast data are defined monthly; therefore, you should not set Compare To = Budget if Period = Week, or no data will appear on the dashboard.

The change/variance algorithm compares the data as follows:

Data from the start of the current period to the as of date, with N days remaining to the end of the period, is compared against data from the start of the “compare to” period up to the point in time with the same number of days remaining in the period.

For example:

**As of Date:** 06-APR-2004 (Day -24, i.e. 24 days remaining to the end of the period)

**Period:** Month

**Compare To:** Prior Period

In the prior month, 24 days remain to the end of the period on 07-MAR-2004. Therefore, information from April 1 to April 6, 2004 is compared with information from March 1 to March 7, 2004.

If the former period has fewer days remaining in the period than the current period, information as at the first day of the period is used.

For example:

**Date:** 01-MAR-2004 (Day -31, with 31 days remaining to the end of the period)

**Period:** Month

**Compare To:** Prior Period

In this case, February has fewer than 31 days, so information on the first day of the month will be used for the comparison.

For leap years, a similar logic applies.

For example:

**Date:** 31-DEC-2005

**Period:** Year

**Compare To:** Prior Period

Since 2004 is a leap year, the current period data (January 1, 2005 to December 31, 2005) is compared to the same number of days of data in the prior period (January 2, 2004 to December 31, 2004).

The Compare To parameter can also affect the graph format in a dashboard or report. The following table lists the different graph formats, depending on the comparison you select. Note that not all graphs change when you change the Compare To parameter.

***Trend or Comparison Graphs***

<b>Compare To</b>	<b>Trend</b>	<b>Comparison</b>
Prior Year	Vertical Bar	Horizontal Bar
Prior Period	Line	Horizontal Bar
Budget	Vertical Bar	Horizontal Bar

If you choose a comparison for which no data is available, the dashboard will display "N/A" in the KPI region or "No data found" in the table region. For more information on null data, see: General Dashboard Behavior, page 1-15.

## Primary Dimension Parameter

The *primary dimension* is the parameter that determines the values that are compared in the KPI region. This parameter is different in each dashboard. For example, the primary dimension on the Profit and Loss dashboard is Manager (Cost Center Manager); the primary dimension on the Commodity Spend Management dashboard is Commodity.

There is only one primary dimension for each dashboard. However, dashboards may have additional dimensions (parameters) that you can use to narrow the report details. Reports always have additional dimensions that you can use to narrow the report results. For example, the Revenue report contains the following additional dimensions: Category, Line of Business, Cost Center, and Product.

The following is a list of some of the primary dimensions used in dashboards:

- Commodity
- Country
- Customer Classification
- Item
- Line of Business
- Manager (Company Cost Center)
- Manager (Supervisor)
- Operating Unit
- Project Organization
- Sales Group
- Warehouse

Some primary dimensions, such as Warehouse, Operating Unit, or Manager (Supervisor) are automatically populated based on your underlying Oracle Applications setup. Other



primary dimensions, such as Manager (Company Cost Center), Item, and Line of Business, are defined when you set up Daily Business Intelligence.

The list of values in the primary dimension parameter depends on the logged-in user's security level in Oracle Applications. For example, if Manager is the primary dimension, then you can choose from the levels of management that you have permission to view in Oracle Applications. Therefore, a high-level manager can compare data for all managers that report to him or her, whereas a subordinate manager might only be able to view information for himself or herself.

For more information on the KPI region, see: Key Performance Indicator Region, page 1-10.

## Currency Parameter

The currency parameter determines the currencies that you can use to view summarized data.

Each dashboard can display data in a primary or secondary currency. The primary and secondary currencies are defined when you set up Daily Business Intelligence.

All currency values are converted from the *functional currency* to the primary or secondary currency, not from the transactional currency.

Some dashboards enable you to view data in the *functional currency*. There is no set up required to view data in functional currency; the functionality is built into the particular dashboard. Functional currency is only available if all of the data that is summarized on the dashboard uses the same functional currency. For example, if you are viewing results for a particular operating unit and all results are in a single currency, such as USD or EUR.

To ensure that you can view data in the primary or secondary currencies, the Daily Business Intelligence Administrator must define currency exchange rates for all functional currencies, as well as for the primary and the secondary currency for all financial periods between the global start date and current system date.

By default, the primary and secondary currencies appear as follows: <Currency> at <rate type>.

The rate type is only displayed for the primary and secondary currencies if both currencies are the same currency, but use different rates. For example, if the primary currency is USD at Corporate rate and the secondary currency is USD at the Treasury rate, the rate type will be displayed. Alternately, the Daily Business Intelligence Administrator can define a currency display name for each currency during setup.

If a dashboard displays values in functional currency the functional currency is displayed without a rate type.

It is important to note that the currency that you choose affects the content of the KPI region. In some cases the comparison will not display when user chooses a currency other than primary, due to data points being in different currency values. For more information on the KPI region, see: Key Performance Indicator Region, page 1-10.

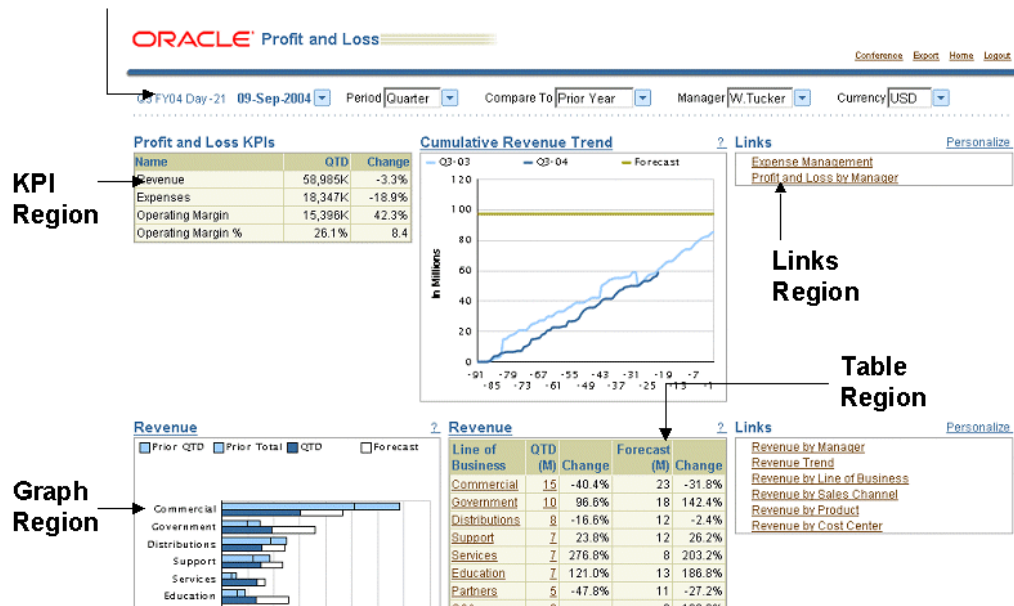
## Related Topics

*Oracle Daily Business Intelligence Implementation Guide*

# Regions

Regions are used to display parameters, KPIs, reports, and links on an dashboard. Regions present data in a consistent and easy-to-use format so you can quickly identify and capitalize on opportunities in your business.

## Parameter Region



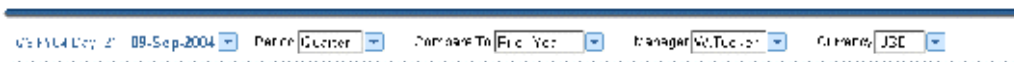
There are five types of regions used in Daily Business Intelligence.

- Parameter Region, page 1-10
- KPI Region, page 1-10
- Table Region, page 1-11
- Graph Region, page 1-12
- Links Region, page 1-13

Only the table and graph regions are based on underlying reports. Multiple tables and graph regions can be based on the same underlying report.

## Parameter Region

The parameter region contains the common parameters for the dashboard or report.



Whenever you update a parameter, the contents of the dashboard are automatically refreshed.

## KPI Region

The KPI region displays the actual and change values as a percentage for every KPI on the dashboard. The actual and change or variance values are always calculated

based on the value in the primary dimension parameter. For example, if the primary dimension is Manager, the actual and change or variance values are calculated for the manager selected.

The KPI region can be in either table or comparison format.

#### **KPI Region - Table Format**

##### **Profit and Loss KPIs**

Name	YTD	Change
Revenue	4,600M	2.3%
Expenses	1,282M	5.0%
Operating Margin	1,603M	-0.9%
Operating Margin %	34.9%	-1.1

In table format, the KPI region displays the actual and change or variance values for each KPI.

#### **KPI Region - Comparison Format**

##### **Procurement Management KPIs**

Name	YTD	Change	Compare Organizations <small>Place cursor over data points to see values</small>
Non-Contract Purchases Rate	34.0%	-14.8	
Contract Leakage Rate	6.3%	- .6	
PO Purchases Growth Rate	17.7%	2.5	
Payables Leakage Rate	.0%	-15.1	

In comparison format, the KPI region displays the actual and change or variance values for each KPI and it shows the distribution of change or variance for each KPI using a scatter graph.

The data points on the scatter graph represents the change or variance for one or more items in the primary dimension. The distance between each data point represents the difference between the performance of the items. You can roll your cursor over each data point to view the specific actual and change or variance values for that data point. For example, if the primary dimension is Manager, then the chart shows the change for each manager, and when you roll your cursor over a data point, it will show the data for the manager, for example, S. Cruikshank 10%.

## **Table Region**

The table region is based on an underlying report and displays a subset of the data from that report. You can drill down to the underlying report by clicking the region title. In some tables, you can also drill from a value to a report with more details on the value.

Non-Contract Purchases				
Category	Non-Contract Purchases	Change	Purchases	Non-Contract Purchase Rate
Memory (CHIPS.MEM)	1,531K	3%	2,132K	72%
Ext Storage (STORAGE.EXT)	974K	4%	974K	100%
Software (SOFT.SOFT)	529K	6%	2,829K	19%
Transportation (TRANS.TRANS)	221K	-2%	1,242K	18%
I/O Ports (ACC.PORTS)	135K	4%	734K	18%
<b>Grand Total</b>	<b>3,753K</b>	<b>4%</b>	<b>21,996K</b>	<b>17%</b>

Table regions can display a maximum of 13 rows of data. However, not all regions display the maximum number of rows. In some regions, one of these rows is reserved for a grand total.

**Important:** The grand total in a region applies to *all of the summarized data*, not just the rows that are displayed in the region. As a result, the values in a region may not equal the grand total displayed in the region. To view all the rows included in the grand total, you must drill down to the underlying report.

If the data in the table region is too long, or if there are too many columns in a table to view the region on the dashboard, the first column of the table may be truncated.

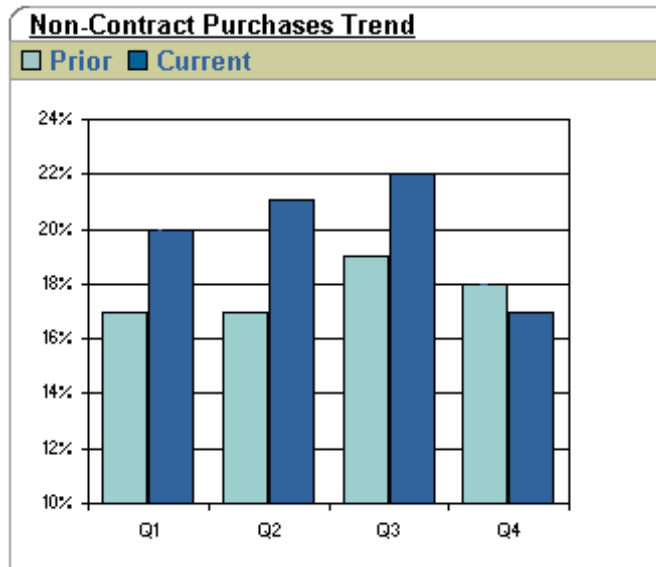
## Graph Region

The graph region is based on an underlying report. You can drill to the underlying report by clicking on the region title.

To view detailed information on the values graphed, roll your cursor over the graph. Some graphs also enable you to drill down to the underlying report by clicking on a data point.

The most commonly used graph types are:

- **Trend:** The x-axis of a trend graph is always Time. The format of a trend graph changes depending on the Compare To parameter. If Compare To = Prior Period, then the trend is displayed using a line graph. If Compare To = Prior Year or = Budget, then the trend is displayed using a bar graph.



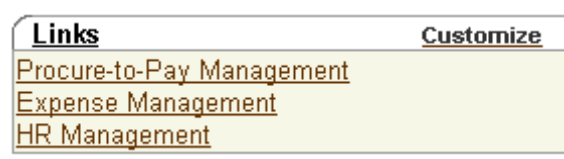
- **Non-Trend (Comparison):** The x-axis of a non-trend graph is another dimension other than Time. Non-trend graphs are displayed using horizontal bar graphs.
- **Pie Chart:** Pie charts are used to show actual values only. There is no compare to in a pie chart.

Some reports use a *patterned stacked bar graph*. This graph is unique because it can display two measures in the same graph or the same measure with two separate statuses (such as Invoice Paid Late and Invoice Paid on Time).

In this type of graph, the first measure is displayed with a solid color, and the second measure is displayed with a pattern. The scaling for this type of graph starts at zero.

## Links Region

The Links region contains hypertext links to other related dashboards, reports, or content.



You can personalize the links that appear in the Links region. For more information, see: General Dashboard Behavior, page 1-15.

## Related Topics

Parameters, page 1-4

General Dashboard Behavior, page 1-15

# Reports

Every table and graph region on an dashboard is based on a report. You can drill from the regions to the underlying reports by clicking on the linked values and text in the regions. For example, you can click on the region title to view a summary report, or click on a value in a table region to view a detailed report.

Reports are similar to dashboards and regions, but have the following differences:

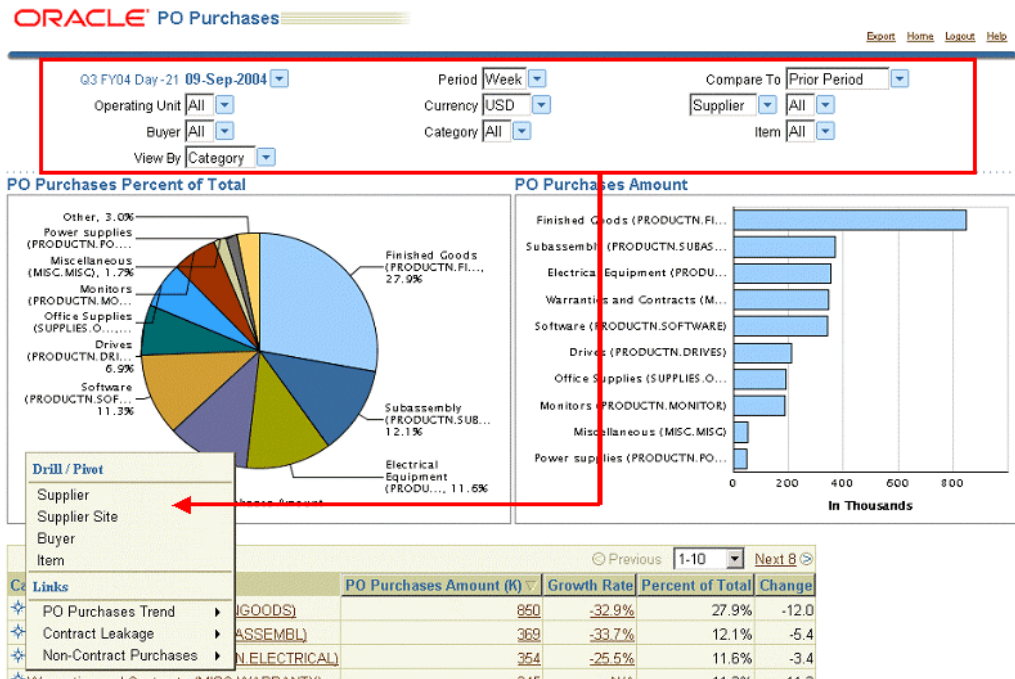
- Reports generally have additional parameters including a *View By* parameter.
- Some report parameters are dependant on other parameters in the report. For example, in the PO Price Savings and Quantity Change report, the Customer and Category parameters are dependant on the Operating Unit parameter. You must select a value in the Operating Unit parameter before you can select a value in the Customer or Category parameters.
- Reports enable you to *drill and pivot* on values in the first column of the report table. Drill and pivot functionality enables you to view the value by any other dimension, except for time.
- Reports can display more rows and columns of data.
- Reports do not truncate data
- Reports display the *Last Updated Date* at the bottom of the report. The Last Updated date reflects the last date the report content was refreshed by running an initial or incremental load. The Last Updated Date is displayed in the local time, not the enterprise time zone, so the user knows exactly when, the report was updated. the report content was last refreshed.
- Report data can be exported to a Microsoft Excel spreadsheet or to a PDF file.
- Report links can be personalized by the user.

It is important to note that the reports in Daily Business Intelligence are not standard Oracle reports; instead, they are special reports that were developed using Oracle Performance Management Viewer (PMV). PMV is a foundation technology component for Daily Business Intelligence that defines and renders reports.

## Drill and Pivot

If a report contains additional View By parameters, you choose to "drill and pivot" on any value in the first column of the report table.

For example, in the PO Purchases report you can "drill and pivot" to any other dimension available in the report or to other related reports. For example, in the PO Purchases report, you can change the View By to Supplier, Supplier Site, Buyer, or Item. You can also drill to the PO Purchases Trend, Contract Leakages, or the Non Contract Purchases reports and change the View By parameters for those reports.



## General Dashboard Behavior

The following behavior is common to all dashboards and reports.

- Refresh Data, page 1-16
- Email a Dashboard or Report, page 1-16
- Start a Web Conference, page 1-16
- Personalize the Link Region, page 1-16
- Print a Report, page 1-17
- Access Online Help, page 1-17
- Export Data, page 1-17
- Delegate Roles, page 1-17
- Aligned Regions, page 1-18
- Cached Parameters, page 1-18
- Last Updated Date, page 1-18
- Change or Variance Values, page 1-18
- Factored Values, page 1-18
- Decimal Places, page 1-19
- Truncated Values, page 1-19
- Null Values, page 1-20
- Percent Values, page 1-20
- Totals, page 1-20

- Currency Conversion, page 1-20

## Refresh Data

Only the Daily Business Intelligence Administrator can refresh the underlying data set for dashboards and reports (for example, update the employee headcount, revenue, or items shipped numbers). The administrator must run the *incremental request set* for each dashboard to refresh the data. The incremental request set automatically updates any data that has changed since the initial request set or since the last refresh date.

Your Daily Business Intelligence Administrator should schedule the incremental request sets daily or at another regular interval. If you suspect that your data is out of date or there is another problem with your data, contact your system administrator.

For more information on how to run the incremental request set, see: *Oracle Daily Business Intelligence Implementation Guide*.

## Email a Dashboard or Report

You can email a .GIF file of a dashboard or report to another user by clicking the Email link.

You can only email dashboards or reports to users that have an email account defined in Oracle Applications. For more information on how to define an email account for a user, see *Oracle Applications System Administrator Guide*.

## Start a Web Conference

You can start an Oracle Collaboration Suite web conference by clicking the Conference link. Use web conferences to discuss particular data points on a dashboard or report.

For more information see *Oracle Collaboration Suite* documentation.

## Personalize the Links Region

You can personalize the Links region on a dashboard or report for each user responsibility.

To personalize the Links region, do the following:

1. In the Links region title bar, click Personalize.
2. Choose the responsibility that you want to personalize the Links region for. A list of the dashboards, regions, and reports that the responsibility has access to appears in the Options window.
3. Modify the Links region. You can do any of the following:
  - Add or remove links to other dashboards, regions, or reports
  - Add, rename, or remove URLs
  - Change the order of the links and URLs
4. Click OK to save your work.



## Print a Report

You can print a report by clicking the Printable Dashboard link. This feature creates a printer-friendly version of the dashboard or report, which you can print using your browser's print functionality.

## Access Online Help

You can access online help for table and graph regions in a dashboard by clicking the "?" icon in the region title bar.

Each online help topic is written for the region's underlying report. Each help topic contains a description of the unique features of that report.

Several regions may share the same underlying report; therefore, they may share the same help topic. For example, the Revenue table region and the Revenue graph region on the Profit and Loss dashboard both share the same help topic.

You can navigate to other help topics using the links provided. These links enable you to view information about the region's dashboard, its associated reports.

## Export Data

You can export a report to a Microsoft Excel spreadsheet or to a PDF by clicking the Export link.

When you export to a spreadsheet, the graphs and links *are not* exported. You must have Microsoft Excel installed to export a report to a spreadsheet.

You must have Adobe Acrobat installed to export a report to a PDF.

The number of rows of data that are exported to Microsoft Excel is determined by the FND: View Object Max Fetch Size profile option. Ask your system administrator to ensure that this profile option is set to a large enough value so you can export large reports.

## Delegate Roles

You can delegate access to a set of reports, along with your data security privileges, by delegating one of the following roles to a subordinate in your supervisor hierarchy.

- Expense Analyst
- Financial Analyst

The ability to grant roles to other users is part of Oracle Applications' role-based security, which is described in the *Oracle Applications System Administrator's Guide - Security*.

This functionality is available only for the Profit and Loss and Expense Management dashboards.

Once an employee is delegated a role, he can see all the secured information that the delegating manager can see. For example, if the user was granted the Expense Analyst role, he will be able to see and drill down the Expense related reports for the delegating manager. If he was granted the Financial Analyst role, he will be able to see Revenue related reports for the delegating manager as well. Managers can delegate these roles for a specific period of time by specifying start and end dates.

## Aligned Regions

The alignment of the regions on a dashboard or report can be affected by your computer screen resolution, your internet browser settings, and the length of data being displayed. If regions appear misaligned, readjust your screen resolution or browser settings as necessary.

## Cached Parameters

Each dashboard has a default set of parameters. If you modify the default parameters, Daily Business Intelligence will cache your new parameter settings, so the next time you open the dashboard, the parameters will use your cached parameter settings, not the default parameter settings.

## Last Updated Date

The Last Updated Date is available in all reports. This date reflects the last time the initial or incremental load was completed for the associated dashboard.

The Last Updated Date is displayed in the logged-in user's local time.

## Change or Variance Values

The "Change" and "Variance" values appear in the KPI, table, and graph regions. Both Change and Variance can be expressed as a percent or as a value.

Change shows the change for a measure over a period of time; therefore, the Change value depends on how you set the Period and Compare To parameters (see: Parameters, page 1-4). Change is calculated using the following formulas.

- $\text{Change\%} = ((\text{Current Actual} - \text{Previous Actual}) / (\text{Absolute of Previous Actual})) * 100$   
 $\text{Change} = \text{Current Actual} - \text{Previous Actual}$

Variance values show a change in position using some other measure, such as a plan or a budget. Variance is calculated using the following formulas.

- $\text{Variance\%} = ((\text{Actual} - \text{Plan or Budget}) / (\text{Absolute of Plan or Budget})) * 100$   
 $\text{Variance} = \text{Actual} - \text{Plan or Budget}$

Choosing the correct date, compare to, and period is essential to generating accurate data in your dashboard. For example, budget data is collected monthly; therefore, you cannot compare budget values if you set Period = Week.

## Factored Values

Factoring is the term used to describe applying 'thousands' or 'millions' to a number. For example; 10,000 would be factored to 10 with a footnote indicating that all currency amounts are in thousands.

The graph, table, and KPI regions use factoring for currency values. The default factor for monetary values is millions. If a region using factoring, the following rules apply:

- A single factor is chosen for each region.
- The factor is displayed in a footnote at the bottom of the region.
- Other values, such as percent, ratio, quantity, and count may or may not be factored. For details see the specific reports.

- In the event that the factor of millions does not apply, then the most commonly occurring factor is used. For example, if most values on a dashboard are in thousands, then the factor will be thousands.
- A region will display up to 4 digits for a factored value. The following table shows how different number ranges are displayed depending on the factor chosen.

#### **Factoring Examples**

<b>Factor</b>	<b>Actual Value</b>	<b>Factored Value</b>
Thousands	0 to 9,999	0 to 10 K
Thousands	10,000 to 9,999,499	10 to 9,999 K
Millions	9,999,500 to 9,999,999,999	10 to 9,999 M

- The total that is displayed in the region is also factored, but it is not considered when determining the factor for the region.
- Depending on which KPIs appear in the KPI region, each KPI can use a different factor. For example, Revenue might use a factor of millions, whereas Average Order Value might use a factor of thousands. The factor is indicated by a short key that appears at the end of the value. The possible factors and related short keys are: K for thousands, and M for millions.

If you do not want to factor values in your regions and reports, you can turn factoring off by setting the BIS\_ENABLE\_AUTO\_SCALING profile option to No. You can set this profile option at the user, responsibility, or site level.

## **Decimal Places in Values**

Decimal places are handled differently depending on the value expressed.

- **Percent, Ratio, and other Calculated Measures:** In general, percents, ratios and other calculated measures are displayed with one decimal place. In the event that more than one decimal place is required for a percent or ratio, then the Change column will use the same number of decimal places.
- **Currency Values:** There are no decimal places used for Currency values, but the numbers are factored.
- **Quantities and Counts:** Quantities and counts are expressed as whole numbers whenever possible. In the event that a quantity requires a decimal place, the number either displays the decimal or rounds to the nearest whole number. See dashboard and report descriptions for specific information on a particular quantity or count.

## **Truncated Values**

If View By data is longer than is possible to display, then the value will be truncated. For example, the name Christopher Robin will be truncated to something that can be displayed such as "Christopher R...".

Numerical data is not truncated.

View By data is truncated using the following criteria.

- Strings are truncated at the end of the string and the truncated string is followed by an ellipse. For example, "Revenue Trend for Manager by Line of Business" would be truncated to "Revenue for Manager by Line of Bus...".
- Truncated items are displayed using the most meaningful data, such as the item number (for example, AS54888).
- In most cases, users can roll their mouse over any truncated value to see the complete value. If the value is an item number, the rollover displays the item description. For example, item number "AS54888 (V1)", would display "New Hire Kit, includes phone, PDA, laptop".

## Null Values

If a value is null, it appears as N/A in the KPI region or as "No data found" in the table region of dashboards and reports.

N/A also appears if a quantity is divided by zero or when the values cannot be calculated due to some error. For example, if there is no data in the previous period, the denominator is 0, resulting in a change of N/A.

## Percent Values

If a percent value falls outside of the range specified by the BIS: Change Low Range and the BIS: Change High Range parameters, then the percent is displayed as "---".

## Total Values

Regions can display a maximum of 13 rows, including totals. If the underlying report has more than 13 lines, only 13 lines appear in the region. The grand totals that appear in the region are not just for the lines that appear in the region, but for the complete set of data in the underlying report. Drill down to the underlying report to view the details for the grand total.

Not all dashboards and reports display the maximum number of rows.

## Currency Conversion

Currency is converted from the transactional currency to the functional currency, then to the primary or secondary currencies.

If a currency conversion error occurs, ensure that Oracle General Ledger contains an exchange rate for each of the currencies that you are summarizing in Daily Business Intelligence. If that does not resolve the problem, contact your Daily Business Intelligence Administrator for additional troubleshooting.

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## Using Daily Business Intelligence for Customer Support

Daily Business Intelligence for Customer Support lets customer support managers monitor their organization's responsiveness to service requests. Managers can track service request status and analyze service request trends, which can help them improve service response efficiency.

Daily Business Intelligence for Customer Support data is presented in the Customer Support Management dashboard and reports. The Customer Support Management dashboard contains key performance indicators (KPIs), which summarize the status of the service organization. In addition, this dashboard contains backlog, activity, and resolution and closure performance information. The Customer Support Manager and Daily Customer Support Intelligence responsibilities have access to this dashboard.

This chapter explains how to use the Customer Support Management dashboard.

This chapter covers the following topics:

- Customer Support Management Dashboard
- Customer Support Management KPIs
- Service Request Backlog
- Service Request Activity
- Service Request Resolution and Closure Performance

### Customer Support Management Dashboard

The Customer Support Management dashboard contains KPIs, page 2-4 Customer Support Management KPIs, and selected Service Request Backlog, Service Request Activity, and Service Request Resolution and Closure Performance reports. This section describes all the elements on this dashboard.

### Dashboard Parameters

Use dashboard parameters to control how to display the data. The Customer Support Management dashboard contains parameters that are common to all reports. Individual reports may have additional parameters. The parameters in this section are shared by all reports.

## Date

See Parameters, *Oracle Daily Business Intelligence User Guide* for more information on the Date parameter.

## Period

The period parameter is the time period for which data is aggregated. Options are Day, Week, Month, Quarter, Year, and in rolling periods of 7, 30, 90, and 365 days. When set to Day, the information pertaining to the date selected is displayed. A rolling period is a set number of days starting from the specified date and rolling back X days. An example of a rolling 30 day period would be from January 1 to January 30, if January 30 were the specified date.

See Parameters, *Oracle Daily Business Intelligence User Guide* for more information on the Period parameter.

## Compare To

This parameter is used for calculating change. See Parameters, *Oracle Daily Business Intelligence User Guide* for more information on the Compare To parameter.

## Request Type

Request Type refers to the service request type value in Oracle TeleService. Security in Oracle TeleService allows access to request types based on a user's responsibility. The values that display in the drop-down list are the values to which the user who is running the report has access.

## Product Category (serviced item)

This corresponds to the Product on the service request. It is the item being serviced. The product category could have multiple categories under which products are grouped.

## Reports and Graphs

The Customer Support Management dashboard contains the following report regions:

- Customer Support Management KPIs, page 2-4
- Service Request Backlog, page 2-6
- Service Request Activity, page 2-10
- Service Request Resolution and Closure Performance, page 2-14

Most reports feature graphs, as well as tabular data.

## Common Parameters

These are the common parameters present in the Service Request Backlog, Service Request Activity, and Service Request Resolution and Closure Performance reports.

- **Product:** Product represents products within the hierarchical structure of product categories. It is the product on a service request and is at the Master Organization level. If a product was not specified on the service request, then the value displays as Product not Specified.
- **Customer:** The customer on the service request. The drop-down list shows both customers with accounts and without accounts.

- **Severity:** The severity of the service request. These options are defined in Oracle TeleService.
- **Assignment Group:** The Resource Group to which the service request is assigned. If a resource group was not assigned in Oracle TeleService, this value is Unassigned.
- **Status:** The service request status. These options are defined in Oracle TeleService.
- **View By:** Use this parameter to control how to display the data, for example, by request type, product category, product, customer, severity, assignment group, or status.

You can only view trend reports by time: Day, Week, Month, Quarter, Year, as well as, Rolling 7 Days, 30 Days, 90 Days, and 365 Days. There are no view-by options for detail reports, and specific view-by reports do not offer additional view-by options. You can select view-by options for all other reports. When View By is Product Category, you can drill to the next level categories and to the corresponding products classified under the product category.

- **Resolution:** The resolution of the service request. Examples are Fixed or Replaced.

## Trend Graphs

The trend graphs display information over a period of time based on the date and Period parameters. Trend graphs are available when View By parameter is set to Time only. The Period can be set to the following:

- **Day:** Displays the past seven days' data since the selected date.
- **Week:** Displays the past 13 weeks' data since the week in which the selected date falls. This information is displayed based on the calendar week. You can further drill down on each week to view the daily report.
- **Month:** Displays the past 12 months' data since the month in which the selected date falls. This information is displayed based on the calendar month.
- **Quarter:** Displays the past eight quarters' data since the quarter in which the selected date falls. This information is displayed based on the quarter calculation in the calendar year.
- **Year:** Displays the past four years' data since the year in which the selected date falls. This information is displayed based on the calendar year.
- **Rolling 7 Days:** Displays the last 13 periods' data rolling seven days since the selected date. You can further drill down on each week to view the daily report.
- **Rolling 30 Days:** Displays the last 12 periods' data rolling 30 days since the selected date.
- **Rolling 90 Days:** Displays the last eight periods' data rolling 90 days since the selected date.
- **Rolling 365 Days:** Displays the last four periods' data rolling 365 days since the selected date.

## Personalizing Links

Customize the report links on this dashboard by selecting Personalize and choosing the desired report links. The changes you make are not system-wide; they only apply to your view of the Customer Support Management dashboard.

## Additional Information

Apart from the existing reports (known as objects when customizing dashboards and reports) on the Customer Support Management dashboard, the system administrator can also add more objects at the site level based on users need. The list of objects that can be added to Customer Support Management dashboard are as follows:

- Service Request Backlog Trend graph, page 2-10
- Service Request Escalated Percent Trend graph, page 2-10
- Service Request Unowned Percent Trend graph, page 2-10
- Time to Close Distribution graph, page 2-18
- Service Request Backlog Table, page 2-7
- Service Request Closure Summary Table, page 2-16
- Service Request Close Time KPI, page 2-16
- Service Request Unowned Backlog Percent KPI, page 2-8
- Service Request Escalated Backlog Percent KPI, page 2-6

For more information on adding new objects, see the *Oracle Daily Business Intelligence Implementation Guide*.

## Customer Support Management KPIs

The purpose of the Customer Support Management KPIs is to provide quick access to the latest status of the key performance indicators (KPIs) for the customer support organization. This region summarizes information about the Service Request Backlog, Service Request Activity, and Service Request Resolution and Closure Performance reports.

For additional information on the KPIs, click the line item in the table to display a full report. Alternatively, scroll down to the Service Request Backlog, Service Request Activity, or Service Request Resolution and Closure Performance reports.

### KPI Columns

The KPI table contains the following columns:

#### Name

The name of the KPI.

#### X Days

The period for which data is aggregated in the table. This is based on the Period parameter.

#### Change

The difference between the selected period and the comparison period from the Compare To parameter. These metrics are expressed as follows:

- **Percent:** For numbers that represent a count, the change is shown as a percentage and is expressed as:



$$\frac{(\text{Current Measure} - \text{Comparison Measure})}{\text{Absolute value of Comparison Measure}} * 100$$

- **Difference:** For numbers that represent days, percent, or a ratio, the change is expressed as:

$$\text{Current Measure} - \text{Comparison Measure}$$

## Compare Request Types

These correspond to the request types in the drop-down list at the top of the dashboard. Request types are listed from left to right with the least favorable measure to the left. You will only see the request types to which your responsibility allows access.

## Report Headings and Calculations

This section explains the metrics in the KPI region and how they are calculated.

- **Service Request Backlog:** It is the number of open service requests on the selected date. This KPI links to the Service Request Backlog Report. See also the Service Request Backlog Report, page 2-7.
- **Unresolved Service Request Backlog:** It is the number of unresolved open service requests on the selected date. This KPI links to the Service Request Backlog Report. See also the Service Request Backlog Report, page 2-7.
- **Unresolved Escalated Backlog %:** Count of Unresolved Escalated Backlog Service Request/Count of Unresolved Backlog Service Request\* 100

It is the count of unresolved escalated service requests as a percentage of the unresolved backlog service requests on the selected date. This KPI links to the Service Request Backlog Distribution Report. See also Service Request Backlog Distribution Report, page 2-8.

- **Unresolved Unowned Backlog Percent:** Count of Unresolved Unowned Backlog Service Request/Count of Unresolved Backlog Service Request \* 100

It is the count of unresolved unowned service requests as a percentage of the unresolved backlog service requests on the selected date. This KPI links to the Service Request Backlog Distribution Report. See also the Service Request Backlog Distribution Report, page 2-8.

- **Service Requests Opened Activity:** It is the number of times service requests were opened. It includes first opened and reopened service requests. Opened activity is a cumulative measure based on the selected date and period. This KPI links to the Service Requests Activity Report. See also the Service Requests Activity Report, page 2-11.
- **Service Request Closed Activity:** It is the number of times service requests were closed. Closed activity is a cumulative measure based on the selected date and period. This KPI links to the Service Request Activity Report. See also the Service Request Activity Report, page 2-11.
- **Mean Time to Resolve (Days):** Sum of Time to Resolve Service Requests/Count of Last Resolved Service Requests

It is the mean time to resolve service requests over a period of time. This KPI links to the Service Request Resolution Summary Report. See also the Service Request Resolution Summary Report, page 2-15.

- **Service Request Mean Time to Close:** Sum of Time to Close Service Requests/Count of Last Closed Service Requests

It is the mean time to close service requests over a period of time. This KPI links to the Service Request Closure Summary Report. See also the Service Request Closure Summary Report, page 2-16.

- **Service Request Unowned Backlog Percent:** Unowned Backlog Service Request/Total Backlog Service Request \* 100

It is the percentage of unowned backlog service requests with respect to the total backlog service requests. This KPI links to the Service Request Backlog Distribution Report. See also the Service Request Backlog Distribution Report, page 2-8.

- **Service Request Escalated Backlog Percent:** Escalated Backlog Service Request/Total Backlog Service Request \* 100

It is the percentage of escalated backlog service requests with respect to the total backlog service requests. This KPI links to the Service Request Backlog Distribution Report. See also the Service Request Backlog Distribution Report, page 2-8.

## Service Request Backlog

Use the Backlog reports to glean information about open service requests. The reports give such metrics as the number of open service requests, their average age, the percentage of open service requests that are escalated or unowned, and open service requests as a percentage of total service requests. You can also view the details of the unresolved backlog (not resolved and still in the open state) service requests. A detail report shows service requests by request number and lets you drill down to see additional details about the selected service request.

The following backlog reports are available:

- Service Request Backlog
- Service Request Backlog Trend
- Service Request Backlog Distribution
- Service Request Backlog Distribution Trend
- Service Request Backlog Aging Distribution
- Service Request Backlog Aging Distribution Trend
- Service Request Backlog Aging
- Service Request Backlog Aging Trend
- Service Request Backlog Detail

## Report Parameters

This region uses the parameters listed in Dashboard Parameters, page 2-1, plus the following unique parameters:

For information on the following parameters, see Common Parameters, page 2-2.

- **Product**

- **Customer**
- **Severity**
- **Assignment Group**
- **Status**
- **View By**
- **Resolution**

The following parameter is also displayed in this report:

- **Resolution Status:** Choose Resolved, Unresolved, or All. When you select Unresolved, the report displays data for unresolved service requests.
- **Backlog Type:** Choose between Escalated, Unowned, or All.
- **Aging Distribution:** The buckets defined by the Backlog Aging bucket set.

See *Parameters, Oracle Daily Business Intelligence User Guide* for more information on how parameters (including time periods) affect the results on dashboards and reports.

## Report Headings and Calculations

Backlog reports provide a summary of backlog, escalated, and unowned backlog service requests. Backlog service requests are requests that are in the Open state. This report displays the total count of all service requests in an open state and the service requests that are resolved or unresolved but not yet closed.

The reports are displayed in a tabular format. You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column headings to change the sorting.

### Service Request Backlog

The Service Request Backlog report provides a summary of backlog, escalated backlog, and unowned backlog service requests based on the selected date. The Service Request Backlog report is based on the point of time measure. That is, it considers the status of the service request on selected date. The value selected in the Period parameter only affects the Change column. The Service Request Backlog report uses the following report headings and calculations:

- **Backlog:** Number of service requests that are open on the selected date.
- **Escalated:** Number of backlog service requests that have an open escalation on the selected date.
- **Unowned:** Number of backlog service requests that do not have an individual owner on the selected date.
- **Change:** See the Change definition in *Customer Support Management KPIs*, page 2-4.

### Service Request Backlog Trend

The Service Request Backlog Trend report is similar to the Service Request Backlog report, except that it displays the information over a period of time based on the date and Period parameters. For details on headings on calculations, see *Service Request Backlog Report*, page 2-7.

## Service Request Backlog Distribution

The Service Request Backlog Distribution report is similar to the Service Request Backlog report, except that it provides details in terms of percentage value. The headings and calculations for the report are as follows:

- **Percent of Total:** Backlog for the Row/Grand Total of Backlog Service Requests \* 100  
The percentage that the row represents in the table with respect to the value in the Grand Total field.
- **Escalated Percent:** Escalated Backlog Service Request/Total Backlog Service Request \* 100  
The percentage of escalated backlog service requests with respect to the total backlog service requests.
- **Unowned Percent:** Unowned Backlog Service Request/Total Backlog Service Request \* 100  
The percentage of unowned backlog service requests with respect to the total backlog service requests.
- **Change %:** See the Change definition in Customer Support Management KPIs, page 2-4.

## Service Request Backlog Distribution Trend

The Service Request Backlog Distribution Trend report is similar to the Service Request Backlog Distribution report, except that it displays the information over a period of time based on the date and Period parameters. For details on the headings and calculations, see Service Request Backlog Distribution, page 2-8.

## Service Request Backlog Aging

The Service Request Backlog Aging report provides a summary of backlog, age (days) that the service requests have been backlogged, and aging distribution of the backlog service requests among various aging buckets. This report shows the latest data as of the current date, specifically, as of the Data Last Updated date that displays beneath the report. The value selected in the Period parameter only reflects on the Change field. The Service Request Backlog Aging report uses the following report headings and calculations:

- **Backlog:** Number of service requests that are open on the Data Last Updated date. From here you can access the Service Request Backlog Detail report.
- **Age (Days):** Shows how long in days that the service requests have been backlogged based on the View By parameter and compares this with the data in the compare-to period.
- **Aging Distribution:** Shows the aging distribution of the backlog service requests among various aging buckets for the selected date.

## Service Request Backlog Aging Trend

The Service Request Backlog Aging Trend report is similar to the Service Request Backlog Aging report, except that it displays the information over a period of time based on the Period parameter. For details on the headings and calculations, see Service Request Backlog Aging, page 2-8.

## Service Request Backlog Aging Distribution

The Service Request Backlog Aging Distribution report is similar to the Service Request Backlog Aging report, except that it provides details in terms of percentage value. The Service Request Backlog Aging Distribution report uses the following report headings and calculations:

- **Age Distribution:** Backlog Service Requests in the Current Bucket/Total Backlog Service Requests \* 100

The percentage of service requests for the current bucket with respect to the total backlog service requests.

For details on other headings and calculations, see Service Request Backlog, page 2-8.

## Service Request Backlog Aging Distribution Trend

The Service Request Backlog Aging Distribution Trend report is similar to the Service Request Backlog Aging Distribution, except that it displays the information over a period of time. For details on the headings and calculations, see Service Request Backlog Aging, page 2-9.

## Service Request Backlog Detail

The Service Request Backlog Detail report displays the details of individual service requests based on the parameters selected. This report is available from the Service Request Backlog Aging and Service Request Backlog Aging Distribution reports by clicking the links in the Backlog column. The Service Request Backlog Details report includes the request number, request type, product number, product description, customer, severity, assignment group, status, escalated requests, unowned requests, aging in days of backlog service requests, and request date. From this page, you can access the Service Request Summary page by clicking the Request Number.

## Graphs

Most of the reports have graphs that provide visual representations of the data. The graphs are listed by report below:

- **Backlog:** Shows all open service requests on the selected date and compares it with backlog in the compare-to period.
- **Escalated:** Shows all escalated backlog requests on the selected date and compares the data with the escalated backlog in the compare-to period.
- **Unowned:** Shows all unowned backlog requests on the date you specified and compares it with the unowned backlog in the compare-to period.
- **Percent of Total:** Shows the percentage of backlog requests with respect to the total backlog requests for the selected date and compares it with the same data in the compare-to period.
- **Escalated Percent:** Shows the percentage of escalated backlog service requests with respect to the total backlog service requests for the selected date and compares the data with the data in the compare-to period.
- **Unowned Percent:** Shows the percentage of unowned backlog service requests with respect to the total unowned service requests for the selected date. It compares this data with the same data in the compare-to period. For more information on Unowned Percent calculation, see Service Request Backlog Distribution, page 2-8.

- **Backlog Trend:** Number of open service requests over a period of time. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Escalated Trend:** Number of escalated backlog service requests over a period of time. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Unowned Trend:** Number of unowned backlog service requests over a period of time. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Escalated Percent Trend:** Shows the escalated percentage of backlog service requests over a period of time. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Unowned Percent Trend:** Shows the unowned percentage of backlog service requests over a period of time. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Age (Days):** Shows how long in days that the service requests have been backlogged based on the View By parameter and compares it with the data in the compare-to period.
- **Aging Distribution:** Shows the aging distribution of the backlog service requests among various aging buckets for the selected date.
- **Age (Days) Trend:** Shows how long in days that the service requests have been backlogged for a period of time and compares it with the data in the compare-to period. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Aging Distribution Trend:** Shows the aging distribution over a period of time based on the selected Period. For more information on trend graphs, see Trend Graphs, page 2-3.

## Customization

Daily Business Intelligence for Customer Support reports allow some customization at the user level and at the site level. See General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide* for more information.

Some reports have buckets that can be customized at the site level by a user with the Business Intelligence Administrator responsibility. For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

## Service Request Activity

Use the Activity reports to view open and closed service requests activity and assess the effect on the backlog. The reports in the Activity region show opening and closing activity and compare them.

The following Activity reports are available:

- Service Request Activity
- Service Request Activity Trend
- Service Request Activity & Backlog
- Service Request Activity & Backlog Trend

### Report Parameters

This region uses the parameters listed in Dashboard Parameters, page 2-1, plus the following unique parameters:

For information on the following parameters, see Common Parameters, page 2-2.

- **Product**
- **Customer**
- **Severity**
- **Assignment Group**
- **Status**
- **View By**
- **Resolution**

## Report Headings and Calculations

Activity reports provide a summary of the activity of opening service requests, closing service requests, and the ratio of opening to closing service requests in a period.

The reports are displayed in a tabular format. You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column headings to change the sorting.

### Service Request Activity

The Service Request Activity report provides a summary of the number of service requests first opened (only once), service request reopened activity (closed and opened again), service request closure activity, and the open-to-close ratio of service requests in a given time period based on the selected date. This information is compared with the prior period based on the value you select in the Period parameter. The Service Request Activity report uses the following report headings and calculations:

- **First Opened:** Number of times the service requests are opened first during the period.
- **Reopened:** Number of times the service requests are moved from closed state to open state during the period. A service request is counted each time it is reopened and hence can be included in the Reopened count multiple times.
- **Opened:** Number of times the service requests are opened during the period. This number includes first opened and reopened service requests. This number is cumulative based on the date and Period parameters.
- **Closed:** Number of times the service requests are closed during the period. This number includes the service requests that are created in the closed state. Also, if a service request is closed, reopened, and then closed again, it will be counted multiple times.
- **Opened to Closed Ratio:** Number of Service Requests Opened/Number of Service Requests Closed

Ratio of opened activity with respect to the closed activity in the given period. A ratio of 1 indicates that service requests are closed at the same rate in which they are opened. If the ratio is above 1.00, then the backlog is increasing, since requests are being closed at a slower rate than they are being opened. Conversely, if the ratio

falls below 1.00, then the backlog is decreasing, since requests are being closed at a faster rate than they are being opened.

- **Change %:** See the Change definition in Customer Support Management KPIs, page 2-4.

### Service Request Activity Trend

The Service Request Activity Trend report is similar to the Service Request Activity report, except that it displays the information over a period of time based on the date and Period parameters. For details on the headings and calculations, see Service Request Activity report, page 2-11.

### Service Request Activity & Backlog

The Service Request Activity & Backlog report provides a summary of activity of service requests and movement in backlog during the period. The headings and calculations for the reports are as follows:

- **Beginning Backlog:** Number of backlog service requests at the end of the previous sequential period. For example, in a Week period, the end of the previous sequential period would be the last day of the previous week. This differs from Backlog, which is the total of open service requests at the time the report is run.
- **Opened Activity:** Number of times service requests are opened during the period. This includes first opened and reopened service requests. This is a cumulative number based on the date and Period parameters.
- **Closed Activity:** Number of times service requests are closed during the period. This also includes the service requests that are created in the closed state. Also, if a service request is closed, reopened, then closed again, it will be counted multiple times.
- **Transfers:** Data in a report is displayed based on the dashboard and report parameters. In the life cycle of a service request, it is possible for the parameter value of the service request to change. Transfers accounts for the number of service requests that have moved into and out of the selected parameters value sets when viewing the report. The calculation for Transfers is as follows:
  - If a service request appears in the Beginning Backlog based on its parameter values but does not appear in the Closed Activity or Backlog because its parameter values have changed within the selected period, it will contribute to -1 to Transfers.
  - If a service request appears in the Opened Activity based on its parameter values but does not appear in the Closed Activity or Backlog because its parameter values have changed within the selected period, it will contribute to -1 to Transfers.
  - If a service request appears in the Closed Activity based on its parameters values but does not appear in the Beginning Backlog or Opened Activity because its parameter values have changed, it will contribute +1 to Transfers.
  - If a service request appears in the Backlog based on its parameters values but does not appear in the Beginning Backlog or Opened Activity because its parameter values have changed, it will contribute +1 to Transfers.
- **Backlog:** The number of service requests that are open on the selected date. From here, you can access the Service Request Backlog page.



- **Change %:** See the Change definition in Customer Support Management KPIs, page 2-4.

## Service Request Activity & Backlog Trend Report

The Service Request Activity & Backlog Trend Report is similar to the Service Request Activity & Backlog report, except that it displays the information over a period of time based on the date and Period parameters. For details on the headings and calculations, see Service Request Activity & Backlog, page 2-12.

## Graphs

All of the reports have graphs that provide visual representations of the data. The graphs are listed by report below:

- **Opened:** The number of times service requests opened during the period and compares it with the data in the compare-to period. The number includes the first opened and reopened service requests. This is a cumulative number based on the date and Period parameters. For more information, see Service Request Activity, page 2-11.  
  
**Closed:** The number of times service requests are closed during the period and compares it with the data in the compare-to period. This number includes the service requests that are created in the closed state. Also, if a service request is closed, reopened, and then closed again, it will be counted multiple times. For more information, see Service Request Activity, page 2-11.
- **Opened to Closed Ratio:** Shows the ratio of opened activity with respect to the closed activity and compares it with this ratio in the compare-to period.
- **Opened Trend:** The Opened Trend graph is similar to the Opened graph, except that it displays the data for a period of time. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Closed Trend:** The Closed Trend graph is similar to the Closed graph, except that it displays the data for a period of time. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Opened to Closed Ratio Trend:** The Opened to Closed Ratio Trend graph is similar to the Opened to Closed Ratio Trend graph, except that it displays the data for a period of time. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Activity:** Compares the activity of opened service requests to the closed service requests in the specified period. The Compare To parameter does not have affect on this graph.
- **Activity Trend:** Compares opened activity with closed activity over a period of time. For more information on trend graphs, see Trend Graphs, page 2-3.

## Customization

Daily Business Intelligence for Customer Support reports allow some customization at the user level and at the site level. For more information, see the Customization explanation in Service Request Backlog, page 2-6.

## Service Request Resolution and Closure Performance

Use the Service Request Resolution and Closure Performance reports to monitor the efficiency of the customer support organization. You can find out how long it is taking the service organization to resolve and close service requests and determine whether performance is improving. The Resolution Performance reports are a better indicator of customer satisfaction because the customer is more concerned about the resolution of the service requests than its closure.

The following Service Request Resolution and Closure Performance reports are available:

- Service Request Resolution Summary
- Service Request Resolution Trend
- Service Request Resolution Distribution
- Service Request Resolution Distribution Trend
- Service Request Resolution Details
- Service Request Closure Summary
- Service Request Closure Trend
- Service Request Closure Distribution
- Service Request Closure Distribution Trend
- Service Request Closure Details

## Report Parameters

This region uses the parameters listed in Dashboard Parameters, page 2-1, plus the following unique parameters:

For information on the following parameters, see Common Parameters, page 2-2.

- **Product**
- **Customer**
- **Severity**
- **Assignment Group**
- **Status**
- **View By**
- **Resolution**

The following parameter is also displayed in this report:

- **Channel:** The channel through which the service request was closed or resolved.
- **Time To Resolve Distribution:** The average time it took to resolve the service requests, distributed among aging buckets.
- **Time to Close Distribution:** The average time it took to close the service requests, distributed among aging buckets.

See Parameters, *Oracle Daily Business Intelligence User Guide*, for more information on how parameters (including time periods) affect the results on dashboards and reports.

## Report Headings and Calculations

Resolution Performance reports provide a summary of service requests that are resolved and that have remained resolved in the selected time period. Similarly, the Closure performance reports provide a summary of service requests that are closed and that have remained closed in the selected time period.

The reports are displayed in a tabular format. You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column headings to change the sorting.

### Service Request Resolution Summary

The Service Request Resolution Summary report provides a summary of resolved service requests, mean time in days it took to resolve the service requests, and distribution of the resolution of service requests among various aging buckets. The Service Request Resolution Summary report uses the following report headings and calculations:

- **Resolved:** Number of service requests resolved during the period and not unresolved. If the service request is unresolved in a future period, then the period in which it was reported as resolved will be retrospectively adjusted. A service request will be counted as resolved only once. From here, you can access the Service Request Resolution Detail report.
- **Mean Time To Resolve (Days):** (Resolved Date of Service Request – Incident Date of Service Request)/Number of Service Requests Resolved

The average time taken to resolve service requests. A service request once resolved can be unresolved. In this case, the original resolved date is not counted and only the last time the service request is resolved is used to calculate the days.

- **Time to Resolve Distribution:** Mean time it took to resolve the service requests, distributed among the aging buckets. For example, service requests that took on an average two days to resolve will be displayed in the 0-2 Days aging buckets.
- **Change %:** See the Change definition in Customer Support Management KPIs, page 2-4.

### Service Request Resolution Trend

The Service Request Resolution Trend report is similar to the Service Request Resolution Summary report, except that it displays the information over a period of time based on the date and Period parameters. For details on the headings and calculations, see Service Request Resolution Summary, page 2-15.

### Service Request Resolution Distribution

The Service Request Resolution Distribution report is similar to the Service Request Resolution Summary report, except that it displays the distribution of the percentage of resolved service requests across aging buckets, each representing the time it took to resolve the requests. The Service Request Resolution Summary report uses the following report headings and calculations:

- **Time to Resolve Distribution:** Resolved Service Requests for the Bucket/Resolved Service Requests for the Row in the Table. For details on other headings and calculations, see Service Request Resolution Summary, page 2-15.

Resolved service requests in the aging bucket as a percentage of all resolved service requests in the row.

- **Change %:** See the Change definition in Customer Support Management KPIs, page 2-4.

### Service Request Resolution Distribution Trend

The Service Request Resolution Distribution Trend report is similar to the Service Request Resolution Distribution report, except that it displays the information over a period of time based on the date and Period parameters. For details on the headings and calculations, see Service Request Resolution Distribution, above.

### Service Request Resolution Detail

The Service Request Resolution Detail report displays the details of individual service requests based on the parameters selected. The Compare To parameter is not used by this report. This report is available from the Service Request Resolution Summary and Service Request Resolution Distribution report by clicking the link in the Resolved column. The Service Request Resolution Detail report includes the request number, request type, product number, product description, customer, severity, assignment group, resolution status, channel through which the request was received, time to resolve, and resolution date. From here, you can access the Service Request Summary page, by clicking the Request Number.

### Service Request Closure Summary

The Service Request Closure Summary report uses the following report headings and calculations:

- **Closed:** Count of service requests that were closed during the specified period and have not been reopened. If the service request is reopened in a future period, then the period in which it was reported as closed will be retroactively adjusted. A service request is counted as closed only once, for performance reasons. From here, you can access the Service Request Closure Detail report.
- **Mean Time to Close (Days):** (Closure Date of Service Request – Incident Date of Service Request)/Number of Service Requests Closed  
  
Average time taken to close the service requests. Any service request can be reopened after it is closed. In this case, the original closure will be ignored when determining the closure cycle of the service request. Only the last time the service request is closed will be considered.
- **Time to Close Distribution:** Mean time it took to close the service requests, distributed among the aging buckets. For example, service requests that took on average two days to close will be displayed in the 0-2 Days aging bucket.
- **Change %:** See the Change definition in Customer Support Management KPIs, page 2-4.

### Service Request Closure Trend

The Service Request Closure Trend report is similar to the Service Request Closure Summary report except that it displays the information over a period of time based on the date and Period parameters. For details on the headings and calculations, see Service Request Closure Summary, page 2-16.

## Service Request Closure Distribution

The Service Request Closure Distribution report is similar to the Service Request Closure Summary report, except that it displays the distribution of the percentage of closed service requests across aging buckets, each representing the time it took to close the requests. The Service Request Closure Summary report uses the following report headings and calculations:

- **Time to Close Distribution:** Closed service requests in the aging bucket as a percentage of the total closed service requests in the row.

## Service Request Closure Distribution Trend

The Service Request Closure Distribution Trend report is similar to the Service Request Closure Distribution report, except that it displays the information over a period of time based on the date and Period parameters. For details on the headings and calculations, see Service Request Closure Distribution, page 2-17.

## Service Request Closure Detail

The Service Request Closure Detail report displays the details of individual service requests based on the parameters selected. The Compare To parameter is not used by this report. This report is available from the Service Request Closure Summary and Service Request Closure Distribution report by clicking the link in the Closed column. The Service Request Closure Detail report includes the request number, request type, product number, product description, customer, severity, assignment group, resolution status, channel through which the request was received, time to close the request, and the closure date. From here, you can access the Service Request Summary page, by clicking the Request Number.

## Graphs

Most of the reports have graphs that provide visual representations of the data. The graphs are listed by report below:

- **Resolved:** Shows all resolved service requests on the selected date and compares the data with the resolved service requests in the compare-to period.
- **Mean Time to Resolve (Days):** Sum of Time to Resolve Service Requests/Count of Last Resolved Service Request  
**Time to Resolve Distribution:** Shows the aging distribution of the resolution time of service requests among various aging buckets over a period of time based on the date and Period parameters.
- **Resolved Trend:** Shows the number of resolved service requests over a period of time. The period depends on the value you select for the Period parameter. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Mean Time to Resolve (Days) Trend:** Shows the mean time to resolve service requests over a period of time. The period depends on the value you select for the Period parameter. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Time to Resolve Distribution Trend:** Shows the aging distribution of the resolution time of service requests among various aging buckets over a period of time based on the date and Period parameters. For more information on trend graphs, see Trend Graphs, page 2-3.

- **Closed:** Shows all closed service requests on the date you specify and compares the data with the closed service requests in the compare-to period. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Mean Time to Close (Days):** Sum of Time to Close Service Requests/Count of Last Closed Service Request
- **Time to Close Distribution:** Shows among the distribution buckets the time it took to close service requests.
- **Closed Trend:** Number of closed service requests over a period of time. The period depends on the value you select for the Period parameter. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Mean Time to Close (Days) Trend:** Shows the mean time to close service requests over a period of time based on the date and Period parameters. For more information on trend graphs, see Trend Graphs, page 2-3.
- **Time to Close Distribution Trend:** Shows the aging distribution of the closure time of service requests among various aging buckets over a period of time based on the date and Period parameters. For more information on trend graphs, see Trend Graphs, page 2-3.

## Customization

Daily Business Intelligence for Customer Support reports allow some customization at the user level and at the site level. For more information, see the Customization explanation in Service Request Backlog, page 2-6.

## Additional Information

The Closure Performance Reports links are available in the Resolution Performance section of the Customer Support Management dashboard.

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# Using Daily Business Intelligence for Depot Repair

This chapter covers the following topics:

- Introduction
- Common Concepts
- Depot Repair Management Dashboard

## Introduction

Oracle Daily Business Intelligence (DBI) for Depot Repair is designed to enable depot repair managers to understand and monitor how the depot repair organization is performing.

Data for the Depot Repair Management dashboard and reports comes from the following Oracle Applications:

- Oracle Depot Repair
- Oracle Order Management
- Oracle Inventory
- Oracle Work in Process

Cost data comes from Oracle Work in Process, and service charges data comes from Oracle TeleService.

## Common Concepts

The following information is common to many of the Depot Repair Management reports.

### Parameters

- **Date:** The date parameter is not unique to the Depot Repair Management reports. Most reports show data for the period to date, which means the data shown is for the period you select from the date you select. This concept is discussed in the Date parameter explanation in Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Inception to Date:** The backlog reports show data from inception to date. This means these reports do not consider the period (Week, Month, Quarter, Year)

to date and, instead, provide data on all repair orders currently open from the global start date until the date in the Date parameter.

In reports that show data up to the last collection date, the Period parameter is used to determine the date reference in the previous period. The Change column shows this value. For example, if the last refresh date is 26-Jun-05 and Period is Month, then the Change column shows change with respect to 26-May-05.

- **Period to Date:** See the Date parameter explanation in Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Creation Date:** The date the repair order was created in Oracle Depot Repair.
- **Closed Date:** The date the repair order is closed by changing the Repair Order Status to Closed.
- **Promise Date:** A repair order is past due if it is still open on the date you select in the Date parameter, and the parameter date is greater than the promise date on the repair order. Past due is based on calendar day, not hours. Promise Date is an optional field in Oracle Depot Repair. A repair order without a promise date is not factored into the backlog metrics.
- **Period:** See Parameters, *Oracle Daily Business Intelligence User Guide*. Available parameters are Week, Month, Quarter, and Year.
- **Compare To:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Customer:** The customer on the repair order.
- **Product Category:** The product category from the repair order. Product category is set up during inventory setup. It is common to all dashboards and reports that contain information on product category.
- **Product:** The product or item on the repair order.
- **Repair Organization:** The organization that owns and manages the repair order created in Oracle Depot Repair. This organization does not necessarily repair the product. All users of DBI for Depot Repair can see data for *all* repair organizations. This field was introduced in Oracle Applications 11.5.10. Repair orders created prior to this release display as "Unassigned."
- **Currency:** See Parameters, *Oracle Daily Business Intelligence User Guide*. Only primary and secondary currencies are options.
- **Repair Type:** A repair order classification selected in Oracle Depot Repair, such as "Repair and Return," "Exchange," or "Replacement." These are user-defined, so actual parameters could vary.

## Day Buckets

Many reports show data grouped by days. An administrator with the Daily Business Intelligence Administrator responsibility can modify these groupings, or "buckets."

## Related Reports and Links

- Depot Repair Management Dashboard, page 3-3
- Repair Order Backlog, page 3-4
- Repair Order Margin, page 3-8



- Repair Order Completion, page 3-13
- Mean Time to Repair, page 3-16

## Depot Repair Management Dashboard

DBI for Depot Repair information is presented in the Depot Repair Management dashboard and reports. The Depot Repair Management dashboard contains key performance indicators (KPIs), major indicators of the depot repair organization status which are grouped into a convenient location at the top of the dashboard. In addition, this dashboard contains backlog, margin, completion, and mean time to repair information. The Depot Repair Manager and Daily Depot Repair Intelligence responsibilities have access to this page.

There is no security for the dashboard and reports. All users of DBI for Depot Repair can see data for *all* repair organizations.

### Dashboard Parameters

The following parameters are displayed on this dashboard.

- **Date:** See Common Concepts, page 3-1.
- **Period:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Compare To:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Repair Organization:** See Common Concepts, page 3-1.
- **Currency:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Repair Type:** See Common Concepts, page 3-1.

### Reports and Graphs

This dashboard contains the following report regions:

- Depot Repair Management KPIs, page 3-3
- Repair Order Backlog, page 3-4
- Repair Order Margin, page 3-8
- Repair Order Completion, page 3-13
- Mean Time to Repair, page 3-16

### Key Performance Indicators (KPI)

The following section lists and defines the KPIs that appear on this dashboard.

#### KPI Definitions

- **Repair Order Backlog:** The number of open repair orders for the period, regardless of when they were created. Repair Order Status options are Open, Hold, or Draft.  
Selecting Depot Repair Order Backlog opens the Repair Order Backlog Report, page 3-6.
- **Past Due %:**  $(\text{Past Due}/\text{Repair Order Backlog}) * 100$

The percentage of past due repair orders to the total number of open repair orders (Repair Order Backlog). A repair order is past due if it is still open and the Date parameter is greater than the promise date (calendar day) on the repair order. For more information, see Common Concepts, page 3-1.

Selecting Past Due % opens the Repair Order Backlog Report, page 3-6.

- **Repair Order Margin:**  $[(\text{Charge for the repair} - \text{Cost of the repair}) / (\text{Charge for the repair})] \times 100$

Selecting Repair Order Margin opens the Repair Order Margin Report, page 3-9.

- **Completed Repair Orders:** Repair orders that were closed during the selected period.

Selecting Completed Repair Orders opens the Repair Order Completion Report, page 3-14.

- **Late Completions %:** The percentage of repair orders completed late to the total repair orders completed in the period. A repair order is late if the close date is greater than (after) the promise date.

Selecting Late Completions % opens the Repair Order Completion Report, page 3-14.

- **Mean Time To Repair (Days):** For period-to-date closed repair orders, the average of the sum of the number of days it took to close the repair orders. Time to repair is calculated as Current Shipped Date – First Received Date. Data is given in calendar days, not hours.

Selecting Mean Time to Repair (Days) opens the Mean Time to Repair Report, page 3-17.

## Related Reports and Links

For information on the related reports, see Depot Repair Management Dashboard, page 3-3.

For information on how the KPI graph works, see KPI Region, *Oracle Daily Business Intelligence User Guide*.

## Repair Order Backlog

This section discusses the following reports:

- Repair Order Backlog, page 3-6
- Repair Order Backlog Trend, page 3-6
- Repair Order Days Until Promised, page 3-6
- Repair Order Backlog Detail, page 3-6
- Repair Order Past Due Aging, page 3-7
- Repair Order Past Due Detail, page 3-7

You can use these reports to examine the work that remains to be done from several angles. Past due reports show you information on overdue work, while the Days Until Promised reports show you information on repair orders due in the future. You can use the reports in this section to answer the following questions:

- How much repair work still needs to be completed? See the Repair Order Backlog Report, page 3-6.
- Which repair organization has the most backlog? See the Repair Order Backlog Report, page 3-6.
- How many days overdue are the majority of past due repair orders? See the Repair Order Past Due Aging Report, page 3-7.
- How many repair orders are due this week? See the Repair Order Days Until Promised Report, page 3-6.
- How does today's backlog compare with that of the previous month? See the Repair Order Backlog Trend Report, page 3-6.

These reports show a count of *all* repair orders that are open between the global start date and the date in the Date parameter. The Period parameter is not used in this calculation, except when showing change. For more information, see the Inception to Date explanation in Common Concepts, page 3-1.

### Report Parameters

- **Date:** See Common Concepts, page 3-1.
- **Period:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Compare To:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Repair Organization:** See Common Concepts, page 3-1.
- **Product Category:** See Common Concepts, page 3-1.
- **Product:** See Common Concepts, page 3-1.
- **Customer:** See Common Concepts, page 3-1.
- **Repair Type:** See Common Concepts, page 3-1.
- **Backlog Distribution:** The number of days until promised, based on the promise date on the repair order. An administrator can modify the groupings. For more information, see Common Concepts, page 3-1.
- **Past Due Days:** A distribution of the past due days. Past due days are the number of days past the promise date on the repair order.  
**Note:** If a repair order does not have a promise date, then it is not factored into the backlog metrics. For more information on promise date, see Common Concepts, page 3-1.

For more information on how parameters affect the results on dashboards, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

### Report Headings and Calculations

Use the Repair Order Backlog reports to help you understand the amount of repair work that remains to be performed. You can view the number of open repair orders and compare the amount of open repair orders in one period with another.

### Repair Order Backlog

This report lists all the repair orders that are in open status on or after the global start date. The repair orders could have been *created* anytime from inception to the current date.

This report includes the following columns:

- **Backlog:** The number of open repair orders, period to date. All repair orders of status Open, Hold, and Draft are included.  
  
If the selected date is the same as or after the date the data was last updated, then you can access the Repair Order Backlog Detail Report, page 3-6 .
- **Change:** The difference between the number of open repair orders of the selected period and those of the selected compare-to period.
- **Past Due:** The number of repair orders that are still open after the promise date on the repair order.  
  
If the selected date is the same as the date the data was last updated, then you can access the Repair Order Past Due Detail Report, page 3-7.
- **Change:** The difference between the number of past due repair orders of the selected period and those of the selected compare-to period.
- **Past Due Percent:**  $(\text{Past Due}/\text{Repair Order Backlog}) * 100$   
  
The number of past due repair orders as a percentage of the total number of open repair orders.
- **Change:** The difference between the past due percent of the selected period and the selected compare-to period.

### Repair Order Backlog Trend

Use this report to view backlog, past due, and past due percent metrics over time.

For an explanation of the report headings and calculations, see the Repair Order Backlog Report, page 3-6.

### Repair Order Days Until Promised

This is a forward-looking report that displays the number of open repair orders grouped by the number of days until the repair has been promised to the customer. Data displays as of the last day the page was refreshed by running an incremental load.

This report contains the following columns:

- **Days Until Promised Distribution:** The number of repair orders that fall within each grouping of Days Until Promised.
- **Not Promised:** The number of open repair orders that do not have a promise date.

For an explanation of Backlog, Change, and Past Due, see the Repair Order Backlog Report, page 3-6.

From the Backlog, Past Due, Days Until Promised Distribution, and Not Promised column, you can access the Repair Order Backlog Detail Report, page 3-6.

### Repair Order Backlog Detail

Select a value in the Backlog column of the Repair Order Backlog report to access this report. The report displays the following columns:

- **Repair Order:** The repair order number from Oracle Depot Repair.

From this column, you can access the Repair Order Details page, which contains a link to the Service Request Summary page. The Repair Order Details page contains a live view of the repair order in Oracle Depot Repair. Similarly, the Service Request Summary page contains a live view of the service request in Oracle TeleService.

- **Service Request:** The Oracle TeleService service request associated with the repair order.

From this column, you can access the Service Request Summary page.

- **Repair Type:** The type of repair, as listed on the repair order.
- **Product:** The product being repaired.
- **Description:** The item description from the repair order.
- **UOM:** The unit of measure of the item on the repair order.
- **Quantity:** The quantity of the item on the repair order.
- **Serial Number:** The serial number (if available) of the item being repaired.
- **Repair Status:** The status of the repair order. Options may be Open, Hold, or Draft.
- **Promise Date:** The date the customer was promised the repair. This is an optional field on the repair order.

Data displays as of the last day the page was refreshed by running an incremental load.

#### **Repair Order Past Due Aging**

This report shows the number of past due repair orders grouped by the number of days they are overdue. Data displays as of the last day the page was refreshed by running an incremental load.

The report contains the following columns:

- **Past Due:** See the Repair Order Backlog Report, page 3-6.

From this column, you can access the Repair Order Past Due Detail Report, page 3-7.

- **Percent of Total:** The number of past due repair orders of a specific age as a percentage of all past due repair orders.

#### **Repair Order Past Due Detail**

This report lists all the current past due repair orders as of the last time data was retrieved from Oracle Depot Repair. This report contains the following unique column:

- **Past Due Days:** The number of days past the promise date on the repair order.

For a description of the other columns and headings, see the Repair Order Backlog Detail Report, page 3-6.

## **Graphs**

- **Backlog:** Shows the number of open repair orders for the selected period and compare-to period.
- **Past Due:** Shows the number of open repair orders that are past due for the selected period and compare-to periods.
- **Past Due Percent:** Shows the number of open repair orders that are past due as a percentage of the total open repair orders. The percentage is shown for the selected period and compare to period.

- **Backlog Trend:** Shows the number of open repair orders over the selected period. The prior period's open repair orders are shown for comparison.
- **Past Due Trend:** Shows the number of open repair orders that are past due over the selected period. The graph displays the prior period's past due repair orders for comparison.
- **Past Due Percent Trend:** Shows the past due open repair orders as a percentage of the total open repair orders for the selected period and compare-to period.
- **Days Until Promised Distribution:** Shows the number of open repair orders that will be due, grouped by the number of days until due. This information is provided for the selected period only.
- **Repair Order Past Due Aging:** Shows the number of open repair orders for the period, grouped by the number of days they are past due.

## Personalization

See General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see Depot Repair Management Dashboard, page 3-3.

## Repair Order Margin

This section discusses the following reports:

- Repair Order Margin, page 3-9
- Repair Order Margin Trend, page 3-10
- Repair Order Margin Detail, page 3-11
- Repair Order Cost Summary, page 3-10
- Repair Order Cost Summary Trend, page 3-10
- Repair Order Charges Summary, page 3-10
- Repair Order Charges Summary Trend, page 3-11
- Repair Order Margin Summary, page 3-11
- Repair Order Margin Summary Trend, page 3-11

The Repair Order Margin reports show the profitability of the repair organization. This is measured by margin, which is the difference between the amount charged to the customer for the repair and the cost of the repair. Use these reports to understand cost trends, charges to the customer, and margin.

You can use these reports to answer the following questions:

- Which repair organization is the most profitable? See the Repair Order Margin Report, page 3-9.
- Which repair types cost the most? See the Repair Order Cost Summary Report, page 3-10.
- Which customer makes up the greatest portion of customer billings? See the Repair Order Charges Summary Report, page 3-10.

These reports show costs and charges for all closed repair orders, period to date. Repair orders must have been closed on or after the global start date. Once a repair order is closed, no new costs or charges are shown. However, if the repair order is reopened and then closed, the transactions are reflected in the reports.

Currency conversions are based on the repair order closed date.

Costs are broken down into material, labor, and expense.

## Report Parameters

The following parameters are displayed on this dashboard.

- **Date:** See Common Concepts, page 3-1.
- **Period:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Compare To:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Repair Organization:** See Common Concepts, page 3-1.
- **Currency:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Product Category:** See Common Concepts, page 3-1.
- **Product:** See Common Concepts, page 3-1.
- **Customer:** See Common Concepts, page 3-1.
- **Repair Type:** See Common Concepts, page 3-1.

## Report Headings and Calculations

This section explains the Repair Order Margin reports.

### Repair Order Margin

This report shows charges to the customer, repair costs, and the margin between the two.

- **Charges:** The total charges to the selected view-by value during the specified period. This is the amount charged (invoiced) to the customer on the repair order through Oracle Order Management. This includes material, labor, and expense charges. From this column, you can access the Repair Order Charges Summary Report, page 3-10.
- **Change:** The percentage difference between charges in the selected period and those in the selected compare-to period.
- **Cost:** The total cost of repairs associated with the selected view by value during the selected period. From this column, you can access the Repair Order Cost Summary Report, page 3-10.
- **Change:** The percentage difference in costs between the selected period and the selected compare-to period.
- **Margin:** Costs - Charges  
  
The total margin for repairs associated with the selected view-by value during the selected period. From this column, you can access the Repair Order Margin Summary Report, page 3-11.
- **Change:** The percentage change in margin between the selected period and the selected compare-to period.
- **Margin Percent:**  $[(\text{Charge} - \text{Cost}) / (\text{Charge})] \times 100$

The margin as a percentage of the total charges.

- **Change:** The difference between the margin of the selected period and that of the compare-to period.

#### **Repair Order Margin Trend**

This report provides information on the repair order charges, cost, and margin over time. The report contains the following unique column:

- **Period:** The period type selected from the Period parameter.

For a description of the other columns and headings, see the Repair Order Margin Report, page 3-9.

#### **Repair Order Cost Summary**

This report displays the repair order actual costs broken down by material, labor, and expense. All costs are calculated in Oracle Work in Process.

- **Material Cost:** The costs associated with materials for the repair.
- **Change:** The percentage difference between material costs in the selected period and in the selected compare-to period.
- **Labor Cost:** The costs associated with labor for the repair.
- **Change:** The percentage difference between labor costs in the selected period and in the selected compare-to period.
- **Expense Cost:** The costs associated with expenses for the repair.
- **Change:** The percentage difference between expenses in the selected period and in the selected compare-to period.
- **Total Cost:** The sum of material, labor, and expense costs.

From this column, you can access the Repair Order Margin Detail Report, page 3-11.

- **Change:** The percentage difference between total costs in the selected period and those in the selected compare-to period.

#### **Repair Order Cost Summary Trend**

This report shows repair order costs broken down by materials, labor, and expenses, over time. The report contains the following unique column:

- **Period:** The period type selected from the Period parameter.

For a description of the other columns and headings, see the Repair Order Cost Summary Report, page 3-10.

#### **Repair Order Charges Summary**

This report displays the repair order actual charges broken down by material, labor, and expense. All charges are calculated in Oracle TeleService.

- **Material Charges:** The charges for the materials used in the repair.
- **Change:** The percentage difference between material charges in the selected period and those in the selected compare-to period.
- **Labor Charges:** The charges for labor for the repair.
- **Change:** The percentage difference between labor charges in the selected period and those in the selected compare-to period.
- **Expense Charges:** The charges associated with expenses for the repair.



- **Change:** The percentage difference between expense charges in the selected period and those in the selected compare-to period.
- **Total Charges:** The sum of material, labor, and expense charges.

From this column, you can access the Repair Order Margin Detail Report, page 3-11.

- **Change:** The percentage difference between total charges in the selected period and those in the selected compare-to period.

#### **Repair Order Charges Summary Trend**

This report shows repair order charges broken down by materials, labor, and expenses, over time. The report contains the following unique column:

- **Period:** The period type selected from the Period parameter.

For a description of the other columns and headings, see the Repair Order Charges Summary Report, page 3-10.

#### **Repair Order Margin Summary**

This report displays the repair order actual margin broken down by material, labor, and expense.

- **Material Margin:** Material Charges - Material Costs  
The margin for the materials used in the repair.
- **Change:** The percentage difference between material margin in the selected period and that in the selected compare-to period.

- **Labor Margin:** Labor Charges - Labor Cost

The labor margin for the repair.

- **Change:** The percentage difference between labor margin in the selected period and in the selected compare-to period.

- **Expense Margin:** Expense Charges - Expense Cost

The margin associated with expenses for the repair.

- **Change:** The percentage difference between expense margin in the selected period and in the selected compare-to period.

- **Total Margin:** The sum of material, labor, and expense margin.

From this column, you can access the Repair Order Margin Detail Report, page 3-11.

- **Change:** The percentage difference between total margin in the selected period and in the selected compare-to period.

#### **Repair Order Margin Summary Trend**

This report shows repair order margin broken down by materials, labor, and expenses, over time. The report contains the following unique column:

- **Period:** The period type selected from the Period parameter.

For a description of the other columns and headings, see the Repair Order Margin Summary Report, page 3-11.

#### **Repair Order Margin Detail**

This report displays details of the repair orders shown in the Repair Order Cost Summary, Repair Order Charges Summary, and Repair Order Margin Summary reports.

- **Repair Order:** The repair order number.

From this column, you can access the Repair Order Details page, which contains a link to the Service Request Summary page. The Repair Order Details page contains a live view of the repair order in Oracle Depot Repair. Similarly, the Service Request Summary page contains a live view of the service request in Oracle TeleService.

- **Service Request:** The service request number.

From this column, you can access the Service Request Details page.

- **Repair Type:** The repair type listed on the repair order.
- **Product:** The item listed on the repair order.
- **Material - Charges:** The material charges for the repair order.
- **Material - Cost:** The material cost for the repair order.
- **Material - Margin:** The material margin for the repair order.
- **Labor - Charges:** The labor charges for the repair order.
- **Labor - Cost:** The labor cost of the repair order.
- **Labor - Margin:** The labor margin for the repair order.
- **Expense - Charges:** The expense charges for the repair order.
- **Expense - Cost:** The expense cost of the repair order.
- **Expense - Margin:** The expense margin for the repair order.
- **Total - Charges:** The sum of material, labor, and expense charges.
- **Total - Cost:** The sum of material, labor, and expense costs.
- **Total - Margin:** The sum of material, labor, and expense margins.

## Graphs

- **Charges:** Shows the total charge for the view-by selection for the selected period. Data for the selected compare-to period is also shown.
- **Cost:** Shows the total cost for the view-by selection for the selected period. Total cost for the selected compare-to period is also shown.
- **Margin:** Shows the total margin for the view-by selection for the selected period. Data for the selected compare-to period is also shown.
- **Charges Trend:** Shows the total charges for the view-by selection over time.
- **Cost Trend:** Shows the total cost for the view-by selection over time.
- **Margin Trend:** Shows the total margin for the view-by selection over time.
- **Cost Summary:** Shows the cost of the view-by selection, broken down by material, labor, and expense.
- **Total Cost:** Shows the total cost (Materials + Labor + Expense) of the view-by selection for the selected period. Total cost is also shown for the selected compare-to period.
- **Charges Summary:** Shows the charges of the view-by selection, broken down by material, labor, and expense.

- **Total Charges:** Shows the total charges (Materials + Labor + Expense) of the view-by selection for the selected period. Total charges are also shown for the selected compare-to period.
- **Margin Summary:** Shows the margin of the view-by selection broken down by material, labor, and expense.
- **Total Margin:** Shows the total margin (Materials + Labor + Expense) of the view-by selection for the selected period. Total margin is also shown for the selected compare-to period.
- **Charges Summary Trend:** Shows repair order charges over time. Materials, labor, and expenses are each plotted separately.
- **Total Charges Trend:** Shows total repair order charges (Materials + Labor + Expenses) over time. Total charges for the selected compare-to period are also shown.
- **Cost Summary Trend:** Shows repair order cost over time. Materials, labor, and expenses are each plotted separately.
- **Total Cost Trend:** Shows total repair order cost (Materials + Labor + Expenses) over time. Total cost for the selected compare-to period is also shown.
- **Margin Summary Trend:** Shows repair order margin over time. Materials, labor, and expenses are each plotted separately.
- **Total Margin Trend:** Shows total repair order margin (Materials + Labor + Expenses) over time. Total margin for the selected compare-to period is also shown.

## Personalization

See General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see Depot Repair Management Dashboard, page 3-3.

## Repair Order Completion

This section discusses the following reports:

- Repair Order Completion, page 3-14
- Repair Order Completion Trend, page 3-15
- Repair Order Completion Detail, page 3-15
- Repair Order Late Completion Aging, page 3-15
- Repair Order Late Completion Detail, page 3-16

These reports display information about all completed repair orders, with or without a promise date. They show how many repair orders were closed in a specified period, how long it took to close repair orders, and how many days past due the late repair orders were completed.

You can use these reports to answer the following questions:

- How many repair orders were closed last week in a particular repair organization? See the Repair Order Completion Report, page 3-14.

- What is the late completion closure rate for all the repair organizations in the company? See the Repair Order Completion Report, page 3-14.
- Are more repair orders being closed this month compared with six months ago? See the Repair Order Completion Trend Report, page 3-15.
- Of the repair orders that were closed late in the last month, how many days late were the majority of repair orders? See the Repair Order Late Completion Aging Report, page 3-15.

The reports show repair orders closed within the selected period, regardless of when they were opened. A repair order is considered closed when the Repair Order Status is changed to Closed.

Completed repair orders are considered late if they are closed after the promise date. Promise Date is an optional field in Oracle Depot Repair. Repair orders without a promise date are never considered late. The reports show the number of days late as a whole number based on a calendar day, not hours.

## Parameters

The following parameters are displayed on this dashboard.

- **Date:** See Common Concepts, page 3-1.
- **Period:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Compare To:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Repair Organization:** See Common Concepts, page 3-1.
- **Product Category:** See Common Concepts, page 3-1.
- **Product:** See Common Concepts, page 3-1.
- **Customer:** See Common Concepts, page 3-1.
- **Repair Type:** See Common Concepts, page 3-1.
- **Late Completion Date:** The groupings of late completion days. An administrator can modify the groupings. For more information, see Common Concepts, page 3-1.

## Report Headings and Calculations

The Repair Order Completion reports contain the following report headings and calculations.

### Repair Order Completion

This report shows the number of repair orders, with and without promise dates, closed in the selected period.

- **Completed Repair Orders:** The number of repair orders that were closed within the selected period.
- **Change:** The percentage difference between repair orders closed during the selected period and those closed during the selected compare-to period.
- **Completed with Promise Date:** Completed repair orders that were assigned a promise date in Oracle Depot Repair.
- **Late Completion:** Repair orders completed late.

From this column, you can access the Repair Order Completion Detail Report, page 3-15.

- **Late Completion Percent:**  $(\text{Late Completion} / \text{Completed Repair Order}) * 100$   
Repair orders completed late as a percentage of the total repair orders closed during the selected period.
- **Change:** The difference between the Late Completion Percent of repair orders in the selected period and in the compare-to period.
- **Average Days Late:** The average number of days a repair order is completed after the promise date.
- **Change:** The difference between the Average Days Late of the selected period and the selected compare-to period.

#### Repair Order Completion Trend

This report shows information on completed repair orders, including late completions and average days late, over time. The report contains the following unique column:

- **Period:** The period type selected from the Period parameter.

For a description of the report headings and calculations, see the Repair Order Completion Report, page 3-14.

#### Repair Order Completion Detail

This report provides details on the completed repair orders.

- **Repair Order:** The repair order number from Oracle Depot Repair.  
From this column, you can access the Repair Order Details page, which contains a link to the Service Request Summary page. The Repair Order Details page contains a live view of the repair order in Oracle Depot Repair. Similarly, the Service Request Summary page contains a live view of the service request in Oracle TeleService.
- **Service Request:** The Oracle TeleService service request associated with the repair order.

From this column, you can access the Service Request Summary page.

- **Product:** The product being repaired.
- **Description:** The item description from the repair order.
- **UOM:** The unit of measure of the item on the repair order.
- **Quantity:** The quantity of the item on the repair order.
- **Serial Number:** The serial number (if available) of the item being repaired.
- **Promise Date:** The date the customer was promised the repair. This is an optional field on the repair order.
- **Closed Date:** The closed date on the repair order.
- **Days Late:**  $\text{Repair Order Closed Date} - \text{Repair Order Promise Date}$

#### Repair Order Late Completion Aging

This report shows the number of repair orders completed late, broken down by age.

- **Late Completion Days:** The number of days between the repair order promise date and the repair order closed date. An administrator can modify the groupings. For more information, see Common Concepts, page 3-1.

- **Late Completion:** Repair orders that were completed late.  
From here, you can access the Repair Order Late Completion Detail Report, page 3-16.
- **Change:** The percentage difference in the number of repair orders completed late in the selected period and those completed late in the selected compare-to period.
- **Percent of Total:** The number of repair orders that are late as a percentage of the total number of repair orders that are late for the selected period.

#### **Repair Order Late Completion Detail**

This report lists details about repair orders completed late for the selected period. The report contains the following unique column:

- **Repair Type:** The type of repair, as listed on the repair order.

For a description of the other columns and headings, see the Repair Order Completion Detail Report, page 3-15.

## **Graphs**

- **Completed Repair Orders:** Shows the completed repair orders for the view-by selection for the selected period and those of the selected compare-to period.
- **Late Completion Percent:** Shows the repair orders completed late as a percentage of the total repair orders completed (with a promise date) for the view-by selection.
- **Average Days Late:** Shows the average number of days repair orders are late for the view-by selection.
- **Completion Trend:** Shows the number of completed repair orders over time.
- **Late Completion Percent Trend:** Shows the repair order late completion percent over time.
- **Average Days Late Trend:** Shows the average days late over time.
- **Repair Order Late Completion Aging:** Shows the number of repair orders completed late, grouped by the number of days late.

## **Personalization**

See General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## **Related Reports and Links**

For information on the related reports, see Depot Repair Management Dashboard, page 3-3.

## **Mean Time to Repair**

This section describes the following reports:

- Mean Time to Repair, page 3-17
- Mean Time to Repair Detail, page 3-18
- Mean Time to Repair Trend, page 3-18
- Mean Time to Repair Distribution, page 3-18
- Mean Time to Repair Distribution Trend, page 3-18

- Repair Order Service Code Summary, page 3-19

These reports show the average time to repair items. While the Repair Order Completion reports focus on how many repair orders are completed and their late completion rates, these reports focus on the duration of the repair. These reports take into account items that are repaired multiple times. Time to repair is calculated as the difference between the current shipped date and the current received date for the item. It is assumed the item received is the same as the one shipped.

You can use these reports to answer the following questions:

- What is the mean time to repair all products within a specified product category? See the Mean Time to Repair Report, page 3-17.
- Has the overall mean time to repair improved in the past six months? See the Mean Time to Repair Trend Report, page 3-18.
- Which products take over 20 days to repair? See the Mean Time to Repair Distribution Report, page 3-18.
- Which repair order service codes occurred most frequently at a specified repair organization? See the Repair Order Service Code Summary Report, page 3-19.

## Report Parameters

- **Date:** See Common Concepts, page 3-1.
- **Period:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Compare To:** See Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Repair Organization:** See Common Concepts, page 3-1.
- **Product Category:** See Common Concepts, page 3-1.
- **Product:** See Common Concepts, page 3-1.
- **Customer:** See Common Concepts, page 3-1.
- **Repair Type:** See Common Concepts, page 3-1.
- **Repair Days:** The time groupings of days to repair.
- **Service Code:** The list of all service codes from Oracle Depot Repair.

## Report Headings and Calculations

The Mean Time to Repair reports contain the following headings and calculations:

### Mean Time to Repair

This report shows the average time required to repair the customer items for all repair orders, period to date. The report contains the following headings and calculations:

- **Repair Orders:** The number of closed repair orders. From this column, you can access the Mean Time to Repair Detail Report, page 3-18.
- **Change:** The percentage difference between the number of repair orders in the selected period and in the compare-to period.
- **Mean Time to Repair (Days):** The average number of days required to repair the item. It is measured by the average of the Shipped Date minus the Received Date of a repair. It is calculated for period-to-date closed repair orders.

- **Change:** The difference between the Mean Time to Repair in the selected period and in the compare-to period.
- **Time to Repair Distribution:** The number of repair orders repaired within the specified number of days. An administrator can modify the groupings. For more information, see Common Concepts, page 3-1.

From these columns, you can access the Mean Time to Repair Detail Report, page 3-18.

#### **Mean Time to Repair Detail**

This report shows details about repair orders that are listed in the Mean Time to Repair report.

- **Repair Order:** The repair order number from Oracle Depot Repair.  
From this column, you can access the Repair Order Details page, which contains a link to the Service Request Summary page. The Repair Order Details page contains a live view of the repair order in Oracle Depot Repair. Similarly, the Service Request Summary page contains a live view of the service request in Oracle TeleService.
- **Service Request:** The Oracle TeleService service request associated with the repair order.
- **Repair Type:** The type of repair, as listed on the repair order.
- **Product:** The product being repaired.
- **Description:** The item description from the repair order.
- **UOM:** The unit of measure of the item on the repair order.
- **Quantity:** The quantity of the item on the repair order.
- **Serial Number:** The serial number (if available) of the item being repaired.
- **Promise Date:** The date the customer was promised the repair. This is an optional field on the repair order.
- **Received Date:** The date the repair order was received.
- **Shipped Date:** The date the product or item was shipped to the customer.
- **Time to Repair Days:** The number of days required to repair the item. Time to repair is calculated as Current Shipped Date minus Current Receive Date.

#### **Mean Time to Repair Trend**

This report shows the average time required to repair the customer items for all repair orders over time.

For a description of the report headings and calculations, see the Mean Time to Repair Report, page 3-17.

#### **Mean Time to Repair Distribution**

This report shows the distribution of the time to repair.

For a description of the report headings and calculations, see the Mean Time to Repair Report, page 3-17.

#### **Mean Time to Repair Distribution Trend**

This report shows the mean time to repair over time. For a description of the report headings and calculations, see the Mean Time to Repair Report, page 3-17.



### Repair Order Service Code Summary

This report displays the number of occurrences of service codes used in open and closed repair orders, inception to date.

- **Description:** Description of the service code.
- **Number of Occurrences:** The number of times the service code was selected.
- **Change:** The percentage difference between the number of times the service code was selected in the current period and in the compare-to period.
- **Percent of Total:** The number of times the service code was selected as a percentage of total service code selections.

### Graphs

- **Repair Orders:** Shows the number of repair orders for the view-by values.
- **Mean Time to Repair (Days):** Shows the mean time to repair for repair orders for the view-by values.
- **Time to Repair Distribution:** Shows the distribution of time to repair for the view-by values.
- **Mean Time to Repair (Days) Trend:** Shows the days to repair by period, over time.
- **Repair Orders Trend:** Shows the trend of Repair Order counts over time. Repair orders from the selected period are compared to those the selected compare-to period.
- **Time to Repair Distribution Trend:** Shows the time to repair distribution for the selected period.
- **Repair Order Service Code Occurrences:** Shows the number of occurrences of applicable service codes used in open and closed repair orders, inception to date.

### Personalization

See General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

### Related Reports and Links

For information on the related reports, see Depot Repair Management Dashboard, page 3-3.



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# Using Daily Business Intelligence for Financials

This chapter covers the following topics:

- Overview of Daily Business Intelligence for Financials
- Responsibilities
- Profit and Loss Dashboard
- Profit and Loss by Manager Dashboard
- Expense Management Dashboard
- Expense Analysis Dashboard
- Funds Management Dashboard
- Payables Management Dashboard
- Payables Status Dashboard

## Overview of Daily Business Intelligence for Financials

Daily Business Intelligence (DBI) for Financials is a component of Oracle E-Business Intelligence Daily Business Intelligence, a suite of reporting and analysis applications powered by the Oracle E-Business Suite. DBI for Financials provides top-down enterprise metrics and analytics for the entire organization. This comprehensive approach measures a company's financial performance based on key performance metrics and financial ratios that roll up across multiple dimensions throughout your enterprise.

DBI for Financials enables you to view measures such as revenue, expense, or margin in organizational structures that are relevant to your company. For example, users can review and analyze revenue by company, cost center, financial category, or other dimensions. This information empowers executives, managers, and their finance departments to stay informed, develop insight, and take action.

The DBI for Financials dashboards, regions, reports, and graphs present summarized information from several applications in the Oracle E-Business Suite. DBI for Financials also offers single-click access to related content from Daily Business Intelligence for Human Resources.

The subledger details in the DBI for Financials reports come from the following applications:

- Oracle General Ledger

- Assets
- Oracle Procurement
- Oracle Internet Expenses
- Oracle Payables
- Oracle Receivables

## Responsibilities

The following responsibilities provide access to the DBI for Financials dashboards, regions, and reports:

- **Cost Center Manager:** The Cost Center Manager responsibility provides access to the Expense Management dashboard and its associated reports. This responsibility also provides access to the HR Management dashboard, but only if DBI for Human Resources is installed.
- **Profit Center Manager:** The Profit Center Manager responsibility provides access to the Profit and Loss dashboard by line of business or by manager. This responsibility also provides access to the HR Management dashboard, but only if DBI for Human Resources is installed.
- **Daily Financials Intelligence:** This function-based responsibility combines all of the functionality of the Cost Center Manager and the Profit Center Manager responsibilities. This responsibility also provides access to the Expense Analysis and Funds Management dashboards.
- **Daily Payables Intelligence:** This function-based responsibility provides access to the Payables Management and Payables Status dashboards used by payables managers and analysts.

## Profit and Loss Dashboard

The Profit and Loss dashboard provides executives with daily pre-close profit and loss activity monitored against forecasts and budgets.

The Profit and Loss dashboard can be accessed by the Profit Center Manager and the Daily Financials Intelligence responsibilities. This dashboard summarizes information about revenue, cost of goods sold, gross margin, expenses, and operating margin by line of business on a daily basis.

## Profit and Loss KPIs

The following table lists the key performance indicators (KPIs) for the Profit and Loss dashboard and how they are calculated.

### ***Profit & Loss Performance Measures or KPIs***

<b>Performance Measure or KPI</b>	<b>Calculation</b>
Revenue	Based on the accounts mapped to the Revenue financial category.
Expenses	Based on the accounts mapped to the Operating Expenses financial category.
Operating Margin	xTD Revenue - (xTD Cost of Goods Sold + xTD Expenses)
Operating Margin %	(xTD Operating Margin / xTD Revenue) * 100

## **Dashboard Concepts**

The following concepts are common to the Profit and Loss and Expense Management dashboards and reports.

### **Dashboard Parameters**

For information about setting up these parameters, see: the DBI for Financials chapter in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

- **Manager:** The name of the logged-in manager. The list of values is comprised of the manager's direct reports according to the management hierarchy. A manager must be responsible for a cost center to appear in this list of values. Managers are assigned to cost centers when you set up Manager Reporting. See: Manager Reporting in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.
- **Cost Center:** The list of values includes the cost centers that belong to a manager's direct reports according to the management hierarchy. A cost center must be associated with a manager to appear in the list of values. Managers are assigned to cost centers when you set up Manager Reporting. See: Manager Reporting in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.
- **Line of Business:** The list of values includes the lines of business that belong to the logged-in manager and that manager's direct reports. The default value for this parameter is All. A line of business is a logical grouping of your organizations, such as Manufacturing or Customer Service. You define the lines of business for your enterprise when you set up DBI for Financials.
- **Financial Category:** The category of financial information being viewed. Financial categories are defined by mapping the natural account segment from code combination (CCID) in Oracle General Ledger to a set of predefined financial categories. The financial categories are defined when you set up DBI for Financials.
- **View-by:** DBI for Financials reports support four different types of view-by:
  - **Manager:** Displays information for lower level managers who manage cost centers. See: Manager Reporting in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.
  - **Cost Center:** Displays information for all cost centers that are part of the logged-in manager's organization. See: Manager Reporting in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.
  - **Line of Business:** Displays information along the Line of Business hierarchy.

- **Financial Category:** Displays information along the financial category hierarchy.

For information on how dashboard parameters affect a Daily Business Intelligence dashboard, see: Parameters, *Oracle Daily Business Intelligence User Guide*

## Report Headings and Calculations

The following headings and calculations are common to the Profit and Loss and Expense Management dashboards.

Common accounting and financial terms that appear on reports are not defined.

- **xTD:** The amount to date based on how you set the Period parameter. The "x" in xTD is dynamic based on the period type selected (for example, WTD for Week, or MTD for month).
- **Prior xTD:** The prior period amount to date. This value changes depending on how you set the Compare To parameter. If the Compare To parameter is set to Prior Year or Prior Period, then the actual amount to date for the prior year or prior period is shown. If the Compare To parameter is set to Budget, then the full budget for the current period is shown.
- **(xTD) Change:** The percentage change between the amount for the period to date and amount for the prior period to date. This value changes depending on how you set the Compare To parameter.

If the Compare To parameter is set to Prior Year or Prior Period, then:

$$(xTD) \text{ Change} = ((\text{Amount for Period to Date} - \text{Amount for Prior Period to Date}) / |\text{Prior Amount for Period to Date}|) * 100.$$

If the Compare To parameter is set to Budget, then:

$$(xTD) \text{ Change} = ((\text{Amount for Period to Date} - \text{Budget}) / |\text{Budget}|) * 100.$$

- **Budget:** Budget amount for the period selected.

**Note:** Budget numbers are reflected for the full period, depending on period type selected.

- **% of Budget:** Actual expenses to date as a percentage of budget.  

$$\% \text{ of Budget} = xTD / \text{Budget} * 100.$$
- **Forecast:** Forecast amount for the period selected.
- **% of Forecast:** Actual revenue or expenses to date as a percentage of forecast.  

$$\% \text{ of Forecast} = xTD / \text{Forecast} * 100.$$

- **(Forecast) Change:** The percentage change between the current forecast and the actual amount for the prior period. Different formulas are used to calculate Change, depending on how you set the Compare To parameter.

If the Compare To parameter is set to Prior Year or Prior Period, then:

$$(\text{Forecast}) \text{ Change} = ((\text{Total Forecast Amount} - \text{Prior Total Amount}) / |\text{Prior Total Amount}|) * 100.$$

If the Compare To parameter is set to Budget, then:

$$(\text{Forecast}) \text{ Change} = ((\text{Total Forecast Amount} - \text{Total Budget Revenue}) / |\text{Total Budget Revenue}|) * 100.$$

- **Forecast vs. Budget %:** Compares the relative performance of the forecast to the budget.

$$\text{Forecast vs. Budget \%} = ((\text{Forecast} - \text{Budget}) / |\text{Budget}|) * 100.$$

## Reports and Graphs

This dashboard contains the following reports:

- Cumulative Revenue, page 4-5
- Revenue Summary, page 4-6
- Revenue by Product, page 4-6
- Revenue by Sales Channel, page 4-7
- Cost of Goods Sold Summary, page 4-7
- Gross Margin Summary, page 4-8
- Expense Summary, page 4-9
- Operating Margin, page 4-9

See: Overview of Daily Business Intelligence, *Oracle Daily Business Intelligence User Guide*

## Cumulative Revenue Trend

The Cumulative Revenue graph displays the cumulative revenue for the period-to-date compared to the forecasted revenue. Depending on the Compare To parameter, you can compare the period-to-date revenue to the prior Year (prior 12 months), Quarter (prior 90 days), Month (prior 30 Days), or Week (prior 7 days).

You can use this report to answer business questions such as:

- As of a selected date, what is the total revenue accumulated so far in this period?
- What is the revenue trend to-date for the period?
- How does the revenue trend to-date compare to:
  - Budgeted revenue for the period?
  - Forecasted revenue for the period?
  - Revenue trend from the prior year?
  - Revenue trend from the prior period?

There are two line types for budgeted or forecasted revenue, depending on the setting of the FII: Cumulative Graph Budget/Forecast line display profile option.

- **Horizontal Line:** The line is horizontal, using the end-of-period value. This line is not displayed if there is insufficient data or if the level of granularity is coarser than the Period Type chosen.
- **Cumulative Line:** The line displays the cumulative values at the finest level of granularity possible. For example, for the Quarter Period Type, if monthly budgets are posted, then the Budget line will be a three-step line. If quarterly budgets are posted, then the Budget line will be a horizontal line.

There are no unique headings or calculations on this report.

For a description of the Profit and Loss dashboard KPIs and concepts, see: Profit and Loss Dashboard, page 4-2.

## Revenue Summary

The Revenue Summary report displays actual, budget, and forecast revenue for the selected time period.

You can use this report to answer business questions such as:

- How does my revenue compare to my forecast?
- How does my revenue compare to budget?
- How does current period revenue compare to the prior month, quarter, or year?
- How does my revenue compare among different lines of business?
- How does my revenue compare among cost centers?
- How is my revenue split between the revenue categories?

By drilling down from the Revenue Summary report into the underlying reports, you can view more detailed revenue information for the selected time period. The detailed revenue reports that you can drill to are:

- **Revenue Trend:** Shows the 12 months of revenue activity for the current and prior year. The trend is a rolling 12-month trend based on the date selected in the dashboard parameter.
- **Revenue by Category Detail:** Shows revenue broken down by financial categories.
- **Revenue by Journal Source:** Shows revenue broken down by journal source, such as receivables, manual journal entries, or other sources. You can only view receivables data if Oracle Receivables is implemented.
- **Revenue Detail by Invoice:** Shows revenue broken down by invoice. This report is only available if Oracle Receivables is implemented.

For a description of the Profit and Loss dashboard KPIs and concepts, see: Profit and Loss Dashboard, page 4-2.

## Revenue by Product

The Revenue by Product report displays revenue broken down by product category. There are no other drills from this report. See: *Overview of Item Dimension* in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide* for information on how to set up product categories.

You can use this report to answer business questions such as:

- How does my revenue compare to forecast by product?
- How does my revenue compare to budget by product?
- How does my revenue compare to last year?

There are no unique headings or calculations on this report.

For a description of the Profit and Loss dashboard KPIs and concepts, see: Profit and Loss Dashboard, page 4-2.



## Revenue by Sales Channel

The Revenue by Sales Channel report displays revenue broken down by sales channel and shows the percent change between the current and previous year. There are no other drills from this report. This report is only available if Oracle Receivables and Oracle Order Management are implemented.

You can use this report to answer business questions such as:

- How does my revenue compare across sales channels?
- Which sales channel showed the greatest percent increase over last year?

There are no unique headings or calculations on this report.

For a description of the Profit and Loss dashboard KPIs and concepts, see: Profit and Loss Dashboard, page 4-2.

## Cost of Goods Sold Summary

The Cost of Goods Summary report displays actual, budget, and forecast cost of goods sold for the selected time period.

You can use this report to answer business questions such as:

- How does my cost of goods sold compare to my forecast?
- How does my cost of goods sold compare to budget?
- How does cost of revenue compare to the prior month, quarter, or year?
- How does my cost of revenue compare across different lines of business?
- How does my cost of revenue compare across cost centers?
- How does my cost of revenue break down across different categories?

By drilling down from the Cost of Goods Sold Summary report into the underlying reports, you can view more detailed cost of goods sold information for the selected time period. The detailed reports that you can drill to are:

- **Cost of Goods Sold Trend:** Shows 12 months of cost of goods sold activity for the current and prior year. The trend is a rolling 12-month trend based on the date selected in the dashboard parameter.
- **Cost of Goods Sold by Category Detail:** Shows the cost of goods broken down by financial category.
- **Cost of Goods Sold by Journal Source:** Shows cost of goods sold broken down by journal source, such as Oracle Payables. You can only view Payables data if Oracle Payables is implemented.
- **Cost of Goods Sold Detail by Invoice:** Shows the cost of goods categorized by invoice header information. You can only view Payables data if Oracle Payables is implemented.

There are no unique headings or calculations on this report.

For a description of the Profit and Loss dashboard KPIs and concepts, see: Profit and Loss Dashboard, page 4-2.

## Gross Margin Summary

The Gross Margin Summary report displays actual, budget, and forecast gross margin for the selected time period.

In this report gross margin is calculated as follows:

- $\text{Gross Margin} = \text{Revenue} - \text{Costs of Goods Sold}$

You can only access this report from the Profit and Loss and Profit and Loss by Manager dashboards. There are no other drills from this report.

You can use this report to answer business questions such as:

- What is my gross margin by line of business?
- What is my gross margin for a month, quarter, or year?
- How does my current gross margin compare to the gross margin of last year?

For a description of the Profit and Loss dashboard KPIs and concepts, see: Profit and Loss Dashboard, page 4-2.

## Report Headings and Calculations

The following headings and calculations are specific to Gross Margin Summary.

- **% Margin:** Gross margin for the period-to-date as a percentage of revenue to date.

$$\% \text{ Margin} = (\text{xTD Gross Margin} / |\text{xTD Revenue}|) * 100$$

**Note:** If the % Margin is less than -999.99% or greater than 999.99%, then no value is displayed. See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Change:** The percentage difference between the Current % Margin and the Prior Actual % Margin.

$$\text{Change} = \% \text{ Margin} - \text{Prior \% Margin}$$

If the Compare To parameter is set to Prior Year or Prior Period, the following formula is used:

$$\text{Change \%} = \% \text{ Margin} - \text{Prior \% Margin}$$

**Note:** If the % Margin is not displayed, then no change value is displayed.

- If the Compare To parameter is set to Budget, then:

$$\text{Change} = \% \text{ Margin} - \text{Budget \% Margin}$$

- **Margin:** Gross margin amount for the period-to-date.

$$\text{xTD Gross Margin} = \text{xTD Revenue} - \text{xTD Cost of Goods Sold.}$$

- **Change:** The percentage change between the current period Gross Margin and the prior period actual Gross Margin

If the Compare To parameter is set to Prior Year or Prior Period, then:

$$\text{Change} = ((\text{xTD Gross Margin} - \text{Prior xTD Gross Margin}) / |\text{Prior xTD Gross Margin}|) * 100$$

If the Compare To parameter is set to Budget, then:

$$\text{Change} = ((\text{xTD Gross Margin} - \text{Budget Gross Margin}) / |\text{Budget Gross Margin}|) * 100$$

## Expense Summary

The Expense Summary report displays actual, budget, and forecast expenses for the selected time period.

You can use this report to answer business questions such as:

- How do my operating expenses compare to my forecast?
- How do my operating expenses compare to budget?
- How do operating expenses compare to the prior month, quarter, or year?
- How do my operating expenses compare between different lines of business?
- How do my operating expenses compare between cost centers?
- How do my operating expenses break down between different expense categories?

By drilling down from the Expense Summary report into the underlying reports, you can view more detailed information. The detailed reports that you can drill to are:

- **Expenses Trend:** Shows 12 months of expense activity for the current and prior years. The trend is a rolling 12-month trend based on the date selected in the dashboard parameter.
- **Expenses by Category Detail:** Shows expenses broken down by financial categories. See: Managing Values and Hierarchies in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.
- **Expenses by Journal Source:** Shows expenses broken down by journal source, such as Oracle Payables, manual journal entries, or other sources. You can only view payables data if Oracle Payables is implemented.
- **Expenses Detail by Invoice:** Shows expenses broken down by invoice information such as cost center and invoice number. You can only view payables data if Oracle Payables is implemented.

There are no unique headings or calculations on this report.

For a description of the Profit and Loss dashboard KPIs and concepts, see: Profit and Loss Dashboard, page 4-2.

## Operating Margin

The Operating Margin report displays actual, budget, and forecast for the selected time period.

The following calculation forms the basis of this report:

- Operating Margin = Gross Margin - Expenses

You can only access this report from the Profit and Loss and Profit and Loss by Manager dashboards. There are no other drills from this report.

You can use this report to answer business questions such as:

- How does my operating margin compare to the prior month, quarter, or year?

- How does my operating margin compare between different lines of business?
- How does my operating margin compare between cost centers?

For a description of the Profit and Loss dashboard KPIs and concepts, see: Profit and Loss Dashboard, page 4-2.

## Report Headings and Calculations

The following headings and calculations are specific to the Operating Margin report.

- **% Margin:** Total operating margin for the period-to-date as a percentage of total revenue for the period-to-date date.

$$\% \text{ Margin} = (\text{xTD Operating Margin} / |\text{xTD Revenue}|) * 100.$$

**Note:** If the % Margin is less than -999.99% or greater than 999.99%, then no value is displayed. See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*

- **Change:** The percentage difference between the current % and the prior actual %.

If the Compare To parameter is set to Prior Year or Prior Period, then:

$$\text{Change} = \% \text{ Margin} - \text{Prior } \% \text{ Margin}.$$

If the Compare To parameter is set to Budget, then:

$$\text{Change} = \% \text{ Margin} - \text{Budget } \% \text{ Margin}.$$

**Note:** If the % Margin is not displayed, then no change value is displayed.

- **Margin:** Total operating margin for the period-to-date.

$$\text{Margin} = \text{xTD Gross Margin} - \text{xTD Expenses}.$$

- **Change:** The percentage change between the current period Operating Margin and the prior period actual Operating Margin.

If the Compare To parameter is set to Prior Year or Prior Period, then:

$$\text{Change} = ((\text{xTD Operating Margin} - \text{Prior xTD Operating Margin}) / |\text{Prior xTD Operating Margin}|) * 100$$

If the Compare To parameter is set to Budget, then:

$$\text{Change} = ((\text{xTD Operating Margin} - \text{Budget Operating Margin}) / |\text{Budget Operating Margin}|) * 100$$

## Profit and Loss by Manager Dashboard

The Profit and Loss by Manager dashboard can be accessed by the Profit Center Manager and the Daily Financials Intelligence responsibilities. It provides summarized, daily information about actual and budgeted revenue, gross margin, and operating expenses by manager.

## Profit and Loss by Manager KPIs

The following table lists the key performance indicators (KPIs) for the Profit and Loss by Manager dashboard and how they are calculated.

### ***Profit and Loss Performance Measures or KPIs***

<b>Performance Measures or KPI</b>	<b>Calculation</b>
Revenue	Based on the accounts mapped to the Revenue financial category.
Expenses	Based on the accounts mapped to the Operating Expenses financial category.
Operating Margin	$\text{xTD Revenue} - (\text{xTD Cost of Goods Sold} + \text{xTD Expenses})$
Operating Margin %	$\text{xTD Operating Margin} /  \text{xTD Revenue} $

## Dashboard Parameters

There are no unique parameters for this dashboard. For a description of the common parameters, see: *Dashboard Concepts*, page 4-3.

For information on how dashboard parameters affect a Daily Business Intelligence dashboard, see: *Parameters, Oracle Daily Business Intelligence User Guide*.

## Reports and Graphs

This dashboard contains the following reports and graphs:

- Cumulative Revenue, page 4-5
- Revenue Summary, page 4-6
- Revenue by Product, page 4-6
- Revenue by Sales Channel, page 4-7
- Cost of Goods Sold Summary, page 4-7
- Gross Margin Summary, page 4-8
- Expense Summary, page 4-9
- Operating Margin, page 4-9

## Expense Management Dashboard

The Expense Management dashboard provides daily information about operating expenses to the Cost Center Manager and Daily Financials Intelligence responsibilities. Managers can also view information such as expenses per employee, travel and entertainment (T&E) expenses, and the top 10 spenders.

## Expense Management KPIs

The following table lists the key performance indicators (KPIs) for the Expense Management dashboard and how they are calculated.

### ***Expense Management Performance Measures or KPIs***

<b>Performance Measures or KPIs</b>	<b>Calculation</b>
Expenses	Based on the accounts mapped to the Operating Expenses financial category in the Financial Dimension setup
% of Forecast	$(\text{Actual Expenses} / \text{Forecast Expenses}) * 100$
Forecast vs. Budget	$((\text{Forecast Expenses} - \text{Budget Expenses}) / \text{Budget Expenses}) * 100$
Expenses per Head	Total Expenses / Headcount
T&E per Head	Total Travel and Entertainment Expenses / Headcount
Headcount	Employee headcount based on the As Of date displayed in the dashboard. The manager hierarchy used to calculate headcount is stored and maintained in Oracle Human Resources.

## **Dashboard Parameters**

There are no unique parameters for this dashboard. For a description of the common parameters, see: *Dashboard Concepts*, page 4-3.

For information on how dashboard parameters affect a Daily Business Intelligence dashboard, see: *Parameters, Oracle Daily Business Intelligence User Guide*

## **Reports and Graphs**

This dashboard contains the following reports and graphs:

- Expense Summary, page 4-9
- Headcount and Expenses Trend, page 4-12
- Expenses per Head, page 4-13
- T&E Expenses, page 4-13
- Top 10 Spenders, page 4-14

## **Headcount and Expenses Trend**

The Headcount and Expenses Trend report enables managers to analyze trends in headcount and operating expenditures in the same context. This perspective helps managers determine whether changes in operating expenses are consistent with changes in the number of an organization's employees.

You can use this report to answer business questions such as:

- Do changes in expenses lead, lag, or track with changes in headcount?
- Are changes in expenses significantly more volatile than changes in headcount?

There are no unique headings or calculations on this graph.

For a description of the Expense Management dashboard KPIs and concepts, see: *Expense Management Dashboard*, page 4-11.

## Expenses per Head

The Expenses per Head report shows current expenses per employee by manager, current headcount, and current amount.

You can use this report to answer business questions such as:

- How does average per employee expense compare for my directs?

By drilling down from the Expenses per Head report into the underlying report, you can view more detailed expenses per head information. The detailed report that you can drill to is:

- **Expenses per Head by Manager:** Shows average expenses per employee for the manager selected.

For a description of the Expense Management dashboard KPIs and concepts, see: Expense Management Dashboard, page 4-11.

## Report Headings and Calculations

The following headings and calculations are specific to the Expenses per Head report.

- **Headcount:** Number of employees that roll up to the selected manager, including the selected manager.

**Note:** You must use Oracle Human Resources to store and maintain information about the manager hierarchy and headcount.

- **Average per Head:** This column displays the average expenses per head. The average is calculated and displayed for the current period, xTD. You can drill on this value to see the Expenses per Head trend.

Average Expenses Per Head = Amount of Expenses / Headcount.

## T&E Expenses

The T&E Expenses report displays travel and entertainment expenses, as defined by the accounts mapped to the Travel and Entertainment financial category.

You can use this report to answer business questions such as:

- How much are employees spending on Travel and Entertainment?

By drilling down from the T&E Expenses report into the underlying reports, you can view more detailed information. The detailed reports that you can drill to are:

- **Expenses Trend**
- **Expenses by Category Detail**
- **Expenses by Journal Source**
- **Expenses Detail by Invoice**

There are no unique headings or calculations on this report.

For a description of the Expense Management dashboard KPIs and concepts, see: Expense Management Dashboard, page 4-11.

## Top 10 Spenders

The Top 10 Spenders report enables managers to analyze employee expense reports charged to the manager's cost center and helps to identify potential corporate policy violators. The Top 10 Spenders report displays expenses reported using Oracle Internet Expenses of up to ten employees, ranked by total expenses per employee, who incurred expenses in the department of the manager selected.

The employees included in a Top 10 Spenders report must report directly or indirectly to the manager chosen in the parameter, for inclusion in that manager's Top 10 Spenders list. This report is only available from the Expense Management dashboard.

You can use this report to answer business questions such as:

- Which employees are my top spenders?
- Are the top spenders violating any corporate policy?

By drilling down from the Top 10 Spenders region into the underlying reports, you can view more detailed information. The detailed reports that you can drill to are:

- **Employee Directory:** Displays information, from the Oracle Human Resources Employee Directory, about an employee.
- **Expense Report Listings:** Shows information about an employee's expense reports for the period. Only expenses approved in the Oracle Payables workflow are displayed. This report is only available from the Top 10 Spenders region.
- **Expense Report Inquiry:** Shows detail information for a specific expense report. This report is a read-only report provided by Oracle Internet Expenses and is only available from the Expense Report Listings report.

For a description of the Expense Management dashboard KPIs and concepts, see: Expense Management Dashboard, page 4-11.

## Report Headings and Calculations

The following headings and calculations are specific to the Top 10 Spenders report.

- **Amount Entered:** Functional amount reported by an employee.
- **Cost Center:** The cost center that expenses are being charged to. Employees can charge expense reports to cost centers other than their own by changing the value in the Cost Center field in Oracle Internet Expenses. The cost center being charged, not the organizational cost center for the employee, is displayed.
- **Purpose:** The employee's justification for the expense entered in Internet Expenses. This field captures the free-form text justification entered by an employee.

## Expense Analysis Dashboard

The Expense Analysis dashboard provides up-to-date information on a company's operating expenses, and features a company/cost center/natural account-oriented view of a company's expense activity. The design of Expense Analysis was targeted at a company's managers and finance department, and focuses on analyzing and managing operating expenses.

Expense Analysis provides finance departments with the ability to explore anomalies by drilling to subledger detail and viewing transactional details, such as an original invoice or expense report.



The Expense Analysis dashboard can be accessed using the Daily Financials Intelligence responsibility.

## Expense Analysis KPIs

The following table lists the key performance indicators (KPIs) for the Expense Analysis dashboard and how they are calculated.

### *Expense Analysis Performance Measures or KPIs*

Performance Measures or KPIs	Calculation
Expenses	Based on the accounts mapped to the Operating Expenses financial category
Budget	Based on the budget for the Operating Expenses financial category
% of Budget	$(\text{Actual Expenses}/\text{Budget}) * 100$
Forecast	Based on the forecast for the Operating Expenses financial category
% of Forecast	$(\text{Actual Expenses}/\text{Forecast}) * 100$

## Expense Analysis Dashboard Concepts

The following concepts are common to the Expense Analysis dashboard and reports.

### Dashboard Parameters

For information about setting up these parameters, see: the DBI for Financials chapter in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

- **Date:** Automatically defaults to the system date; data is shown up to this specific date. For example, if period type is quarter, then data is shown for the current quarter up to the system date.

**Note:** If you change the Date parameter to any date other than the system date, then data is shown up to the end of the month specified in the Date parameter. If the specified month has not ended, however, then data is shown to the end of the previous month.

This table shows an example when the system date is April 19, 2005:

As Of Date	Data Shown On Page
April 19, 2005	up to April 19, 2005
April 18, 2005	up to March 31, 2005
March 18, 2005	up to March 31, 2005
Feb. 13, 2005	up to February 28, 2005

- **Company:** Displays information along the Company hierarchy. The list of values (LOV) is used to filter data by the company segments of the source ledgers' chart of accounts. Values in the Company LOV are based on the security profile of the user.
- **Cost Center:** Displays information along the Cost Center hierarchy. The LOV is used to filter data by the cost center segments of the source ledgers' chart of accounts. Like companies, cost centers are also organizational entities in your company to track expenses and revenue. Values in the Cost Center LOV are based on the security profile of the user.
- **Financial Category:** Category of financial information being viewed. Financial categories are defined by mapping the natural account segment from the code combination (CCID) in Oracle General Ledger to a set of predefined financial categories.
- **User Defined:** Displays information along the User Defined hierarchy. The LOV is used to filter data by any user-selected segment of the source ledgers' chart of accounts. If you use additional segments beyond the company/cost center/natural account segments to better classify transaction activities, then use this parameter to filter data by an additional segment.
- **Ledger:** A drop down list of source ledgers, from the source ledger setup.
- **View-by:** DBI for Financials reports support four different types of view-by:
  - **Company:** Displays information along the company hierarchy.
  - **Cost Center:** Displays information along the cost centers hierarchy.
  - **Financial Category:** Displays information along the financial category hierarchy.
  - **User Defined Dimension:** Displays information along the user-defined dimension hierarchy.

The company and cost center dimensions can be mapped to either the company or cost center segment, depending on your implementation. See: the DBI for Financials chapter in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

## Report Headings and Calculations

The following headings and calculations are common throughout the reports on the Expense Analysis dashboard.

Common accounting and financial terms that appear on reports are not defined.

For descriptions of the following headings and calculations, see: Report Headings and Calculations, page 4-4.

- **xTD**
- **Prior xTD**
- **(xTD) Change**
- **Budget**
- **% of Budget**
- **Forecast**
- **% of Forecast**

## Reports and Graphs

This dashboard contains the following reports:

- Expense Summary, page 4-17
- Revenue Summary, page 4-18
- Expense Rolling Trend, page 4-19
- Revenue Rolling Trend, page 4-20
- Cumulative Expense Trend, page 4-20

## Expense Summary

The Expense Summary displays actual, budget, and forecast expenses for the selected time period. The report also shows rolling periods of expenses.

**Tip:** You can also view this report by Company, Cost Center, Financial Category, and User Defined dimensions.

You can use this report to answer business questions such as:

- How do my operating expenses compare between companies?
- How do my operating expenses compare between cost centers?
- How do my operating expenses compare to the prior period - month, quarter, or year?
- How do my operating expenses break down between different expense categories?
- How do my operating expenses compare to forecast?
- How do my operating expenses compare to budget?

By drilling down from the Expense Summary into the underlying reports, you can view more detailed expense information for the selected time period. The detailed expense reports that you can drill to are:

- **Expense Trend by Account Detail:** Provides a monthly, quarterly, or yearly expense trend broken down by company, cost center, and account. In addition, this report contains rolling periods of expenses.

This report supports drills to the Expenses by Source report.

- **Expenses by Source:** Groups the expense amounts by a combination of ledger and the transactional source of the expense journals, for a given company, cost center, and account. For example, all carry forward amounts, closing journals, conversion totals, elimination totals, and so on are grouped into the General Ledger category.

This report supports drills to payables invoices, journal entry details, and depreciation expenses.

- **Payables Invoices:** Provides a detail listing of invoice headers of posted Oracle Payables invoices that are applicable to the company, cost center, and natural account.

This report supports external drills to Oracle Internet Expenses and Oracle iProcurement.

This report contains the following columns, among others:

- **Transaction Amount:** Invoice amount, in the transaction currency, that is posted against the selected dimensions in the parameter list.
- **Amount:** Invoice amount, in the ledger currency, that is posted against the selected dimensions in the parameter list.
- **Expense Report Number:** If the invoice is associated with an expense report number, then the expense report number appears here. If no expense report number exists, then *N/A* appears here.
- **PO Number:** If the invoice is associated with a purchase order number, then the PO number appears here. The report displays *Multiple* in this column when multiple purchase orders exist for an invoice. If no purchase orders are associated with an invoice, then *N/A* appears here.

- **Journal Entry Details:** Provides a journal header-level listing of expense journals.

This report supports drills to the Journal Line Details.

**Note:** Most report information (journal name, journal date, category, description, and source) is from the journal header. Report *amounts*, however, are taken from journal lines.

- **Journal Line Details:** Provides a line-level listing of expense journals. The report can be directly exported to Microsoft Excel.

**Note:** This report contains reference columns 1 through 10, which exist on the journal line.

- **Depreciation Expense (Major and Minor Categories):** Displays depreciation expenses from Oracle Assets, and shows a bar graph of xTD actuals versus prior year and a pie chart of xTD actuals, both grouped by the Fixed Asset category dimension.

This report supports drills to the Depreciation Expense Listing.

**Note:** If the Minor category is set up, then the report drills from the Major to Minor category, then to the Depreciation Expense Listing. If the Minor category is not set up, then the report drills from the Major category to the Depreciation Expense Listing.

- **Depreciation Expense Listing:** Provides a listing of depreciation expenses from Oracle Assets for a given major asset category and optionally a given minor asset category.

This report supports external drills to Oracle *iAssets*.

There are no unique headings or calculations on this report.

For a description of the Expense Analysis dashboard KPIs and concepts, see: Expense Analysis Dashboard, page 4-14.

## Revenue Summary

The Revenue Summary, similar to the Expense Summary, displays revenue actuals, budget, and forecast for the selected time period.

**Tip:** You can also view this report by Company, Cost Center, Financial Category, and User Defined dimensions.

The report also shows rolling periods of revenue.

You can use this report to answer business questions such as:

- How does my revenue compare between companies?
- How does my revenue compare between cost centers?
- How does my revenue compare to the prior period - month, quarter, or year?
- How does my revenue compare to forecast?
- How do my revenue expenses compare to budget?

By drilling down from the Revenue Summary into the underlying reports, you can view more detailed revenue information for the selected time period. The detailed revenue reports that you can drill to are:

- **Revenue Trend by Account Detail:** Provides a monthly, quarterly, or yearly revenue trend broken down by company, cost center, and account. Also shows rolling periods of revenue.

This report supports drills to the Revenue by Source report.

- **Revenue by Source:** Groups the revenue amounts by the transactional source of the revenue journals for a given company, cost center, and account.

This report supports drills to the Journal Entry Details report.

- **Journal Entry Details:** See: Expense Summary, page 4-17.

There are no unique headings or calculations on this report.

For a description of the Expense Analysis dashboard KPIs and concepts, see: Expense Analysis Dashboard, page 4-14.

## Expense Rolling Trend

The Expense Rolling Trend report displays a rolling month trend for expenses.

Use this report to answer business questions such as:

- How do my operating expenses trend for the year?
- How do my operating expenses compare to the prior year?
- How do my operating expenses trend for a specific ledger/company/cost center/financial category combination?

By drilling down from the Expense Rolling Trend report into the underlying reports, you can view more detailed expense information for the selected time period. The detailed expense reports that you can drill to are:

- **Expense Trend by Account Detail,** page 4-17

For a description of the Expense Analysis dashboard KPIs and concepts, see: Expense Analysis Dashboard, page 4-14.

## Report Headings and Calculations

The following headings and calculations are specific to the Expense Rolling Trend Report:

- **Month:** The month and year, for example, May-04.

## Revenue Rolling Trend

The Revenue Rolling Trend report, similar to the Expense Rolling Trend report, page 4-19, displays a rolling month trend for revenue.

By drilling down from the Revenue Rolling Trend report into the underlying reports, you can view more detailed revenue information for the selected time period. The detailed revenue reports that you can drill to are:

- **Revenue Trend by Account Detail**, page 4-19

For a description of the Expense Analysis dashboard KPIs and concepts, see: Expense Analysis Dashboard, page 4-14.

## Cumulative Expense Trend

The Cumulative Expenses Trend report provides the ability to view cumulative expenses for a given period. Depending on the Compare To parameter, you can compare the period-to-date expenses to the prior Year (prior 12 months), Quarter (prior 90 days), or Month (prior 30 Days).

Use this report to answer business questions such as:

- As of a selected date, what is the total expense accumulated so far in this period?
- What is the expense trend to-date for the period?
- How does the expense trend to-date compare to:
  - Budgeted expense for the period?
  - Forecasted expense for the period?
  - Expense trend from the prior year?
  - Expense trend from the prior period?

Two line types for budgeted or forecasted expenses exist, depending on the setting of the FII: Cumulative Graph Budget/Forecast line display profile option.

- **Horizontal Line:** The line is horizontal, using the end-of-period value. This line is not displayed if there is insufficient data, or if the level of granularity is coarser than the Period Type selected.
- **Cumulative Line:** The line displays the cumulative values at the finest level of granularity possible. For example, for the Quarter Period Type, if *monthly* budgets are posted, then the Budget line will be a three-step line. If *quarterly* budgets are posted, then the Budget line will be a horizontal line.

There are no unique headings or calculations on this report.

For a description of the Expense Analysis dashboard KPIs and concepts, see: Expense Analysis Dashboard, page 4-14.

## Funds Management Dashboard

The Funds Management dashboard lets public sector managers and analysts compare encumbrances and actual expenditures to budgets, and view the status of funds in hierarchies of funds, cost centers, and expense categories.

For each fund, cost center, and expense category, you can see the budget, encumbrances, and actual expenses, as well as available funds.

The Funds Management dashboard is designed for use in:

- State and municipal governments
- Higher education

The dashboard displays information in functional currency only.

## Funds Management KPIs

The following table lists the key performance indicators (KPIs) for the Fund Management dashboard and how they are calculated.

### *Funds Management Performance Measures or KPIs*

Performance Measures or KPIs	Calculation
Available	Funds available = Controlled (Budget - Encumbrances - Actuals)
% Available	Controlled funds available as a percentage of budget
Budget	Approved organizational and project expenses
Encumbrances - Commitments	Total of all encumbrance balances due to commitments
Encumbrances - Obligations	Total of all encumbrance balances due to obligations
Encumbrances - Others	Total of all encumbrance balances, not due to commitments or obligations
Actuals	Incurred expenses that are accounted

## Funds Management Dashboard Concepts

The following concepts are common to the Funds Management dashboard and reports.

### Dashboard Parameters

For information about setting up these parameters, see: the DBI for Financials chapter in the *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

- **Fund:** Determines the fund displayed on the dashboard. The list of values, limited by your security setup, displays only the specific funds that a manager should be allowed to access.

You can change the parameter label in the Financial Dimensions Setup pages.

For descriptions of the following parameters, see: Expense Analysis Dashboard Concepts, page 4-15.

- **Cost Center**
- **Financial Category**
- **User Defined**

For information on how dashboard parameters affect a Daily Business Intelligence dashboard, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The following headings and calculations are common throughout the reports on the Funds Management dashboard.

Common accounting and financial terms that appear on reports are not defined.

- **Controlled:** Funds available within the appropriate budgetary boundaries governed by the As Of date.

**Note:** On the Funds Management dashboard, if the period type is quarter and the As Of date is in the second month of the quarter, then the budgets are calculated up to that month. This is different from the Expense Analysis dashboard, which displays the entire quarter.

- **Accounted:** Funds available within the appropriate budgetary boundaries based on the standard accounting periods.
- **Available:** Unexpended, uncommitted funds included in an organization's or project's budget. Public sector organizations report periodically on budgets, as well as on realized and midstream expenses (encumbrances). Available funds are calculated as:

Available = Current Budget - Encumbrances - Actual Expenses.

- **% Available:** Available funds as a percentage of total budgeted funds.
- **Budget:** Funds allocated to organizations and projects for future expenditures.  
Budgets in the Controlled columns are dictated by budgetary control options, while budgets in the Accounted columns and the budget region are calculated based on period type.
- **Others:** Encumbrance balances other than commitments or obligations.
- **Spending Activities:** Equals encumbrances plus actual expenses.

## Reports and Graphs

This dashboard contains the following reports:

- Funds Available Summary, page 4-23
- Budget Summary, page 4-23
- Budget Trend by Account Detail, page 4-24
- Encumbrance Summary, page 4-24
- Encumbrance Trend by Account Detail, page 4-25
- Funds Available Trend, page 4-25

Additionally, this dashboard links to the following report:

- Expense Summary, page 4-17

The most common budget management practices include reviewing expense trends and budget variances. The Funds Management dashboard integrates with the Expense Analysis dashboard to provide expense reports and trends by funds, cost centers, expense categories, and projects (or other user-defined dimension), as well as drilldowns to journal lines and subledgers.



## Funds Available Summary

The Funds Available Summary displays available amounts, budget amounts, encumbrances, and actual expenses. Data is based on budgetary control parameters and is grouped by fund, cost center, expense categories, and a user-defined dimension.

The Funds Available Summary provides two subsets of information about budgeted, encumbered, and available funds:

- The Controlled view uses a time frame, within the current fiscal year, defined by the budgetary control setup options.
- The Accounted view is based on the standard accounting periods.

Both views are categorized by fund, cost center, account, or user-definable hierarchy. The Controlled view is not sensitive to the Period Type parameter.

**Note:** The Funds Available Summary portlet displays both views; the report displays only the Controlled view.

The Funds Available Summary also includes a monthly cumulative trend graph to illustrate the cumulative progression of available funds during the fiscal year. The report graph is a stacked bar graph that shows the comparison of actuals and encumbrances against budget.

Use this report to answer business questions such as:

- What are my current available funds?

There are no unique headings or calculations on this report.

For a description of the Funds Management dashboard KPIs and concepts, see: Funds Management Dashboard, page 4-20.

## Budget Summary

The Budget Summary displays current and original budgets grouped by fund, cost center, expense categories, and a user-defined dimension.

You can use this report to answer business questions such as:

- How has my budget changed from the prior period, quarter or year?
- How does my baseline budget compare to my current budget?
- How is my budget allocated to various projects?
- What are the fund sources on a project, fund, and overall organizational level?

The Funds Management page uses three types of budgets:

- Current
- Baseline (original)
- Prior

By drilling down from the Budget Summary, you can view more detailed information. The detailed report that you can drill to is:

- **Budget Trend by Account Detail**, page 4-24

For a description of the Funds Management dashboard KPIs and concepts, see: Funds Management Dashboard, page 4-20.

### Report Headings and Calculations

The following heading is specific to the Budget Summary:

**Original:** Represents a snapshot from when a budget was adopted. Also referred to as a baseline budget.

This is different from the current budget, which is the same budget but represented at a different point in time. The current budget includes all modifications made to adapt to changes in the scope of a project, a reorganization of cost centers, an organization-wide budget reduction, or other meaningful operational changes.

For descriptions of the following headings and calculations, see: Report Headings and Calculations, page 4-4.

- **xTD**

### Budget Trend by Account Detail

The Budget Trend by Account Detail report displays a monthly, quarterly, or annual trend of current budget amounts grouped by fund, cost center, and account.

This report also includes adjustments to the current budget, as compared to the baseline budget.

You can use this report to answer business questions such as:

- Which fund had the most budget adjustments?
- What is my budget for a specific fund, cost center, and account?

By drilling down from the Budget Trend by Account Detail report, you can view more detailed information. The detailed report that you can drill to is:

- **Budget Journal Entry Details:** Provides a header level listing of budget journals.

For a description of the Funds Management dashboard KPIs and concepts, see: Funds Management Dashboard, page 4-20.

### Report Headings and Calculations

The following headings are specific to the Budget Trend by Account Detail report:

**Original:** See: Report Headings and Calculations, page 4-24 for the Budget Summary.

**Adjustment:** Represents the difference between xTD and Original, calculated as:

Adjustment = xTD - Original

For descriptions of the following headings and calculations, see: Report Headings and Calculations, page 4-4.

- **xTD**

### Encumbrance Summary

The Encumbrance Summary displays encumbrances by encumbrance type, grouped by fund, cost center, account hierarchy, and a user-defined dimension. This report also displays encumbrance trend information within the selected period type.

Use this report to answer business questions such as:

- What is the breakdown of my encumbrances between obligations and commitments?
- What is my encumbrance total for a particular cost center or fund?

By drilling down from the Encumbrance Summary, you can view more detailed information. The detailed report that you can drill to is:

- **Encumbrance Trend by Account Detail**, page 4-25

For a description of the Funds Management dashboard KPIs and concepts, see: Funds Management Dashboard, page 4-20.

### **Report Headings and Calculations**

For descriptions of the following headings and calculations, see: Report Headings and Calculations, page 4-4.

- xTD

### **Encumbrance Trend by Account Detail**

The Encumbrance Trend by Account Detail report displays a monthly, quarterly, or annual trend of encumbrances grouped by fund, cost center, and account.

You can use this report to answer business questions such as:

- Which quarter contributed the most to the YTD amount?
- Which fund has the most encumbrances pending?

By drilling down from the Encumbrance Trend by Account Detail report, you can view more detailed information. The detailed report that you can drill to is:

- **Encumbrance Journal Entry Details:** Provides a header level listing of encumbrance journals.

For a description of the Funds Management dashboard KPIs and concepts, see: Funds Management Dashboard, page 4-20.

### **Report Headings and Calculations**

For descriptions of the following headings and calculations, see: Report Headings and Calculations, page 4-4.

- xTD

### **Funds Available Trend**

The Funds Available Trend report displays the current budget, spending activities against that budget, and the remaining available budget. Spending activities include actual incurred expenses and encumbrances against the budget.

This report includes a graph that illustrates how a budget, its encumbrances, and actual expenses are allocated for a full fiscal year (regardless of the As Of date). The As Of date controls which transaction balances are included on the report: if the transaction posting date precedes the As Of date, then the transaction is included on the report.

There are no unique headings or calculations on this report.

For a description of the Funds Management dashboard KPIs and concepts, see: Funds Management Dashboard, page 4-20.

## Payables Management Dashboard

By using the Payables Management dashboard, payables managers and analysts can analyze operational efficiency by monitoring invoice processing efficiency and by identifying outstanding invoices or recurring problems for particular operating units in the areas of invoice activity, payments, discounts taken, and holds. The Payables Management dashboard is available to the Daily Payables Intelligence responsibility.

### Payables Management KPIs

The following table lists the key performance indicators (KPIs) for the Payables Management dashboard and how they are calculated.

#### ***Payables Management Performance Measures or KPIs***

<b>Performance Measures or KPIs</b>	<b>Calculation</b>
Invoices Entered	Number of invoices entered, either manually or automatically, into Oracle Payables.
Electronic Invoices	Percent of electronic invoices relative to Invoices Entered, calculated as: $((\text{Number of electronic invoices}) / \text{Invoices Entered}) * 100.$
Invoices Paid	Number of invoices paid in current period.
Paid Late	Percent of invoices paid after scheduled payment date relative to the total invoices paid on time, within the designated period, calculated as: $(\text{Number of Invoices Paid Late} / \text{Number of Invoices}) * 100.$
Invoice to Payment Days	Average number of days it takes for an invoice to be paid, calculated as: $((\text{Payment Date} - \text{Invoice Date}) / \text{Number of Payments}) * 100.$
Payments	Number of payments.
% Discount Offered	Percent of discounts offered across all invoices, calculated as: $(\text{Total Discount Amount} / \text{Total Invoice Amount}) * 100.$
% Discount Taken	Percent of discounts taken for all invoices paid, calculated as: $(\text{Total Discount Amount Taken} / \text{Gross Invoice Amount}) * 100.$

## Payables Dashboard Concepts

The following concepts are common to the Payables Management and Payables Status dashboards and reports.

**Note:** The invoices displayed in the reports are based on the Invoice Entered Date. For example: if an invoice has an invoice date of October 15, 2004, but is entered into the system on November 15, 2004, then the invoice will be included in the month of November, not October.

**Note:** The payments displayed in the reports are based on the Payment Entered Date.

**Note:** The following are not included in the information displayed on the Payables Management and Payables Status dashboards:

- Invoices with the Expense Report type
- Canceled invoices

Prepayment invoices are only included in the following activity reports:

- Invoice Activity
- Invoice Types
- Electronic Invoices
- Electronic Invoices Trend

See: Accounting Events, *Oracle Payables User Guide*.

## Dashboard Parameters

The following parameters are common to the Payables Management and Payables Status dashboards and reports.

- **Operating Unit:** An operating unit is an organization, such as a division or department, associated with a legal entity. A user with an assigned responsibility can see only information for the operating units associated with that responsibility.
- **Supplier:** Individuals and companies that you purchase goods and services from.

For information on how dashboard parameters affect Daily Business Intelligence dashboards, see: Parameters, *Oracle Daily Business Intelligence User Guide*

## Report Headings and Calculations

The following headings and calculations are common to the Payables Management and Payables Status dashboards. Common accounting and financial terms that appear on reports are not defined.

- **Average Days on Hold:** The average number of days that invoices have been on hold. The average does not depend on the selected date for the end date. Instead, the end date for holds that are still unreleased is the system date when the last initial or incremental request set was run.

- **Days On Hold:** Total number of days that an invoice has had holds on it, from the first hold date to the selected date. The end date for holds that are still unreleased is the system date of the last refresh.
- **Discount Lost:** The discount amount lost on payments made during the period. The discounts lost equals the discount amounts lost on each of the discount dates prior to the As-of date. The amount lost is the difference between the discount before and after the discount date, reduced by any discounts taken on payments made before this discount date.

**Note:** If a payment is made after the discount was lost, but the user has overridden the available discount and taken a discount, then the discount lost reflects this override and is reduced from the discount loss calculation on the payment date.

- **Discount Remaining:** The discount amount left to be taken.

Discount Remaining = ((Discount Offered - Discount Taken) - Discount Lost).

Note that the displayed Discount Remaining might not equal the calculated amount if payments include withheld amounts.

- **Discount Taken:** The total amount of discounts taken on payments made before the selected date.
- **Invoices Due Amount:** The total amount of unpaid invoices with scheduled payment due dates on or after the selected date.
- **Invoices on Hold Amount:** The total amount of invoices with unreleased holds as of the date selected.
- **Invoices Past Due Amount:** The total amount of unpaid invoices with scheduled payment due dates as of or before the selected date.
- **Number of Holds:** The total number of holds placed on the invoice by the system or the user. Includes user defined holds, but does not include Scheduled Payment holds.
- **Open Payables Amount:** The total amount of all unpaid invoices as of the date selected.
- **Source:** Sources can be either manual or electronic.
  - Manual Invoices include invoices entered from one of the following sources:
    - Invoice Gateway
    - Manual Invoice Entry
    - Recurring Invoices
  - Electronic invoices include invoices entered from one of the following sources:
    - Extensible Markup Language (XML) Gateway
    - Electronic Data Interchange (EDI) Gateway
    - Internet Supplier Portal (ISP)
    - Advanced Shipment Billing Notice (ASBN)
    - Evaluated Receipt Settlement (ERS)

- Other Integrated. The Other Integrated source consists of user-defined sources as well as other intercompany, automated, and Oracle E-Business Suite sources.

- **(xTD) Change:** The percentage change between the amount for the period to- date and the amount for the prior period to-date or the same period during the prior year, based on the Compare-to parameter, then:  
$$(xTD) \text{ Change} = ((\text{Amount for Period to Date} - \text{Amount for Prior Period to Date}) / \text{Prior Amount for Period to Date}) * 100.$$
- **User:** The user or system that initiated one of the several standard payables activities. For an individual user, that user's logon is displayed. For a system, SYSTEM is displayed.
- **Weighted Average Days Due:** Weighted average days until unpaid invoices with unreleased holds are due - based on scheduled payment due dates at or after the selected date. This is calculated as follows:
  - Calculate the number of days between the scheduled payment due date and the As-of date.
  - Multiply the number of days by the scheduled payment amount to get the total amount.
  - Divide the total amounts by the total of all scheduled payment amounts. The result is the weighted average days due.
- **Weighted Average Days Past Due:** Weighted average days invoices with unreleased holds are past due - based on scheduled payment due dates before the date parameter. This is calculated as follows:
  - Calculate the number of days between the scheduled payment due date and the As-of date.
  - Multiply the number of days by the scheduled payment amount to get the total amount.
  - Divide the total of all amounts by the total of all scheduled payment amounts. The result is the weighted average days due.

## Reports and Graphs

This dashboard contains the following reports and graphs:

- Invoice Activity, page 4-30
- Invoice Detail Reports, page 4-35
- Invoice Types, page 4-30
- Electronic Invoices, page 4-31
- Electronic Invoices Trend, page 4-32
- Paid Invoices, page 4-32
- Paid Invoice Discounts, page 4-33
- Holds Activity, page 4-34
- Holds Trend, page 4-44
- Past Due Invoices, page 4-40

- Invoice Activity Detail Reports, page 4-35

## Invoice Activity

The Invoice Activity report displays, by operating unit and supplier, the total number of invoices entered, manually or electronically, as well as the amount and distribution of invoices. Canceled invoices and expense reports are not included.

You can use the Invoice Activity report to answer business questions such as:

- What is the total volume of invoices entered over a given period of time?
- Has invoice volume increased over time? If so, has this delayed processing?
- Is a particular operating unit entering more invoices in the current period compared to last year?
- Has the progression toward electronic invoicing improved the organization's performance?
- Which suppliers issued invoices to a particular operating unit?

By drilling down from the Invoice Activity report into the underlying reports, you can view more detailed information. The detailed reports that you can drill to are:

- **Invoices Entered Detail**
- **Electronic Invoices Entered Detail**
- **Manual Invoices Entered Detail**

For a description of the Payables Management dashboard KPIs and concepts, see: Payables Management Dashboard, page 4-26.

## Report Headings and Calculations

The following headings and calculations are specific to the Invoice Activity report.

- **Invoice Amount:** Total amount of all invoices entered during the selected period. All invoices are included, except for expense reports and canceled invoices.
- **Electronic:** Percent of electronic invoices entered, relative to the total number of invoices entered.

## Related Topics

Invoice Activity Detail Reports, page 4-35

## Invoice Types

The Invoice Types report displays information about the kinds of invoices issued to operating units, listed by supplier. You can use this information to highlight and review possibly nonstandard payment methods used by operating units or required by suppliers.

You can use this report to view invoice types for all entered invoices.

You can use the Invoice Types report to answer business questions such as:

- Are operating units making prepayments to suppliers?



By drilling down from the Invoice Types report into the underlying report, you can view more detailed information. The detailed reports that you can drill to are:

- **Invoices Entered Detail**
- **Invoice type-specific Invoices Entered Detail**

For a description of the Payables Management dashboard KPIs and concepts, see: Payables Management Dashboard, page 4-26.

### Report Headings and Calculations

The following headings and calculations are specific to the Invoice Types report.

- **Invoice Type:** The invoice type can be one of the following: Standard, Withholding, Prepayment, Credit, Debit, Mixed, and Interest.

### Related Topics

Invoice Activity Detail Reports, page 4-35

## Electronic Invoices

The Electronic Invoices report displays information about the percentage of invoices to operating units, listed by supplier, that are electronic and how those electronic invoices were transmitted.

You can use this report to answer business questions such as:

- What proportion of invoices entered into Oracle Payables are electronic?
- What protocol was used to send and receive those invoices: XML, EDI, or others?

By drilling down from the Electronic Invoices report into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Electronic Invoice**

From this report, you can drill to additional detail reports. See: Invoice Activity Detail Reports, page 4-35.

For a description of the Payables Management dashboard KPIs and concepts, see: Payables Management Dashboard, page 4-26.

### Report Headings and Calculations

The following headings and calculations are specific to the Electronic Invoices report.

- **% Electronic Invoices:** The percentage of all invoices that were electronically entered.

$\% \text{ Electronic Invoices} = ((\text{Electronic Invoices Entered} / \text{Total Invoices Entered}) * 100).$

- **Change (% Electronic):** The percentage point difference in the percent of Electronic Invoices in comparison with a prior period or some period last year, based on the Compare-to parameter.

$\text{Change (\% Electronic)} = \text{Current \% Electronic Invoices} - \text{Prior Period \% Electronic Invoices}.$

For example, if the number of electronic invoices as a percentage of all invoices processed increased from 17% in the prior period to 22% in the current period, the value 5 is displayed, because  $22 - 17 = 5$ .

- **Change (Electronic):** The percent change from last period in the number of electronic invoices entered.

$$\text{Change (Electronic)} = ((\text{Current Number of Electronic Invoices Entered} - \text{Prior Period Number of Electronic Invoices Entered}) / |\text{Prior Period Number of Electronic Invoices Entered}|) * 100.$$

For example, if electronic invoices as a percentage of all invoices processed increased from 17% in the prior period to 22% in the current period, the value 29 is displayed, because  $((22 - 17) / 17) * 100 = 29$ .

- **Other Integrated:** The total count of electronic invoices entered via other integrated sources during the selected period. Other integrated sources includes user-defined sources as well as other intercompany, external, and Oracle E-Business Suite sources.

## Related Topics

Invoice Activity Detail Reports, page 4-35

## Electronic Invoices Trend

The Electronic Invoices Trend report displays information about the number and percentage of electronic invoices by operating unit, listed by supplier, for the period to date. There are no other drills from this report.

You can use the Electronic Invoices Trend report to answer business questions such as:

- How many electronic invoices were entered during this period?
- What percentage of all invoices were entered electronically?

**Note:** You must select an operating unit and supplier before the appropriate drill down appears.

By drilling down from the region into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Electronic Invoices Entered Detail:** Shows the percentage of electronic invoices entered for the period to date.

There are no unique headings or calculations on this report.

For a description of the Payables Management dashboard KPIs and concepts, see: Payables Management Dashboard, page 4-26.

## Related Topics

Invoice Activity Detail Reports, page 4-35

## Paid Invoices

The Paid Invoices report displays information about invoice payment activity throughout the selected period. The report includes details on the total number and amount of payments and invoices.

You can use this report to answer business questions such as:

- How many invoices were paid? What was the amount paid on those invoices?
- How many invoices were paid on time or past due? What was the outstanding amount due on those invoices?
- What percentage of payments were electronically distributed?

By drilling down from the Paid Invoices report into the underlying reports, you can view more detailed information. The detailed reports that you can drill to are:

- **Paid Invoices Detail**
- **Payment Detail**

For a description of the Payables Management dashboard KPIs and concepts, see: Payables Management Dashboard, page 4-26.

## Report Headings and Calculations

The following headings and calculations are specific to the Paid Invoices report.

- **Invoice to Payment Days:** The average number of days it takes for invoices to be paid. For each invoice, the number of Invoice to Payment Days is based on the number of payments made for that invoice and is calculated by determining the number of days between the Payment Date and Invoice Date for each payment.  
$$\text{Invoice to Payment Days} = (\text{Payment Date} - \text{Invoice Date}) / \text{Number of Payments}.$$
- **Paid on Time Amount:** The total value of scheduled payments made on or before the scheduled payment due date.
- **Paid Late Amount:** The total value of scheduled payments that were made after the scheduled payment due date.
- **% Electronic Payments:** The percentage of payments made electronically.  
$$\% \text{ Electronic Payments} = ((\text{Electronic Payments Entered} / \text{Total Payments Entered}) * 100).$$
- **Discount Taken:** The value of the discounts taken on payments made during the period selected.

## Related Topics

Invoice Activity Detail Reports, page 4-35

## Paid Invoice Discounts

The Paid Invoice Discounts report displays discounts offered, taken, and lost on paid invoices. You can view this information by operating unit, supplier, or supplier across operating units.

You can use the Paid Invoice Discounts report to answer business questions such as:

- What amount and percentage of discounts offered were actually taken?

By drilling down from the Paid Invoices Discounts report into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Paid Invoices Detail**

For a description of the Payables Management dashboard KPIs and concepts, see: Payables Management Dashboard, page 4-26.

## Report Headings and Calculations

The following headings and calculations are specific to the Paid Invoice Discounts report.

- **Gross Invoice Amount:** Due to discount utilization this amount might not equal the Total Invoice Amount.

Gross Invoice Amount = Paid Amount + Discount Taken Amount.

- **Change (Offered):** The percent change in discount offered from this period to the Compare-to period.

Change (Offered) = ((Current Discounts Offered - Prior Period Discounts Offered) / |Prior Period Discounts Offered|) \* 100.

- **Discount Taken:** The amount of the discount taken on payments made during the period selected.

- **Change (Lost):** The percent change in discounts lost.

Change (Lost) = ((Current Discounts Lost - Prior Discounts Lost) / |Prior Discounts Lost|) \* 100.

## Related Topics

Invoice Activity Detail Reports, page 4-35

## Holds Activity

You can use the Holds Activity report to view holds by operating unit, supplier, and supplier by operating unit in the following hold categories:

- Variance
- PO Matching
- Invoice
- User Defined
- Other

You can use the Holds Activity report to view invoices placed on hold during a specific time period. You can also use the Holds Activity report to answer business questions such as:

- How many invoices are on hold and why?

By drilling down from the Holds Activity report into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Holds Activity Detail**

There are no unique headings or calculations on this report.

For a description of the Payables Management dashboard KPIs and concepts, see: Payables Management Dashboard, page 4-26.

## Related Topics

Invoice Activity Detail Reports, page 4-35

## Invoice Activity Detail Reports

An invoice detail report is a listing of invoices for an operating unit and supplier. The title of the report is dynamic and based on the origin of the drill down.

Some invoice detail reports, drilled to from the Payables Management dashboard, are:

- **Invoices Entered Detail:** Shows invoices entered during the selected period independent of the source.
- **Manual Invoices Entered Detail:** Invoices entered during the selected period that have a source that belongs to the Manual category.
- **Electronic Invoices Entered Detail:** Invoices entered during the selected period that have a source that belongs to the Electronic category.
- **Electronic Invoice:** Shows information about invoices for specific electronic sources. From this report you can drill to:
  - Invoices Entered Detail
  - Electronic Invoices Entered Detail
  - XML Invoices Entered Detail
  - EDI Invoices Entered Detail
  - ERS Invoices Entered Detail
  - ISP Invoices Entered Detail
  - ASBN Invoices Entered Detail
  - Other Integrated Invoices Entered Detail

All of these detail reports display the same information.

- **Invoice type-specific Invoices Entered Detail:**

For example, from the Invoice Types report, drill to the Standard Invoices Entered Detail report to see information only about standard invoices.

- **Paid Invoices Detail:** Shows payments made on an invoice and discounts taken.
- **Payment Detail:** Shows payment details, such as amount, date, bank account, remit-to bank, and currency.

From this report, you can also drill to:

- **Invoices Paid on Time Detail:** Lists invoices paid on time, as well as invoice amounts, paid amounts, and first due date.
- **Invoices Paid Late Detail:** Lists invoices paid late, as well as invoice amounts, paid amounts, and first due date.
- **Holds Activity Detail:** Shows invoices placed on hold during the selected period.

## Shared Payables Intelligence Detail Reports

Drill to these reports from *both* the Payables Management and Payables Status dashboards:

- **Payment Activity History:** Provides a detailed activity history for an individual payment including the action taken on the payment, the date of the action, and the user responsible for the action.
- **Invoice Activity History:** Shows who performed any action on an invoice and when the action occurred.
- **Scheduled Payments and Discounts:** Shows payments scheduled on an invoice and discounts available and taken.
- **Invoice Distribution Detail:** Shows line item detail on an invoice such as description, amount, and purchase order number.

From this report, you can drill to the purchase order to view more details.

- **Hold History:** The Hold History report displays a detailed view of the hold history for an individual invoice. There are no other drills from this report.

The following headings and calculations are specific to Hold History.

- **Hold Release Date:** The date the hold was released. Unreleased holds default to null.
- **Held By:** The user who placed the hold - either the individual user or system. For an individual user that user's logon is displayed. For a system, SYSTEM is displayed.

For a description of the Payables Management dashboard KPIs and concepts, see: Payables Management Dashboard, page 4-26.

For a description of the Payables Status dashboard KPIs and concepts, see: Payables Status Dashboard, page 4-36.

## Payables Status Dashboard

By using the Payables Status dashboard, payables managers and analysts can use the dashboard as an actionable dashboard to monitor and analyze invoices due and past due amounts, discount opportunities, and holds. The Payables Status dashboard is available to the Daily Payables Intelligence responsibility.

Payables analysts can use the Payables Status dashboard to:

- Monitor the status of unpaid invoices.
- Monitor discount opportunities.
- Monitor holds activity by supplier.

## Payables Status KPIs

The following table lists the key performance indicators (KPIs) for the Payables Status dashboard and how they are calculated.

### ***Payables Status Key Performance Measures or KPIs***

<b>Performance Measure or KPI</b>	<b>Calculation</b>
Open Payables Amount	Total amount of all unpaid invoices.
Invoices Due Amount	Total amount of all unpaid invoices due on the As-of date.
Number Invoices Due	Number of invoices due on the As-of date.
Weighted Average Days Due	Average number of days invoices are due, weighted on invoice amounts, calculated as: $\frac{((\text{Scheduled Payment Date} - \text{System Date}) * \text{Invoices Due Amount})}{\text{Total Scheduled Payment Amount}}$ This is expressed as a positive number.
Invoices Past Due Amount	Total amount of all invoices past due.
Number Invoices Past Due	Number of invoices past due.
Weighted Average Days Past Due	Average number of days invoices are past due, weighted on invoice amounts, calculated as: $\frac{((\text{Scheduled Payment Date} - \text{System Date}) * \text{Invoices Past Due Amount})}{\text{Total Scheduled Payment Amount}}$
Discount Remaining Amount	Amount of the discounts that remain available on unpaid invoices on the As-of date.
Discount Offered Amount	Amount of discounts offered on the gross amount on all invoices at the summary level.
Invoices on Hold Amount	Total of the amounts on invoices on hold.
Invoices On Hold	Percent of invoices on hold relative to unpaid invoices on the As-of date, calculated as: $\frac{(\text{Number of Invoices on Hold} / \text{Unpaid Invoices})}{* 100}$

## **Dashboard Parameters**

Because this dashboard provides a current status or snapshot of payables information, the period type and Compare-to parameters are not available on this dashboard.

For a description of common parameters, see: *Payables Dashboard Concepts*, page 4-27.

For information on how dashboard parameters affect Daily Business Intelligence dashboards, see: *Parameters, Oracle Daily Business Intelligence User Guide*

## **Reports and Graphs**

This dashboard contains the following reports and graphs:

- Open Payables Summary, page 4-38
- Invoices Due Aging Summary, page 4-39

- Invoices Past Due Aging Summary, page 4-39
- Past Due Invoices, page 4-40
- Discount Opportunities Summary, page 4-41
- Holds Summary, page 4-41
- Invoices on Hold Discount Summary, page 4-42
- Holds Categories Summary, page 4-43
- Holds Trend, page 4-44
- Invoice Status Detail Reports, page 4-44

## Open Payables Summary

The Open Payables Summary report displays information about open liabilities on unpaid and partially paid invoices.

**Note:** If invoices include multiple payments that are both due and past due, those invoices are counted as both due and past due. Therefore, the total of the number of invoices due and the number of invoices past due does not equal the displayed total number of unpaid invoices.

Information is displayed in terms of open liability amounts. Once invoices are entered, they are evaluated for this report. Invoices do not need to be validated to be included. Unpaid or partially paid invoices are included. Unpaid invoice amounts are reduced by applied prepayments and withheld amounts. Invoices on hold are also included.

You can use the Open Payables Summary report to answer questions such as:

- Which supplier has the greatest number of unpaid invoices?
- Of the organization's unpaid invoices, which are due and which are past due?
- How far past due is a payment to a specific supplier?
- Which supplier should receive payment priority?
- How many invoices are either current or past due?
- How many invoices will become due in the near future? What is the amount outstanding on these invoices?
- How many invoices are past due? What is the amount outstanding on these invoices?

By drilling down from the Open Payables Summary report into the underlying report, you can view more detailed information. The detailed reports that you can drill to are:

- **Unpaid Invoice Detail**
- **Invoices Due Detail**
- **Invoices Past Due Detail**

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs and concepts, see: Payables Status Dashboard, page 4-36.



## Related Topics

Invoice Status Detail Reports, page 4-44

## Invoices Due Aging Summary

The Invoices Due Aging Summary report displays an aging summary of currently due invoices grouped into three aging buckets. You can use this report to answer business questions such as:

- How many invoices will be due in more than 30 days? What is the amount outstanding on these invoices?
- How many invoices will be due in 0 to 15 days or in 16 to 30 days?

On reports that display amounts due, the total of the amounts on invoices is equal to the total of the amounts in the aging buckets. However, on reports that display a total number of invoices, that total might not equal the total of the number of invoices in the aging buckets.

**Note:** This might occur if an invoice has several scheduled payment dates which would cause invoices to be counted in multiple aging buckets, both due and due in 0 to 15 days or in 16 to 30 days.

By drilling down from the Invoice Due Aging Summary report into the underlying report, you can view more detailed information. The detailed reports that you can drill to are:

- **Invoices Due Detail**
- **Invoices Due in 1-15 Days**
- **Invoices Due in 16-30 Days**
- **Invoices Due After 30 Days**

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs and concepts, see: Payables Status Dashboard, page 4-36.

## Related Topics

Invoice Status Detail Reports, page 4-44

## Invoices Past Due Aging Summary

You can view an aging summary of past due invoices grouped into three aging buckets. You can use this report to answer business questions such as:

- How many invoices are past due? What is the amount outstanding on these invoices?
- How many invoices are past due for 1 to 15 days, 16 to 30 days, and over 30 days?

On reports that display aged amounts due, the total of the amounts on individual invoices equals the total of the amounts in the aging buckets. However, on aging reports that display a total number of invoices, that total might not equal to the total of the number of invoices in the aging buckets.

**Note:** This might occur if an invoice has several scheduled payment dates, which would cause invoices to be counted in multiple aging buckets, both due and due in 0 to 15 days or in 16 to 30 days.

By drilling down from the Invoices Past Due Aging Summary report into the underlying report, you can view more detailed information. The detailed reports that you can drill to are:

- **Invoices Past Due Detail**
- **Invoices 1-15 Days Past Due**
- **Invoices 16-30 Days Past Due**
- **Invoices Over 30 Days Past Due**

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs and concepts, see: Payables Status Dashboard, page 4-36.

## Related Topics

Invoice Status Detail Reports, page 4-44

## Past Due Invoices

The Past Due Invoices report provides a summary of the past due invoices across all suppliers and operating units. The report allows drills to the invoice detail level, and provides a quick overview of current unpaid invoices that are past due.

**Note:** Data in this report is based on the last system *refresh* date, rather than the As Of Date parameter.

You can also use this report to answer business questions such as:

- Which invoices are currently past due, and for how much?
- What is the total amount past due?

By drilling down from the Past Due Invoices report into underlying reports, you can view more detailed information. The detailed reports that you can drill to are:

- **Invoice Activity History**
- **Scheduled Payments and Discounts**
- **Invoice Distribution Detail**
- **Hold History**

Use these detailed reports to further investigate what is causing these invoices to be past due. See: Invoice Activity Detail Reports, page 4-35 and Invoice Status Detail Reports, page 4-44.

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs and concepts, see: Payables Status Dashboard, page 4-36.

## Discount Opportunities Summary

The Discount Opportunities Summary report displays opportunities to take discounts on unpaid invoices. You can view opportunities arranged by operating unit, supplier, and supplier across operating units. The Discount Opportunities Summary report provides a view of discounts currently available, based on the system date or the selected date.

You can use the Discount Opportunities Summary report to answer business questions such as:

- What is the discount amount offered, remaining, or lost on the organization's unpaid invoices?
- Is there a particular supplier with whom the organization is consistently losing discounts?
- What percent of discounts offered has the organization taken advantage of?
- Which operating unit has benefited most from the discounts offered?
- Has the increase in electronic payments contributed to an increase in discounts taken?
- How many discounts has the organization taken over a given period of time? Have the number of discounts taken increased over time?
- Within an operating unit, what is the discount percent offered?

By drilling down from the Discount Opportunities Summary report into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Unpaid Invoice Detail**

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs and concepts, see: Payables Status Dashboard, page 4-36.

## Related Topics

Invoice Status Detail Reports, page 4-44

## Holds Summary

The Holds Summary report provides a selected date view of invoices on hold listed by operating unit, supplier, or supplier by operating unit. The amount of the holds are reported in two categories: holds due and holds past due.

Information is displayed only for unreleased holds on the selected date. Scheduled payment holds are not included.

Holds that you apply manually or that Oracle Payables applies prevent payment and, in some cases, the creation of accounting entries for an invoice. There are several categories of holds such as invoice holds, supplier holds, and system holds. The following are examples of holds predefined in Oracle Payables:

- Invoice amount is more than the invoice amount limit you specify for a supplier site.
- A supplier does not provide a valid purchase order number for matching.
- Tax code on the invoice does not match the tax code assigned to the account.

- Hold Unvalidated Invoices option for a supplier site in the Suppliers Sites window is enabled.
- Payables cannot perform automatic withholding of tax.

You can use the Holds Summary report to answer business questions such as:

- How many invoices are on hold?
- What is the total amount due outstanding on the invoices on hold?
- What invoices require action?
- Which holds category is most pervasive across operating units?
- Has an increase in invoice volume adversely affected the number of holds?
- How many invoices were placed on hold over a given time period?
- What is the average number of days invoices were on hold during a given period?
- What are the reasons that a specific invoice is on hold? Is there a problem at the line item level?

By drilling down from the Holds Summary report into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Invoices on Hold Detail**
- **Invoices on Hold Due**
- **Invoices on Hold Past Due**

For a description of the Payables Status dashboard KPIs and concepts, see: Payables Status Dashboard, page 4-36.

## Report Headings and Calculations

The following headings and calculations are specific to the Holds Summary report.

- **Holds Due Amount:** The total amount of unpaid invoices with unreleased holds having scheduled payment due dates at or after the selected date. The Holds Due Amount is calculated at the scheduled payment level.
- **PO Matching Holds:** The total number of purchase order matching holds. This hold category consists of predefined holds that are placed on invoices that violate predefined purchase order matching criteria.

## Related Topics

Invoice Status Detail Reports, page 4-44

## Invoices on Hold Discount Summary

You can view discount opportunities on invoices with unreleased holds on the selected date by operating unit, supplier, or supplier across operating unit.

You can use the Invoices on Hold Discount Summary report to answer business questions such as:

- How many invoices are on hold?
- What is the status of any discounts for invoices on hold on the As-of date; offered, taken, lost, and remaining?

By drilling down from the Invoices on Hold Discount Summary report into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Invoices on Hold Detail**

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs and concepts, see: Payables Status Dashboard, page 4-36.

## Related Topics

Invoice Status Detail Reports, page 4-44

## Holds Categories Summary

You can use the Holds Categories Summary report to view holds by operating unit, supplier, and supplier by operating unit in the following hold categories:

- Variance
- PO Matching
- Invoice
- User Defined
- Other

By drilling down from the Holds Categories Summary report into the underlying report, you can view more detailed information. The detailed reports that you can drill to are:

- **Invoice on Hold Detail**
- **Hold Type Summary**

For a description of the Payables Status dashboard KPIs and concepts, see: Payables Status Dashboard, page 4-36.

## Report Headings and Calculations

The following headings and calculations are specific to the Holds Categories Summary report.

- **Variance:** The total number of variance holds. This hold category consists of predefined holds placed on invoices that exceed tolerances.
- **PO Matching:** The total number of PO matching holds. This hold category consists of predefined holds that are placed on invoices that violate predefined purchase order matching criteria.
- **Invoice:** The total number of invoice holds. This hold category consists of predefined holds placed on the invoice by the system.
- **User Defined:** The total number of user defined holds.
- **Other:** The total number of other hold categories which include Account, Funds, Miscellaneous, and Supplier holds.

## Related Topics

Invoice Status Detail Reports, page 4-44

## Holds Trend

The Holds Trend report displays information that you can use to analyze trends in the processing of invoices with unreleased holds by operating unit, supplier, or supplier by operating unit. The Holds Trend report displays month-end data for each of the twelve prior months and the to-date data for the current month.

**Note:** You must select an operating unit and supplier before the appropriate drill down appears.

By drilling down from the Holds Trend report into the underlying report, you can view more detailed information. The detailed report that you can drill to is:

- **Invoices on Hold Detail**

There are no unique headings or calculations on this report.

For a description of the Payables Status dashboard KPIs and concepts, see: Payables Status Dashboard, page 4-36.

## Related Topics

Invoice Status Detail Reports, page 4-44

## Invoice Status Detail Reports

An invoice status detail report is a listing of invoices for an operating unit and supplier. The title of the report is dynamic and based on the origin of the drill down.

Some invoice status detail reports, drilled to from the Payables Status dashboard, are:

- **Unpaid Invoice Detail:** Shows details about invoices that are not fully paid as of the As Of date.
- **Invoices Due Detail:** Shows details about invoices that are not fully paid as of the As Of date, but are still due.

These additional Invoices Due reports are also available:

- **Invoices Due in 1-15 Days**
- **Invoices Due in 16-30 Days**
- **Invoices Due After 30 Days**
- **Invoices Past Due Detail:** Shows details about invoices that are not fully paid as of the As Of date, and are past due. An invoice with at least one past due schedule is considered past due.

These additional Invoices Past Due reports are also available:

- **Invoices 1-15 Days Past Due**
- **Invoices 16-30 Days Past Due**
- **Invoices Over 30 Days Past Due**

- **Invoices on Hold Detail:** Shows details about invoices with unreleased holds as of the As Of date.
- **Invoices on Hold Due:** Shows details about invoices that are due, and which also have unreleased holds as of the As Of date.
- **Invoices on Hold Past Due:** Shows details about invoices that are past due, and which also have unreleased holds as of the As Of date. An invoice with at least one past due schedule is considered past due.
- **Hold Type Summary:** Shows invoices with unreleased holds on the As Of date, grouped by hold types associated with a particular hold category. The hold type displayed in this report depends on the selection made in the Hold Categories Summary.

For a description of the Payables Status dashboard KPIs and concepts, see: Payables Status Dashboard, page 4-36.

### **Related Topics**

Invoice Activity Detail Reports, page 4-35





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## Using Daily Business Intelligence for Interaction Center

This chapter contains a description of the dashboards and reports available in DBI for Interaction Center.

This chapter covers the following topics:

- Email Center Management Dashboard
- Email Center Management KPIs
- Email Response Performance
- Email Response Performance Report
- Email Resolution Report
- Emails by Outcome, Result, Reason Report
- Email Activity
- Email Activity Report
- Email Activity by Agent Report
- Email Activity by Customer Report
- Email Backlog Aging Report
- Inbound Telephony Management Dashboard
- Inbound Telephony Management KPIs
- Call Activity by Classification
- Inbound Telephony Activity Report
- Inbound Telephony Activity by Customer Report
- Call Activity by Center
- Inbound Telephony Activity by Agent Report
- Inbound Telephony by Outcome, Result, Reason Report

### Email Center Management Dashboard

The Email Center Management dashboard presents interaction center managers with a comprehensive view of email volume activity and response performance. For a basic understanding and description of the behavior of Daily Business Intelligence

dashboards, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User's Guide*.

For details regarding refreshing dashboard data, see: Refreshing Data, *Oracle Daily Business Intelligence User's Guide*.

## Parameters

This dashboard uses the following parameters. For more information on the Date, Period Type, and Compare To parameters as well as how parameters affect results on a dashboard, see: Parameters, *Oracle Daily Business Intelligence User's Guide*.

Use parameters to control how to display the data. The Email Center Management dashboard contains parameters that are common to all reports. Individual reports may have additional parameters. The parameters in this section are shared by all reports.

- **Date**
- **Period Type:** The period type parameter is the time period for which data is aggregated. Options are Week, Month, Quarter and Year.
- **Compare To:** This parameter is used for calculating change.
- **Account:** Email accounts to which emails are directed. In addition to selecting a specific account, you can view statistics for all accounts.
- **Classification:** The method of categorization for the routing of email messages.

## Reports and Graphs

The Email Center Management dashboard contains the following report regions.

- Email Response Performance
- Email Activity

Most of the reports in these regions feature graphs, as well as tabular data.

## Personalizing Links

Customize the report links on this dashboard by selecting Personalize and choosing the desired report links. The changes you make are not system-wide; they only apply to your view of the Email Center Management dashboard.

## Customization

You can add links to other reports in the Links region. (You can add only reports to which your responsibility has access.) You can also add external URL addresses, see: Regions, *Oracle Daily Business Intelligence User's Guide*.

## Email Center Management KPIs

The purpose of the Email Center Management KPIs is to provide quick access to the latest status of the key performance indicators (KPIs) for the enterprise call centers. The KPIs region presents a snapshot of performance, agent productivity, email volume, activity and outcomes.

For more information on key performance indicators and KPI regions, see: *Regions, Oracle Daily Business Intelligence User's Guide*.

## KPI Columns

The KPI table contains the following columns:

- **Name:** The name of the KPI.
- **XTD:** The period for which data is aggregated in the table. This is based on the Period Type parameter.
- **Change:** The difference between the selected period and the comparison period from the Compare To parameter. These metrics are expressed as follows:
  - **Percent:** For numbers that represent a count, or hours, the change is shown as a percent and is expressed as:  
$$(\text{Current Measure} - \text{Comparison Measure}) / \text{Absolute value of Comparison Measure} * 100$$
  - **Difference:** For numbers that represent percent, or a ratio, the change is expressed as:  
$$\text{Current Measure} - \text{Comparison Measure}$$

## KPI Headings and Calculations

This section explains the metrics in the KPI region and how they are calculated.

- **Replied within Service Level Goal:** This KPI comes from the Email Response Performance report. It is the percentage of email replies responded to within service level goal. It is calculated as:

### Example

Emails responded within service level goal / total emails responded \* 100

- **Transfer Rate:** This KPI comes from the Email Response Performance report. It is the percentage of emails that have been transferred at least once before resolution to the number of emails resolved. Resolved emails represent those that have either been replied to or deleted. It is calculated as:

### Example

$$(\text{Emails transferred out of the emails replied or deleted}) / (\text{Emails Replied} + \text{Emails Deleted}) * 100$$

- **Delete Rate:** This KPI comes from the Email Response Performance report. It is the percentage of emails deleted to the number of emails resolved. Emails resolved refer to emails that have been either replied to, deleted or auto-processed. It is calculated as:

### Example

$$(\text{Deleted} + \text{Auto Deleted}) /$$

$$(\text{Deleted} + \text{Auto Deleted} + \text{Replied} + \text{Auto Replied} + \text{Auto Updated SR} + \text{Auto Resolved}) * 100$$

- **One & Done Resolution:** This KPI comes from the Email Response Performance report. It is the percent of inbound email interactions that get resolved with a single reply. For example:

**Example**

Customer A sends email

Agent X replies to email (reply contains TAG)

Customer A replies to agent X's reply (i.e. thank you email)

One & Done Resolution is True

Customer A sends email

Agent X replies to email (reply contains TAG)

Customer A replies to agent X's reply (i.e. follow up question)

Agent X replies to Customer A's second email

One & Done Resolution is False

- **Customer Wait Time (Hours):** This KPI is from the Email Response Performance report. It is the time (expressed in hours) the email is received by the Email Center system to the time the email is replied. It is calculated as:

**Example**

Total Customer Wait Time / Emails Received

Customer Wait Time is calculated as:

**Example**

Time at which the email was replied – Time at which the email was received

- **Received:** This KPI is from the Email Activity report. It represents the total number of emails received from the Email Center system.
- **Replied:** This KPI is from the Email Activity report. It represents the total number of email replies sent from the Email Center system.
- **Backlog:** This KPI is from the Email Activity report. It represents the total number of inbound emails, not responded to at the end of the reporting period. It is calculated as:

**Example**

Accumulated open emails in the master queue + Accumulated open emails in the agents' inbox

- **Composed:** This KPI is from the Email Activity report. It is the number of the new outbound emails (not replies) generated from Email Center.
- **Service Requests Created:** This KPI comes from the Email Activity report. It is the total number of new service requests created in Email Center associated to inbound email interactions.
- **Leads:** This KPI comes from the Email Activity report. It is the total number of the new leads requested for creation in Email Center that are associated to email interactions.
- **Replied per Agent Hour:** This KPI is from the Email Activity by Agent report. It is the average number of email replies sent by an agent in a one-hour period of agent's login time. It is calculated as:

**Example**

Emails replied by Agent / Agent Hours

Where Agent Hours is the sum of all Agent Work Times during a given time period which is calculated as Logout Time - Login Time

## Graphs

**Service Level Trend Graph:** This KPI is from the Email Activity report. It is the number of the new outbound emails (not replies) generated from Email Center.

## Email Response Performance

The Email Response Performance region presents performance measures related to email response activity for every active email account defined in Email Center. The summary of measures provides a quick and overall assessment of email center operations.

The following reports are available in this region:

- Email Response Performance
- Email Resolution
- Emails by Outcome, Result and Reason

## Report Parameters

The reports in this region use the parameters listed in Parameters, *Oracle Daily Business Intelligence User's Guide*, plus the following unique parameter:

- **View By:** You can use the view-by parameter to toggle between viewing account or classification data.

**Note:** The Emails by Outcome, Result and Reason report does not have the View By parameter. It only has the dashboard parameters.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see *Using Daily Business Intelligence*.

## Graphs

The graphs in this region provide visual representations of some of the key data represented in the reports. They are:

- **Customer Wait Time Trend (Hours):** The Customer Wait Time Trend graph displays the trend of how long a customer had to wait before receiving a response as against the wait time goal over the period of time. For more information on graph regions and the trend graph type, see: *Regions, Oracle Daily Business Intelligence User's Guide*.
- **Agent Response Time Trend (Hours):** The Agent Response Time Trend graph displays the trend of agent's email response time over a period of time. For more information on graph regions and the trend graph type, see: *Regions, Oracle Daily Business Intelligence User's Guide*.
- **One and Done Resolution Trend:** The One and Done Resolution Trend graph displays trends that pertain to the percent of inbound email interactions that were resolved during the first interaction. For more information on graph regions and the trend graph type, see: *Regions, Oracle Daily Business Intelligence User's Guide*.

## Customization

Daily Business Intelligence for Service reports allow some customization at the user level and at the site level.

At the user level, you can personalize reports by saving some parameters as default, customizing the links sections of the report, and scheduling the report via e-mail. See *Using Daily Business Intelligence* for information on personalizing reports.

For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

## Email Response Performance Report

This report summarizes the information for email accounts in terms of the email accounts or email classifications. The data summarized include the total number of emails replied, percentage of emails replied within service level goal, the transfer and the delete rates, customer wait time and agent response time.

There is no graphical representation of data in this report.

### Report Headings and Calculations

- **Account or Classification (as determined by view-by selection):** All email accounts / classifications defined in Email Center by the organization.
- **Replied:** Total number of emails processed through reply (includes both deleted by the agent and auto replied).
- **Change:** Change in Replied by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Replied within Service Level Goal:** Percentage of email replies responded to within service level goal.
- **Change:** Change in Replied within Service Level Goal by comparing the values of the current period with a prior period. This is an absolute change.
- **Auto Replied Rate:** Percentage of email responses that were automatically generated.
- **Change:** Change in Auto Replied Rate by comparing the values of the current period with a prior period. This is an absolute change.
- **Transfer Rate:** Percent of Emails Resolved that have been transferred at least once.
- **Change:** Change in Transfer Rate by comparing the values of the current period with a prior period. This is an absolute change.
- **Delete Rate:** Percent of Emails Resolved that were deleted.
- **Change:** Change in Delete Rate by comparing the values of the current period with a prior period. This is an absolute change.
- **One and Done Resolution:** Percent of inbound email interactions that get resolved with a single reply.
- **Change:** Change in One and Done Resolution by comparing the values of the current period with a prior period. This is an absolute change.
- **Customer Wait Time (Hours):** The time (expressed in hours) the email is received by the Email Center system to the time the email is replied.

- **Change:** Change in Customer Wait Time by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Agent Response Time (Hours):** The time it took the agent to respond to an email after fetching it from queue or opening it from inbox, in cases where the email was transferred by another agent, assigned by Supervisor or automatically Routed.
- **Change:** Change in Agent Response Time by comparing the values of the current period with a prior period. This is calculated in percentage.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

## Email Resolution Report

The Email Resolution report provides detailed analysis of resolutions for every email account or email classification defined in Email Center.

The data and calculations display in both table and graph format.

### Report Headings and Calculations

- **Account or Classification (as determined by view-by selection):** All email accounts / classifications defined in Email Center by the organization.
- **Completed:** Total number of emails resolved via reply, delete or auto-processing.
- **Change:** Change in Completed by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Manual Response:** Total number of emails resolved via reply or delete by the agent.
- **Auto Response:** Total number of emails resolved via auto-reply, auto-delete, auto-resolved and auto service request update.
- **Replied by Agent:** Total number of emails processed through reply by the agent.
- **Change:** Change in Replied by Agent by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Deleted by Agent:** Total number of emails processed through delete by the agent.
- **Change:** Change in Deleted by Agent by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Auto Replied:** Number of incoming emails that where automatically responded to.
- **Change:** Change in Auto Replied by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Auto Deleted:** Number of incoming emails that where automatically deleted.
- **Change:** Change in Auto Deleted by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Auto Resolved:** Number of incoming emails for which a custom procedure/workflow got executed and interaction closed.
- **Change:** Change in Auto Resolved by comparing the values of the current period with a prior period. This is calculated in percentage.

- **Auto Service Request Update:** Number of incoming emails for which the associated service request was automatically updated and interaction closed.
- **Change:** Change in Auto Service Request Update by comparing the values of the current period with a prior period. This is calculated in percentage.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

## Graphs

This report has the following graphs:

- **Resolution Method:** This graph displays the number of emails that were resolved manually and by auto response for the view by column.
- **Manual Resolution:** This graph gives the break up of the manually resolved emails in terms of replied and deleted for the view by column.
- **Auto Resolution:** This graph gives the break up of auto-resolved emails in terms of auto-replied, auto-deleted, auto-resolved and auto-service Request update for the view by column.

## Emails by Outcome, Result, Reason Report

The Emails by Outcome, Result and Reason report provides detailed analysis of outcomes, results, and reasons for every active account and email classification defined in Email Center. For every outcome, the corresponding Results, Reasons along with outcome Subtotals are displayed.

There is no graphical representation of data in this report.

For more information on navigating within reports, exporting data, or personalizing reports, see: Reports, *Oracle Daily Business Intelligence User's Guide*.

## Report Headings and Calculations

- **Result:** Denotes the result of the Email Interaction
- **Reason:** Denotes the Reason for the Email Interaction
- **Email Count:** Total Number of Emails.
- **Percent of Total:** Percent of the count of the Emails with respect to the subtotal count for that outcome and result.
- **Change:** Change in Percent of Total by comparing the values of the current period with a prior period. This is an absolute change.

## Email Activity

The Email Activity region presents a snapshot and an overview of Activity KPIs by account in terms of email numbers like how many emails were received, replied, transferred, deleted, composed and in backlog.

The following reports are available in this region:

- Email Activity



- Email Activity by Agent
- Email Activity by Customer
- Email Backlog Aging

## Report Parameters

The reports in this region use the parameters listed in *Parameters, Oracle Daily Business Intelligence User's Guide*, plus the following unique parameters:

- **Account Group:** Email Activity by Agent Group uses this unique parameter called Agent Group.
- **View By:** Email Activity and Email Backlog Aging reports use this dimension to control how to display the data, for example, by account or by classification.

## Graphs

The graphs in this region provide visual representations of some of the key data represented in the reports. They are:

- **Email Activity Trend:** The Email Activity Trend graph displays trend of email activity in terms of Received and Replied emails over time. For more information on graph regions and the trend graph type, see: *Regions, Oracle Daily Business Intelligence User's Guide*.
- **Email Activity:** The Email Activity graph displays key volume account measures by email account. For more information on graph regions and the trend graph type, see: *Regions, Oracle Daily Business Intelligence User's Guide*.
- **Email Backlog Trend:** The Email Backlog Trend graph provides a view of accumulated, un-responded to email, representing all email accounts over the period of time. For more information on graph regions and the trend graph type, see: *Regions, Oracle Daily Business Intelligence User's Guide*.

## Customization

Daily Business Intelligence for Service reports allow some customization at the user level and at the site level.

At the user level, you can personalize reports by saving some parameters as default, customizing the links sections of the report, and scheduling the report via e-mail. See *Using Daily Business Intelligence* for information on personalizing reports.

For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

## Email Activity Report

The Email Activity report presents metrics as they pertain to volume and productivity for a specific email account or for all accounts. You can also toggle the view by to view the report by classification.

The report presents metrics in both table and graph format.

For more information on navigating within reports, exporting data, or personalizing reports, see: *Reports, Oracle Daily Business Intelligence User's Guide*.

## Report Headings and Calculations

- **Account or Classification (as determined by view-by selection):** All email accounts / classifications defined in Email Center by the organization.
- **Received:** Number of inbound emails received by the Email Center system.
- **Change:** Change in Received by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Replied:** Total number of emails processed through reply (includes both replied by the agent and auto replied).
- **Change:** Change in Replied by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Deleted:** Total number of emails processed through delete (includes those which were deleted by the agent and auto deleted).
- **Change:** Change in Deleted by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Transferred:** The number of resolved emails that had at least one transfer activity.
- **Change:** Change in Transferred by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Backlog:** Total number of un-responded emails. Includes queued emails and emails in agents' inboxes.
- **Change:** Change in Backlog by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Composed:** Total number of new emails that are composed by the agent.
- **Change:** Change in Composed by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Transfer Rate:** Percent of Emails Resolved that have been transferred at least once.
- **Change:** Change in Transfer Rate by comparing the values of the current period with a prior period. This is an absolute change.
- **Delete Rate:** Percent of Emails Resolved that were deleted.
- **Change:** Change in Delete Rate by comparing the values of the current period with a prior period. This is an absolute change.
- **Service Requests Created:** The total number of Service Requests created from the Email Center application.
- **Change:** Change in Service Requests Created by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Leads:** Total number of leads generated in Email Center associated to inbound email interactions.
- **Change:** Change in Leads by comparing the values of the current period with a prior period. This is calculated in percentage.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

## Graphs

This report has the following graphs:

- **Received:** This graph displays the number of emails that were received in this period and compare the same against the prior period based on the compare to parameter.
- **Replied:** This graph displays the number of emails that were replied in this period and compare the same against the prior period based on the compare to parameter.
- **Backlog:** This graph displays the number of emails that remain in backlog in this period and compare the same against the prior period based on the compare to parameter.

## Email Activity by Agent Report

The Email Activity by Agent report presents activity metrics by agent for a given email account or for all accounts. The report displays all agents assigned to a select email account during a select period.

The data and calculations appear in both table and graph format.

For more information on navigating within reports, exporting data, or personalizing reports, see: Reports, *Oracle Daily Business Intelligence User's Guide*.

## Report Headings and Calculations

- **Agent:** The name of the agent who handles the email account and inbound calls.
- **Emails Received in Inbox:**
  - **Count:** Total Number of Emails received in the agent's inbox
  - **Fetches:** Total number of emails fetched by the agent
  - **Transfer Activity In:** The number of times an email was transferred in to an agent
  - **Assigned:** Total number of emails that were assigned to the agent by a supervisor
  - **Auto Routed:**Total number of emails that were auto-routed
- **Emails Processed:**
  - **Count:** Total Number of Emails Processed
  - **Replied:** Total number of emails processed through reply (includes both replied by the agent and auto replied)
  - **Deleted:** Total number of emails processed through delete (includes those which were deleted by the agent and auto deleted)
  - **Transfer Activity Out:** The number of times an email was transferred out by an agent
  - **Rerouted:**Total number of emails Processed through Rerouting the email
- **Replied within Service Level Goal:** Percentage of email replies responded within the service level goal.
- **Deviation from Average:** Refers to the deviation from the average for that account for Replied within Service Level Goal.

- **Replied per Agent Hour:** Average number of email replies sent by an agent in a one-hour period of agent's work.
- **Deviation from Average:** Refers to the deviation from the average for that account for Replied per Agent Hour.
- **Agent Response Time (Hours):** The time it took the agent to respond to an email after fetching it from queue or opening it from inbox, in cases where the email was transferred by another agent, assigned by Supervisor or automatically Routed.
- **Deviation from Average:** Refers to the deviation from the average for that account for Agent Response Time.
- **Service Requests Created:** The total number of Service Requests created from the Email Center application.
- **Percent of Total:** Percent total of the Service Requests Created that were updated.
- **Leads:** Total number of leads generated in Email Center associated to inbound email interactions.
- **Percent of Total:** Total of the Leads that were identified.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

## Graphs

This report has the following graphs:

- **Received:** This graph displays by agent the number of emails that were received in this period and compare the same against the prior period based on the compare to parameter.
- **Replied within Service Level Goal:** This graph displays the number of emails that were replied within the service level goal for each agent in this period and compare the same against the prior period based on the compare to parameter.
- **Replied per Agent Hour:** This graph displays number of emails that were replied per Agent hour in this period compare the same against the prior period based on the compare to parameter.

## Email Activity by Customer Report

The Email Activity by Customer report presents activity metrics by customer or for all customers as determined by the volume of emails received and period selected.

The data and calculations appear in both table and graph format.

For more information on navigating within reports, exporting data, or personalizing reports, see: Reports, *Oracle Daily Business Intelligence User's Guide*.

## Report Headings and Calculations

- **Customer:** Customer name associated with Email center.
- **Replied:** Total number of emails processed through reply (includes both replied by the agent and auto replied).

- **Change:** Change in Replied by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Replied within Service Level Goal:** Percentage of email replies responded within the service level goal.
- **Change:** Change in Replied within Service Level Goal by comparing the values of the current period with a prior period. This is an absolute change.
- **Customer Wait Time (Hours):** The time (expressed in hours) the email is received by the Email Center system to the time the email is replied.
- **Change:** Change in Customer Wait Time by comparing the values of the current period with a prior period. This is calculated in percentage.
- **One and Done Resolution:** Percent of inbound email interactions that get resolved with a single reply.
- **Change:** Change in One and Done Resolution by comparing the values of the current period with a prior period. This is an absolute change.
- **Received:** Number of inbound emails received by the Email Center system.
- **Change:** Change in Received by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Backlog:** Total number of un-responded emails. Includes queued emails and emails in agents' inboxes.
- **Change:** Change in Backlog by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Service Requests Created:** The total number of Service Requests created from the Email Center application.
- **Change:** Change in Service Requests Created by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Leads:** Total number of leads generated in Email Center associated to inbound email interactions.
- **Change:** Change in Leads by comparing the values of the current period with a prior period. This is calculated in percentage.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

## Graphs

This report has the following graphs:

- **Replied:** This graph displays the number of emails that were replied in this period compare the same against the prior period based on the compare to parameter. The graph shows the data for each customer.
- **Replied within Service Level Goal:** This graph displays the number of emails that were replied within the service level goal in this period compare the same against the prior period based on the compare to parameter.
- **Customer Response Time:** This graph displays the average customer wait time for each customer in this period compare the same against the prior period based on the compare to parameter.

## Email Backlog Aging Report

The Email Backlog Analysis report provides detailed aging of email backlog for every active account defined in Email Center. This report breaks down email backlog by aging buckets as well as provides a view of backlog at the classification level for the account.

The data and calculations display in both table and graph format.

For more information on navigating within reports, exporting data, or personalizing reports, see: Reports, *Oracle Daily Business Intelligence User's Guide*.

### Report Headings and Calculations

- **Account or Classification (as determined by view-by selection):** All email accounts / classifications defined in Email Center by the organization.
- **Backlog:** Total number of unresponded emails. Includes queued emails and emails in agents' inboxes.
- **Change:** Change in Backlog by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Agent Hours Equivalent:** Total agent hours required to reply all emails in backlog and reduce backlog to 0.
- **Aging Distribution:** % of emails in backlog that fall within that age period.
- **Change:** Change in Aging Distribution by comparing the values of the current period with a prior period. This an absolute change.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

### Graphs

This report has the following graph:

- **Backlog:** This graph displays the number of emails that are in backlog in this period and compare the same against the prior period based on the compare to parameter.

## Inbound Telephony Management Dashboard

The Inbound Telephony Management dashboard allows call center managers to get an overview of inbound telephony operations for different centers, classifications and dialed numbers. Familiar KPIs provide a snapshot of performance and the associated graphs provide detail on the trends for the selected time period.

You can view metrics by call center, classification, and dialed number.

For a basic understanding and description of the behavior of Daily Business Intelligence dashboards, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User's Guide*.

For details regarding refreshing dashboard data, see: Refreshing Data, *Oracle Daily Business Intelligence User's Guide*.

## Parameters

This dashboard uses the following parameters. For more information on the Date, Period Type, and Compare To parameters as well as how parameters affect results on a dashboard, see: Parameters, *Oracle Daily Business Intelligence User's Guide*.

- **Date**
- **Period Type:** The period type parameter is the time period for which data is aggregated. Options are Week, Month, Quarter and Year.
- **Compare To:** This parameter is used for calculating change.
- **Call Center:** This represents the call center for which the inbound telephony metrics are being measured and by which you can view. You can view metrics for a particular call center or for all call centers.
- **Classification:** Classifications specify how calls are identified and which business application should be used for the screen LOV, which contains the caller data. You can view metrics for a particular classification or for all classifications.
- **Dialed Number:** This represents the number that the customer dialed to contact the call center. You can view metrics for a particular dialed number or for all dialed numbers.

## Reports and Graphs

The Inbound Telephony Management dashboard contains the following report regions:

- Call Activity by Classification
- Call Activity by Center

Most of the reports in these regions feature graphs, as well as tabular data.

## Personalizing Links

Customize the report links on this dashboard by selecting Personalize and choosing the desired report links. The changes you make are not system-wide; they only apply to your view of the Inbound Telephony Management dashboard.

## Customization

You can add links to other reports in the Links region. (You can add only reports to which your responsibility has access.) You can also add external URL addresses, see: Regions, *Oracle Daily Business Intelligence User's Guide*.

## Inbound Telephony Management KPIs

The purpose of the Inbound Telephony Management KPIs is to provide quick access to the latest status of the key performance indicators (KPIs) for the inbound telephony activities of an enterprise call center. The KPIs region provides a snapshot of performance, volume, productivity, and outcomes for a select period.

For more information on key performance indicators and KPI regions, see: Regions, *Oracle Daily Business Intelligence User's Guide*.

## KPI Columns

The KPI table contains the following columns:

- **Name:** The name of the KPI.
- **XTD:** The period for which data is aggregated in the table. This is based on the Period Type parameter.
- **Change:** The difference between the selected period and the comparison period from the Compare To parameter. These metrics are expressed as follows:
  - **Percent:** For numbers that represent a count, or time (for example, hours / seconds), the change is shown as a percent and is expressed as:  
$$(\text{Current Measure} - \text{Comparison Measure}) / \text{Absolute value of Comparison Measure} * 100$$
  - **Difference:** For numbers that represent percent, or a ratio, the change is expressed as:  
$$\text{Current Measure} - \text{Comparison Measure}$$

## KPI Headings and Calculations

This section explains the metrics in the KPI region and how they are calculated.

- **Inbound Service Level:** This KPI comes from the Inbound Telephony Activity report. It is the percentages of calls offered that are handled within a predefined wait time goal. The wait time goal is defined using the BIX: Call Service Level Goal in Seconds profile option. It is calculated as:  
$$\text{Total incoming calls handled within Customer Wait Time Goal} / \text{Total calls offered} * 100$$
- **Average Speed to Answer (Seconds):** This KPI comes from the Inbound Telephony Activity report. It is the average amount of time inbound calls spend in the queue before being picked up by the agent. It is calculated as:  
$$\text{Total Queue Time of Handled Calls} / \text{Total Handled Calls}$$
- **Abandon Rate:** This KPI comes from the Inbound Telephony Activity report. It is the percentage of calls offered where customer hangs up before speaking with an agent. It is calculated as:  
$$\text{Total Number of calls hung up before answered by agent} / \text{Total number of calls offered} * 100$$
- **Transfer Rate:** This KPI comes from the Inbound Telephony Activity report. It is the percentage of calls handled where an agent receives the call and then transfers it to a different agent or conferences in other agents. Only the first time the call is transferred, it is taken for calculation. It is calculated as:  
$$\text{Total Number of calls transferred by agent} / \text{Total number of calls handled} * 100$$
- **Inbound Calls Handled:** This KPI is from the Inbound Telephony Activity report. It is the number of incoming calls of media item type is inbound or direct.
- **Agent Dialed Calls:** This KPI is from the Inbound Telephony Activity by Agent report. It is the total number of manually dialed calls by all agents.
- **Web Callbacks Handled:** This KPI comes from the Inbound Telephony Activity by Agent report. It is the total calls handled where media item type 'Web Callback'.



- **Availability Rate:** This KPI comes from the Inbound Telephony Activity by Agent report. It is the percentage of time agents are logged in and ready for calls. It is calculated as:  

$$(\text{Waiting for Calls Time} + \text{Talk Time} + \text{Wrap Time}) / \text{Login Time} * 100$$
OR  

$$\text{Login Time} - \text{Idle Time} / \text{Login Time} * 100$$
- **Utilization Rate:** This KPI comes from the Inbound Telephony Activity by Agent report. It is the percentage of time agents handle customer calls versus the time logged in.  

$$(\text{Talk Time} + \text{Wrap Time}) / \text{Login Time} * 100$$
OR  

$$(\text{Login Time} - \text{Idle Time} - \text{Waiting for Calls Time}) / \text{Login Time} * 100$$
- **Average Talk Time per Call (Seconds):** This KPI is from the Inbound Telephony Activity report. It is the average amount of time an agent spends talking to a customer. This includes calls with inbound, direct, manual, web callback, and unsolicited call types. It is calculated as:  

$$\text{Total Talk Time for all handled calls} / \text{Number of Calls Handled}$$
- **Average Wrap Time per Call (Seconds):** This KPI is from the Inbound Telephony Activity report. It is the average amount of time an agent spends to perform interaction wrap-up activities after hanging up a call. This includes calls with inbound, direct, manual, web callback, and unsolicited call types. It is calculated as:  

$$\text{Total Wrap Time for all handled calls} / \text{Number of Calls Handled}$$
- **Calls Handled per Agent Hour:** This KPI is from the Inbound Telephony Activity by Agent report. It is the average number of calls an agent handles per hour of login time. This includes calls with inbound, direct, manual, web callback, and unsolicited call types. It is calculated as:  

$$\text{Calls Handled} / \text{Total Login Time of all Agents}$$
- **Service Requests Created:** KPI is from the Inbound Telephony Activity report. It is the number of service requests created through telephone calls. This includes calls with inbound, direct, manual, web callback, and unsolicited call types.
- **Leads Created:** This KPI is from the Inbound Telephony Activity report. It is the number of leads created through telephone calls. This includes calls with inbound, direct, manual, web callback, and unsolicited call types.
- **Opportunities Created:** This KPI is from the Inbound Telephony Activity report. It is the number of opportunities created through telephone calls. This includes calls with inbound, direct, manual, web callback, and unsolicited call types.

## Graphs

- **Inbound Service Level Trend Graph:** The Inbound Service Level Trend graph presents a quick, at-a-glance summary of inbound service level performance trend and its goal over the period of time.

## Related Topics

Regions., *Oracle Daily Business Intelligence User's Guide*

## Call Activity by Classification

The Call Activity by Classification region presents an overview of performance and call volume, agent productivity and outcomes for call classifications. For more information on table regions, see: Regions, *Oracle Daily Business Intelligence User's Guide*.

The following reports are available in this region:

- Inbound Telephony Activity
- Inbound Telephony Activity by Customer

## Report Parameters

The reports in this region use the parameters listed in the Parameters, *Oracle Daily Business Intelligence User's Guide* section of the *Daily Business Intelligence User Guide*, and the Inbound Telephony Activity Report uses the following unique parameter:

- **View By:** You can use the view-by parameter to toggle between viewing account or classification data.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see Using Daily Business Intelligence.

## Graphs

The graphs in this region provide visual representations of some of the key data represented in the reports. They are:

- **Average Speed to Answer Trend:** The Average Speed to Answer Trend graph displays the trend of the average number of seconds a customer had to wait to talk to an agent. For more information on graph regions and the trend graph type, see: Regions, *Oracle Daily Business Intelligence User's Guide*.
- **Abandon and Transfer Rate Trend:** The Abandon and Transfer Rate Trend graph displays the trend of the percentage of inbound calls that were abandoned in the queue or transferred. For more information on graph regions and the trend graph type, see: Regions, *Oracle Daily Business Intelligence User's Guide*.
- **Availability and Utilization Rate Trend:** The Availability and Utilization Rate Trend graph displays the trend of the agents' availability as well as their productivity. For more information on graph regions and the trend graph type, see: Regions, *Oracle Daily Business Intelligence User's Guide*.

## Customization

Daily Business Intelligence for Service reports allow some customization at the user level and at the site level.

At the user level, you can personalize reports by saving some parameters as default, customizing the links sections of the report, and scheduling the report via e-mail. See Using Daily Business Intelligence for information on personalizing reports.

For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

## Inbound Telephony Activity Report

The Inbound Telephony Activity report allows you to view inbound activity by call center, classification, or dialed number based on the parameter you select.

The data and calculations display in both table and graph format.

For more information on navigating within reports, exporting data, or personalizing reports, see: Reports, *Oracle Daily Business Intelligence User's Guide*.

### Report Headings and Calculations

- **Call Center or Classification or Dialed Number** (as determined by view-by selection): Refer to the parameters section for more details on the definition of these parameters.
- **Inbound Service Level:** The percentage of calls offered that are handled within Customer Wait Time Goal.
- **Change:** Change in Inbound Service Level by comparing the values of the current period with a prior period. This is an absolute change.
- **Inbound Service Level Goal:** The target for the percentage of calls answered within the wait time goal.
- **Average Speed to Answer (Seconds):** The average amount of time inbound calls spend in the queue before being picked up by the agent.
- **Change:** Change in Average Speed to Answer by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Abandon Rate:** Percentage of calls offered where the customer hangs up before speaking with an agent.
- **Change:** Change in Abandon Rate by comparing the values of the current period with a prior period. This is an absolute change.
- **Transfer Rate:** Percentage of calls handled where an agent receives the call and transfers it to a different agent or conferences in another agents.
- **Change:** Change in Transfer Rate by comparing the values of the current period with a prior period. This is an absolute change.
- **Inbound Calls Handled:** Number of incoming calls answered / handled by an agent, excluding the short calls and abandoned calls.
- **Change:** Change in Inbound Calls Handled by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Web Callbacks:** A count of the customer interactions handled by agents responding to a request for a Web Callbacks.
- **Change:** Change in Web Callbacks by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Average Talk Time per Call (Seconds):** The average amount of time an agent spends in talking to a customer for all types of calls.
- **Change:** Change in Average Talk Time per Call by comparing the values of the current period with a prior period. This is calculated in percentage.

- **Average Wrap Time per Call (Seconds):** The average amount of time an agent spends to perform interaction wrap up activities after hanging up a call.
- **Change:** Change in Average Wrap Time per Call by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Service Requests Created:** The total number of Service Requests created from the Advanced Inbound application.
- **Change:** Change in Service Requests Created by comparing the values of the current period with a prior period. This is calculated in percentage
- **Leads Created:** The number of leads created (TeleSales) during the period from Advanced Inbound.
- **Change:** Change in Leads Created by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Opportunities Created:** The number of opportunities created during the period.
- **Change:** Change in Opportunities Created by comparing the values of the current period with a prior period. This is calculated in percentage.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

## Graphs

This report has the following graphs:

- **Inbound Service Level:** This graph displays the inbound service level percentage for the view by column compared to the prior period as per the compare to parameter.
- **Average Speed to Answer:** This graph displays the average speed to answer for the view by column compared to the prior period as per the compare to parameter.
- **Abandon Rate:** This graph gives the abandon rate of the calls the view by column compared to the prior period as per the compare to parameter.
- **Inbound Calls Handled:** This graph displays the total number of inbound calls handled for the view by column compared to the prior period as per the compare to parameter.
- **Average Talk Time per Call:** This graph displays the average talk time per Call for the view by column compared to the prior period as per the compare to parameter.
- **Outcomes:** This graph gives the break up of the outcome of the calls handled in terms of the number of Service Requests Created, Leads Created and Opportunities Created for the view by column.

## Inbound Telephony Activity by Customer Report

The Inbound Telephony Activity by Customer report allows you to view inbound activity for a specific customer or all customers.

For more information on navigating within reports, exporting data, or personalizing reports, see: Reports, *Oracle Daily Business Intelligence User's Guide*.

There is no graphical representation of data in this report.

## Report Headings and Calculations

- **Customer:** Customer name associated with Inbound telephony activities.
- **Inbound Service Level:** The percentage of calls offered that are handled within Customer Wait Time Goal.
- **Change:** Change in Inbound Service Level by comparing the values of the current period with a prior period. This is an absolute change.
- **Inbound Service Level Goal:** The target for the percentage of calls answered within the wait time goal.
- **Average Speed to Answer (Seconds):** The average amount of time inbound calls spend in the queue before being picked up by the agent.
- **Change:** Change in Average Speed to Answer by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Transfer Rate:** Percentage of calls handled where an agent receives the call and transfers it to a different agent or conferences in another agents.
- **Change:** Change in Transfer Rate by comparing the values of the current period with a prior period. This is an absolute change.
- **Inbound Calls Handled:** Number of incoming calls answered / handled by an agent, excluding the short calls and abandoned calls.
- **Change:** Change in Inbound Calls Handled by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Average Talk Time per Call (Seconds):** The average amount of time an agent spends in talking to a customer for all types of calls.
- **Change:** Change in Average Talk Time per Call by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Average Wrap Time per Call (Seconds):** The average amount of time an agent spends to perform interaction wrap up activities after hanging up a call.  
**Change:** Change in Average Wrap Time per Call by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Service Requests Created:** The total number of Service Requests created from the Advanced Inbound application.
- **Change:** Change in Service Requests Created by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Leads Created:** The number of leads created (TeleSales) during the period from Advanced Inbound.
- **Change:** Change in Leads Created by comparing the values of the current period with a prior period. This is calculated in percentage.
- **Opportunities Created:** The number of opportunities created during the period.
- **Change:** Change in Opportunities Created by comparing the values of the current period with a prior period. This is calculated in percentage.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

## Call Activity by Center

The Call Activity by Center region presents Call Activity by Center table and a link to a detailed report of Inbound Telephony Activity by classification, call center and dialed number. For more information on table regions, see: Regions, *Oracle Daily Business Intelligence User's Guide*.

The following reports are available in this region

- Inbound Telephony Activity by Agent
- Inbound Telephony Activity by Outcome, Result and Reason

## Report Parameters

The reports in this region use the core Parameters, *Oracle Daily Business Intelligence User's Guide* plus the following unique parameters.

- **Agent Group:** Inbound Telephony Activity by Agent report this unique parameter called Agent Group.

## Graphs

The graphs in this region provide visual representations of some of the key data represented in the reports. They are:

- **Calls by Media Type:** The Calls by Media Type graph displays the calls in terms of agent dialed, web callbacks and inbound and provides a comparison of the same with the prior period as per the compare to parameter. For more information on graph regions and the trend graph type, see: Regions, *Oracle Daily Business Intelligence User's Guide*.
- **Average Talk and Wrap Time Trend:** The Average Talk and Wrap Time Trend graph displays the trend of Talk and Wrap Times over the period of time. For more information on graph regions and the trend graph type, see: Regions, *Oracle Daily Business Intelligence User's Guide*.
- **Outcomes:** The Outcomes graph provides a view of the outcome of inbound calls in terms of Service Requests, Leads and Opportunities Created and the comparison of the same against the prior period. For more information on graph regions and the trend graph type, see: Regions, *Oracle Daily Business Intelligence User's Guide*.

## Customization

Daily Business Intelligence for Service reports allow some customization at the user level and at the site level.

At the user level, you can personalize reports by saving some parameters as default, customizing the links sections of the report, and scheduling the report via e-mail. See Using Daily Business Intelligence for information on personalizing reports.

For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

## Inbound Telephony Activity by Agent Report

The Inbound Telephony Activity by Agent report allows you to view inbound activity for a specific agent, all agents or agent group within a call center.

The grand total for the Average Talk Time per Call (Seconds) column represents the average talk time at the agent level, which may differ from the average talk time per call at the call center level. The Average Talk Time per Call (Seconds) KPI (as presented on the Inbound Telephony Management dashboard) may vary, if a call is handled by multiple agents at the same time, for example, the call is conferenced. In this case, the overlapping segments are counted just once at the call level, but are counted multiple times at the agent level since the agent spent time on the call. Example, Agent A spends 3 minutes on a call and then conferences Agent B in for 7 minutes. So, at the call center level, the average talk time is 10 minutes. For Agent A the average talk time is 10 minutes, for Agent B the average talk time is 7 minutes.

For more information on navigating within reports, exporting data, or personalizing reports, see: Reports, *Oracle Daily Business Intelligence User's Guide* *Oracle Daily Business Intelligence User's Guide*.

There is no graphical representation of the data in this report.

## Report Headings and Calculations

- **Agent:** The name of the agent who handles the email account and inbound calls.
- **Logged in Time (Hours):** Total time the agent has logged in.
- **% of Total:** Percent of the Logged in Time (Hours) of the agent with respect to the total Logged in Time (Hours).
- **Inbound Calls Handled**
  - **Inbound Calls Handled:** Number of incoming calls answered / handled by an agent, excluding the short calls and abandoned calls.
  - **% of Total:** Percent of the Inbound Calls Handled of the agent with respect to the total Inbound Calls Handled.
  - **Per Agent Hour:** An average number of customer interactions per agent via an inbound telephone call.
  - **Deviation from Average:** Refers to the deviation from the average for that agent for Per Agent Hour.
- **Agent Dialed Calls**
  - **Agent Dialed Calls:** Total number of outbound Calls manually dialed by agent.
  - **% of Total:** Percent of the Agent Dialed Calls of the agent with respect to the total Agent Dialed Calls.
  - **Per Agent Hour:** An average number of customer interactions per agent via manual dial.
  - **Deviation from Average:** Refers to the deviation from the average for that agent for Per Agent Hour.
- **Web Callbacks**
  - **Web Callbacks:** A count of the customer interactions handled by agents responding to a request for a Web Callbacks.
  - **% of Total:** Percent of the Web Callbacks of the agent with respect to the total Web Callbacks.

- **Per Agent Hour:** An average number of customer interactions per agent via web callbacks.
- **Deviation from Average:** Refers to the deviation from the average for that agent for Per Agent Hour.
- **Availability Rate:** The percentage of time agents are logged in and ready for calls.
- **Deviation from Average:** Refers to the deviation from the average for that agent for Availability Rate.
- **Utilization Rate:** The percentage of time agents handle customer calls versus the logged in time.
- **Deviation from Average:** Refers to the deviation from the average for that agent for Utilization Rate.
- **Average Talk Time per Call (Seconds):** The average amount of time an agent spends in talking to a customer for all types of calls.
- **Deviation from Average:** Refers to the deviation from the average for that agent for Average Talk Time per Call.
- **Average Wrap Time per Call (Seconds):** The average amount of time an agent spends to perform interaction wrap up activities after hanging up a call.
- **Deviation from Average:** Refers to the deviation from the average for that agent for Average Wrap Time per Call.
- **Service Requests Created:** The total number of Service Requests created from the Advanced Inbound application.
- **% of Total:** Percent of the Service Requests Created of the agent with respect to the total Service Requests Created.
- **Leads Created:** The number of leads created (TeleSales) during the period from Advanced Inbound.
- **% of Total:** Percent of the Leads Created of the agent with respect to the total Leads Created.
- **Opportunities Created:** The number of opportunities created during the period.
- **% of Total:** Percent of the Opportunities Created of the agent with respect to the total Opportunities Created.

You can change the way the data is sorted in some report columns; these columns have an arrow next to the heading. Click the column heading to change the sorting.

## Inbound Telephony by Outcome, Result, Reason Report

The Inbound Telephony Activity by Outcome, Result, and Reason report allows a call center manager to view call outcomes by classification, call center, and dialed number, which are the default parameters. Columns include associated result and reason codes for particular outcomes, total counts, percentage of total, and change since last period.

There is no graphical representation of data in this report.

This report was initially released in EBI Family Pack D (DBI 7.0).



For more information on navigating within reports, exporting data, or personalizing reports, see: Reports, *Oracle Daily Business Intelligence User's Guide*.

## Report Headings and Calculations

- **Outcome:** Denotes the Outcome of the Inbound Telephony Interaction.
- **Result:** Denotes the result of the Inbound Telephony Interaction.
- **Reason:** Denotes the reason for the Inbound Telephony Interaction.
- **Inbound Count:** Total number of calls handled by the agent.
- **Percent of Total:** Percent of the Inbound Count for the Outcome, Result and Reason combination with respect to the total of that Outcome.
- **Change:** Change in Percent of Total by comparing the values of the current period with a prior period. This is an absolute change.



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# Using Daily Business Intelligence for iStore

## Overview of Daily Business Intelligence for iStore

Oracle iStore Daily Business Intelligence (DBI) dashboards are comprised of two dashboards -- the Store Management Dashboard and the Store Top Activity Dashboard -- each containing several reports or graphs which give you a comprehensive picture of your store activities and selling results.

## Store Management Dashboard

The Store Management Dashboard allows you to monitor e-commerce productivity through several KPIs -- including new customer count, cart amounts and cart conversion to order ratios, average order value and discount, total booked and campaign-related order amounts. The following is a list of the reports and graphs available on this dashboard:

- Cart and Order Activity Report
- Booked Orders Amount Graph
- Average Order Value Graph
- Average Order Discount Graph
- Activity by Product Category Report

## Cart and Order Activity Report

This report provides key performance indicators by Cart and Order Category. Where the cart conversion ratio does not apply, this value will not display.

See also: Terminology, page 6-3

## Booked Orders Amount Graph

The Booked Orders Amount graph shows the trend of all orders and assisted orders, plotted over time, and based on the Period Type selected.

If Compare To is set to Prior Year, both prior and current order amounts are plotted as two lines, showing the current orders as well as the orders for the same period in the previous year.

See also: Terminology, page 6-3

## Average Order Value Graph

The Average Order Value graph shows the trend of all orders and assisted orders, plotted over time, based on the Period Type selected.

If the Compare To is set to Prior Year, both the prior and current average order values are plotted as two lines, showing the current orders as well as the orders for the same period in the previous year.

See also: Terminology, page 6-3

## Average Order Discount Graph

The Average Order Discount graph shows the trend of Order Discounts groups plotted over time, based on the Period Type selected.

If the Compare To is set to Prior Year, both the average order discount and the assisted average order discount are plotted as two lines, showing the current average discount as well as the average discount for the same period in the previous year.

See also: Terminology, page 6-3

## Activity by Product Category Report

The Activity by Product Category report allows you to see the Product Categories sorted by order amounts. This report shows only top categories in the first page, but shows totals for all categories.

**Note:** This report displays only Booked orders, except in the conversion ratio; in the conversion ratio, the denominator includes Booked and Entered orders.

See also: Terminology, page 6-3

## Store Top Activity Dashboard

The Store Top Activity Dashboard lists the top customers, products, carts and orders for each store. The following is a list of the reports and graphs available:

- Top Orders by Sales Amount Report
- Top Products by Sales Amount Report
- Top Customers by Sales Amount Report
- Top Carts by Sales Amount Report

## Top Orders by Sales Amount Report

This report lists the top orders for the selected period and store, ranked by the Booked Orders Amount. Only booked orders that have not been canceled are listed.

See also: Terminology, page 6-3

## Top Products by Sales Amount Report

This report lists the top products sold for the selected period and store, ranked by the Booked Orders Amount.

See also: Terminology, page 6-3

## Top Customers by Sales Amount Report

The Top Customers by Sales Amount report allows you to view the top customers ranked by the Booked Orders Amount.

See also: Terminology, page 6-3

## Top Carts by Sales Amount Report

The Top Carts by Sales Amount report allows you to view the carts ranked by sales amount.

See also: Terminology, page 6-3

## Terminology

**Note:** All reports employ Dashboard parameters to display data.

**Assisted Sale:** An Assisted Sale requires the help of either a sales representative or an agent. The assistance can be online or offline.

**Booked Published Quote:** A quote that has been published and converted into an order.

**Campaign Cart/Order:** Cart/order associated with a campaign schedule source code from a marketing campaign.

**Carts:** From an Oracle Order Capture point of view shopping carts are quotes that have been created in a self service mode, by store users. From an Oracle iStore point of view, even if you request sales assistance before placing the order, the cart is still considered a cart and not a quote since the cart was initially created in a self-service mode.

**Cart Age:** Cart Age is defined as follows:

- If the cart is orderable, the cart age is system date minus creation date.
- If the cart is expired, the cart age is expiration date minus creation date. Once a cart is expired, the age is always the same, regardless of the as of date.

**Cart Conversion Ratio:** Percentage of carts out of total carts which converted to orders (sales-rep assisted, unassisted, or both).

**Product Category Conversion Ratio:** Number of carts containing at least one product within the category created during the specified period and converted to an order with the specified period divided by the number of carts containing at least one product within to the category created during the specified period.

**Published Quote:** A published quote is defined as follows:

- The quote has been created in Oracle Quoting (Source Code = "Quote")
- The store id is populated at the store header level – indicating that the quote has been published by a sales representative.

**Store Order:** A Store Order is a shopping cart that has been converted into an order. In Oracle iStore Intelligence, we report on booked orders. The only exception is the cart

conversion ratio, which is the ratio between the number of carts and the number of placed orders which includes both entered as well as booked orders.

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# Using Daily Business Intelligence for Maintenance

You can use Oracle Daily Business Intelligence for Maintenance to understand the impact of both short and long term strategic decisions regarding enterprise assets, and manage and monitor the effectiveness of new changes.

This chapter covers the following topics:

- Daily Business Intelligence for Maintenance Common Concepts
- Maintenance Management Dashboard

## Daily Business Intelligence for Maintenance Common Concepts

The following information is common across Daily Business Intelligence for Maintenance reports.

### Bucket Setup

Daily Business Intelligence for Maintenance uses bucket distributions to represent the following measure: Past Due Aging, Request to Completion, and Late Completion Aging. For example, a customer may require the buckets of 0-1 Days, 1-2 Days, 2-5 Days, but another customer may require larger or smaller buckets. These buckets come with the system, but an administrator can modify them if necessary.

### Related Topics

Maintenance Management Dashboard, page 7-6

## Daily Business Intelligence for Maintenance Parameters

Daily Business Intelligence for Maintenance uses the following parameters for reports. Individual reports do not use all parameters.

### Activity

The activity to perform. Activities provide you with a standard template of jobs, which are applied to work orders, such as routine or preventive maintenance. You must associate an activity to an asset group, asset, or rebuildable item before you can specify it on a work order. To define an activity, use the master item window in Oracle Inventory to create an item, and assign the attribute `Activity` located on the Asset Management

tab. See: Defining Activities, *Oracle Enterprise Asset Management User's Guide* for more information.

**Note:** You do not have to specify an activity when you create a work order.

### Asset Number

The asset number specified in the work order. An asset number is a unique number that identifies an asset. An asset number is always associated to an asset group. You define it as a serial number of the asset group item. See: Defining Asset Numbers, *Oracle Enterprise Asset Management User's Guide*. You cannot create a work order without specifying an asset group, asset or rebuildable item.

### Asset Category

The category assigned to an asset. Category codes are used as naming conventions for assets. They are user defined, and used to logically group assets, simplifying the search for asset numbers.

Category codes are first defined, then added to the Oracle Enterprise Asset Management Category Set. After you associate a category to the category set, you can associate it to asset groups, which tie to individual assets. When you define an asset, you can assign a category.

### Asset Criticality

The importance of the asset. The asset criticality determines how important the asset is to your organization. You can optionally define a criticality code for an asset.

### Asset Group

List of asset groups or rebuildable items defined in the master items window, and assigned to organizations. Asset groups represent a group of virtually identical assets. Generally, an asset group is defined for each manufacturer and model number combination (make, model, and year). Examples include, Acme Model 123 Pump and Ford F150 2002 Truck. You define asset groups in the Master Items window with the asset management item type of asset group. See: Defining Asset Groups, *Oracle Enterprise Asset Management User's Guide*.

### Assigned Department

The operation department where material, labor, and equipment are charged.

### Cost Category

List of maintenance cost classifications. Oracle Enterprise Asset Management costs at the cost element level. These elements are classified into cost categories. They are defined as extensible manufacturing lookup codes. Daily Business Intelligence for Maintenance provides the following look up codes:

- Maintenance
- Operations
- Contract



## Cost Element

Work order cost classification. Oracle Enterprise Asset Management contains the following three cost elements:

- Material
- Labor
- Expense

## Currency

The currency code represents the currency for all values with respect to the amount on the dashboard or report.

- Reports: Primary global and secondary global currencies; and the functional currency of the selected maintenance organization, or of all organizations if the organizations have the same functional currency and it differs from both global currencies.

When you view information for a single organization, you can display the currency amounts as either the functional currency or the global currency. However when you display the currencies for all organizations, the following logic applies:

- If Organization is 'All' and all organizations have the same functional currency and the global currency is the functional currency, only the global currency displays.
- If Organization is 'All' and all organizations have the same functional currency, but the global currency and the functional currency differ, the system displays both the functional currency and the global currency.
- If Organization is 'All' and the organization currencies differ, the system displays the global currency.

## Department

The list of BOM departments across an organization. There are four types of departments for portlets and reports.

- Asset owning department: When you define an asset you can specify the department responsible for asset maintenance. This is an optional field. The system refers to this department in the asset reports.
- Work order owning department: When you create a work order, you can specify the department responsible for the scheduling and execution of the work order. The asset owning party defaults on the work order; however, you can change the department. The department field is required when you release a work order. The system refers to this department on the backlog and completion reports.
- Work order operation department: The department assigned at the work order operation. Only resources owned or shared by the department can be assigned at the operation. This is the department mentioned in the cost reports.
- Request department: The department specified in a service request or work request that originates a work order. This is the department mentioned in the request to completion reports.

## Estimated Cost Value

The total estimated cost for a work order the maintenance cost estimation process calculates. This parameter filters work orders based on the estimated cost value.

**Note:** The accuracy of the estimation process depends upon your input.

The parameter values are: All Estimated Cost > 0 Estimated Cost = 0.

## Late Completion Days

This parameter lists the user defined time buckets for grouping days late.

## Organization

The maintenance organizations to which you have access. To define an organization as a maintenance organization, you must set the EAM Enabled parameter on the Organizations Parameters window in Oracle Inventory. See: Defining Default Inventory Parameters, *Oracle Inventory User's Guide*. Organization is the primary dimension parameter for Daily Business Intelligence for Maintenance. See: Primary Dimension Parameter, *Oracle Daily Business Intelligence User's Guide*.

**Note:** In some cases, this is the organization that performs the activity on a work order.

## Past Due Days

This parameter lists the user defined time buckets for grouping past due days.

## Period

Period of time such as week, month, quarter, or year. This is used as the current period for period-to-date aggregation as well as for compare to periods.

## Request to Completion Days

This parameter lists the time buckets for grouping request-to-completion days.

## Request Type

The type of request. To report a maintenance incident and request service, you can create a work request in Oracle Enterprise Asset Management, or a service request in service. You can create a work request or service request and associate it with a work order to fulfill the request. The relationship between requests and work orders is as follows:

- A work request can only be associated with one work order.
- A service request can be associated with one or many work orders.
- A work order can service different work requests.
- A work order can service only one service request.

## Request

The service or work request number.

**Request Severity**

Severity code of the request.

**Request Start Date**

Work Request creation date or Service Request incident date.

**Resource**

The labor resource assigned to the work order operation.

You define resources in Oracle Bills of Material. You must assign resources to a department, before you can specify them on a work order. See: Defining a Resource, *Oracle Bills of Material User's Guide*.

**Work Order Type**

This is a list of user-defined lookups used for work order classification. When you create a work order you can optionally assign a work order type.

**Work Order Status**

This parameter lists the following work order statuses:

- Draft
- On Hold
- Released
- Unreleased

**Related Topics**

Asset Management Attribute Group, *Oracle Inventory User's Guide*

Defining Items, *Oracle Inventory User's Guide*

Setting Up Category Codes, *Oracle Enterprise Asset Management User's Guide*

Activity Causes, *Oracle Enterprise Asset Management User's Guide*

Activity Sources, *Oracle Enterprise Asset Management User's Guide*

Defining a Department, *Oracle Bills of Material User's Guide*

Assigning Resources to a Department., *Oracle Bills of Material User's Guide*

eAM Work Orders, *Oracle Enterprise Asset Management User's Guide*

eAM Work Order Statuses, *Oracle Enterprise Asset Management User's Guide*

**Additional Information****Global Start Date**

The following work orders are candidates to be included in the Daily Business Intelligence for Maintenance reports, in relation to the global start date.

- Work orders closed on or after the global start date. You can count work orders completed before the global start date, but closed after the global start date.

- Work orders still open (not closed) as of current date. Request to Completion reporting is based on the Completion Date.

### Showing Zero versus Null

Most reports display 0 instead of null. For any count or value measure, data is displayed as zero when no data is available. In this case, 0 and “no data” are synonymous and the reports display better with 0, especially trend reports. If a calculated measure comes from these types of measures, the system follows the normal mathematical logic in showing N/A instead. 0. For example, 0 divided by a number would be 0 but something divided by 0 would be N/A.

Cycle time measures cannot be forced to 0. This is a case where “no data” would be confusing by using 0 in its place. Request to completion days shows N/A if there is no data.

### Related Topics

Maintenance Management Dashboard, page 7-6

## Maintenance Management Dashboard

The Maintenance Management Dashboard provides information on work order completion backlog, status of work orders, actual costs, asset downtime and compliance to schedules. The Maintenance Management reports allow you to:

- View work order orders completed as of any day, both on time and late completion.
- Analyze the late completion and request to completion trends.
- Review work order actual costs in terms of material, labor, and equipment.
- Assess asset downtime for the period.

This dashboard is available to the Maintenance Manager, and Daily Maintenance Intelligence, responsibilities.

### Dashboard Parameters

For information on the following parameters see: Daily Business Intelligence for Maintenance Parameters, page 7-1.

- Period
- Compare to
- Organization
- Currency

### Related Reports and Links

This dashboard contains links to the following report regions:

- Maintenance KPIs, page 7-7
- Work Order Cost Reports, page 7-8
- Asset Downtime Reports, page 7-10
- Backlog Work Orders Reports, page 7-11

- Work Order Completion Reports, page 7-15

## Related Topics

Daily Business Intelligence for Maintenance Common Concepts, page 7-1

## Daily Business Intelligence for Maintenance Key Performance Indicators (KPIs)

The following section describes the maintenance key performance indicators (KPIs)

### Report Headings and Calculations

- **Work Order Cost :** This KPI provides financial indicators of work execution efficiency. It represents the actual costs of completed, complete no charge, and closed work orders, and allows you to examine costs trends and conformance to estimates to evaluate cost control over maintenance operations.
- **Asset Downtime (Hours)** This KPI indicates the duration when an asset is not available for normal operations due to maintenance work. You enter downtime for an asset when you perform a work order or operation completion transaction. The downtime trend enables you to compare downtime over past periods. The trend also tracks if the preventative maintenance program keeps assets operating according to design specifications.
- **Completed Work Orders:** The completed work orders KPI measures the number of work orders completed over a specific period of time. It enables you to quantify the amount of maintenance performed by the completed work orders. You can use this KPI to compare the amount of work orders completed by period.
- **Late to Schedule Completion % :** This KPI the measures the number of work orders completed late over a specific period of time. It allows you to quantify the maintenance performance by measuring the number of work orders completed late, and can be used to compare completed late work orders from one period to another.
- **Work Order Backlog:** This KPI is the count of all work orders with the status of draft, released, unreleased, or on hold on the selected date. This metric helps you to identify the amount of work orders the organization needs to complete.
- **Past Due Schedule %:** This % KPI is the percentage of work order backlog which has a scheduled completion date prior to the selected date.
- **Request to Completion (Days):** This KPI is the duration in days between the work order creation date or service request incident date and the work order completion date. It represents the average number of days a request for maintenance takes to be initiated and fulfilled by the work order completion date.

## Related Topics

Maintenance Management Dashboard, page 7-6

Work Order Cost Reports, page 7-8

Asset Downtime Reports, page 7-10

Backlog Work Order Reports, page 7-11

Work Order Completion Reports, page 7-15

## Work Order Cost Reports

The work order cost region allows you to see how well you control maintenance organization costs. The work order cost trend graph indicates the actual costs incurred by the maintenance organization in comparison to prior periods. The work order cost portlet shows the actual cost of completed work listed by the departments responsible for the work. The linked reports give you detailed information about the actual costs and cost variance. This section explains the following reports

- Work Order Cost Report, page 7-8
- Work Order Cost Summary Report, page 7-9
- Work Order Cost Trend Report, page 7-9
- Work Order Cost Detail Report, page 7-9

### Report Parameters

The following parameters are unique to this report. For information on parameters, see: Daily Business Intelligence for Maintenance Parameters, page 7-1:

- Assigned Department
- Asset Group
- Asset
- Activity
- Cost Category
- Cost Element
- Estimated Cost Value

### Report Headings and Calculations

#### Work Order Cost Report

This report displays the work order actual cost, estimated cost and the variance between them. It includes the following two graphs:

- **Actual Cost:** This horizontal bar graph represents the current and prior actual costs. .
- **Cost by Variance Percent:** This horizontal bar graph represents the current and prior variance cost percent.
- **Estimated Cost:** The total estimated cost for a work order the maintenance cost estimation process calculates.
- **Estimated Cost Change:** Percent change of estimated cost based on period and compare-to parameters.
- **Actual Cost:** The costs of completed, complete no charge, and closed work orders, It allows you to examine costs trends and conformance to estimates to evaluate cost control over maintenance operations.
- **Actual Cost Change:** Percent change of actual cost based on Period and Compare To parameters.
- **Actual Cost - Estimated Cost** Variance = Actual Cost – Estimated Cost
- **Variance Change:** Percent change of cost variance based on Period and Compare To parameters.

- **Variance Percent:** The percent ratio of cost Variance to Estimated Cost.
- **Variance Percent Change:** Absolute change of cost variance percent, based on Period and Compare-To parameters

#### **Work Order Cost Summary Report**

This report displays the work order actual costs in maintenance by cost element. This report includes the following three graphs:

- **Estimated Cost Summary:** This horizontal stacked bar graph shows the material, labor, and equipment estimated costs.
- **Actual Cost Summary:** This horizontal stacked bar graph shows the material, labor, and equipment actual costs.
- **Cost Variance:** This horizontal stacked bar graph shows the material, labor, and equipment estimated and actual costs.
- **Material:** Material actual cost
- **Labor:** Labor actual cost
- **Equipment:** Equipment actual cost
- **Total Estimated Cost:** Sum of material, labor, and equipment estimated cost
- **Total Actual Cost:** Sum of material, labor, and equipment actual cost
- **Estimated:** Estimated costs

#### **Work Order Cost Trend Report**

This report displays three graphs that contain the following information:

- **Work order cost trend:** Work order actual cost displayed over time.
- **Actual to estimated cost trend:** The actual and estimated cost over time. There is no comparison to costs of the prior period.
- **Variance percent trend:** Variance between actual and estimated costs are displayed over time.

For information on column headings for this report, see: Work Order Cost Report, page 7-8

#### **Work Order Cost Detail Report**

This report lists the details of the work orders that are actually charged in the selected period. It displays the work order number, type, asset, asset group, activity, current status, assigned department, actual cost incurred and breakdown in terms of material, labor and equipment, total estimated cost, variance and variance percent. You can access this report from the Actual Cost measure in the Work Order Cost Summary report with View By of Asset Group, Asset, or Activity. The default sorting is Total Cost – Actual, descending. You can access the Work Order Transaction page in Oracle Enterprise Asset Management from the work order number. This allows for a real time view of the work order.

For information on column headings for this report, see: Work Order Cost Report, page 7-8

### **Related Topics**

Maintenance Management Dashboard, page 7-6

Daily Business Intelligence for Maintenance Parameters, page 7-1

## Asset Downtime Reports

The asset downtime reports indicate the unavailability of assets due to maintenance work. They allow you to view impact of maintenance on assets. This section explains the following reports:

- Asset Downtime Report, page 7-10
- Asset Downtime Detail Report, page 7-10
- Asset Downtime Trend Report, page 7-11

### Report Parameters

This report uses the following parameters, See: Daily Business Intelligence for Maintenance Parameters, page 7-1:

- Department
- Asset Group
- Asset
- Asset Category
- Asset Criticality
- View By

### Report Calculations and Headings

#### Asset Downtime Report

The asset downtime report provides information on asset downtime in hours.

- **Downtime Hours:** The duration of time when an asset is unavailable due to maintenance work. You can enter the asset downtime at work order completion. You can also manually enter asset downtime without an association to a work order. You can select the Downtime Hours Measure to access the Asset Downtime Detail report. You can access this report if the View By is Asset.
- **Change:** Absolute change of downtime hours based on Period and Compare To parameters.

#### View by

- **Organization:** The organization that performs the work.
- **Department:** The asset owning department.
- **Asset Category:** The category assigned to the asset.
- **Asset Group:** The asset group or rebuildable item of the asset.
- **Asset:** The asset number or serialized rebuildable item for which downtime is reported.

#### Asset Downtime Detail Report

This report details the downtime occurrences for assets you enter. You access this report from the Asset Downtime report. This report displays details such as the asset number, asset group, start and end date of asset operations, total number of downtime hours, work orders, and operations. The Asset Downtime report shows the number of



hours the asset was down to date without overlap, but the Asset Downtime Detail report shows the full amount of downtime hours with overlap. If the end date goes beyond the selected date, the downtime hours in the Asset Downtime Detail report may not match the downtime number that was on the Asset Downtime report.

For information on column headings for this report, see: Asset Downtime Report, page 7-10.

- **Start Date:** The start date when an asset is down.
- **End Date:** The end date of the asset downtime.
- **Work Order:** The work order responsible for the downtime. This column may have a null value if the downtime is not associated with a work order. You can access the work order detail page in Oracle Enterprise Asset Management from this field.
- **Operation:** The operation that caused the downtime. The can be null if the downtime is reported at the time of work order completion.
- **Description:** Description of the downtime.

#### **Asset Downtime Trend**

The Asset Downtime Trend report displays the trend of the average asset downtime hours.

For information on column headings, see: Asset Downtime Report, page 7-10.

- **Period:** See: Daily Business Intelligence for Maintenance Parameters, page 7-1.

### **Related Topics**

Maintenance Management Dashboard, page 7-6

### **Backlog Work Orders Reports**

The Work Order Backlog reports allow you to see the work order count and if any work orders are behind schedule. The past due percent trend indicates the progress of your organization in meeting the work order completion schedule. The available linked reports display the aging of past due work orders, the current work order backlog, and the labor hours required for the backlog. This section explains the following reports:

- Work Order Backlog Report, page 7-12
- Work Order Backlog Trend, page 7-13
- Work Order Backlog Details Report, page 7-13
- Past Due Work Order Detail Report, page 7-13
- Past Due Work Order Aging Report, page 7-14
- Labor Backlog Report, page 7-14
- Labor Backlog Detail Report, page 7-15

### **Report Parameters**

This report uses the following parameters: see: Daily Business Intelligence for Maintenance Parameters, page 7-1 for more information.

- Department
- Asset Group

- Asset
- Activity
- Work Order Type
- View By
- Work Order Status (This parameter is used in the Work Order Backlog Details Report)
- Resource (Used in Labor Backlog Report and Labor Backlog Details Report)
- Assigned Department (Used in Labor Backlog Report)

## Report Headings and Calculations

### Work Order Backlog Report

The Work Order Backlog report provides information on both the work order backlog, and past due work orders. The default View By for this report is Department, and the default sort is Past Due Percent. The Backlog and Past Due count columns are whole numbers. All change columns and percent columns are limited to one decimal place. You can access the Work Order Backlog Detail report from the Backlog column if the as of date is equal or greater than the last collection date. You can access the Past Due Work Order Detail report from the Past Due column if the as of date is equal to the last collection date.

- **Backlog:** See: Maintenance Key Performance Indicators (KPIs), page 7-7.
- **Backlog Change:** The percent change of open work order counts based on Period and Compare To parameters.
- **Past Due:** The count of past due work orders based on schedule date. See: Maintenance Key Performance Indicators (KPIs), page 7-7.
- **Past Due Change:** The percent change of past due work order counts based on Period and Compare To parameters.
- **Past Due Percent:** See: Maintenance Key Performance Indicators (KPIs), page 7-7
- **Past Due Percent Change:** Absolute change of the past due percent based on Period and Compare To parameters.

### View By

- **Organization:** The organization that performs the work.
- **Department:** The owning department of the work order.
- **Asset:** The asset number or serialized rebuildable item associated with the work order.
- **Asset Group:** The asset group of the asset for which the work order is performing work.
- **Activity:** The activity to perform. It is the activity of the work order.

**Note:** Some work orders may not have a specified activity.

- **Work Order Type:** The work order type code. You can optionally assign a work order type to a work order.

### Work Order Trend Backlog Report

The work order trend backlog report includes the following three graphs:

- **Backlog Trend:** This graph displays the work order backlog counts over time.
- **Past Due Trend:** This report displays the past due work order counts over time.
- **The Past Due Percent Trend:** This graph displays the percentage of open work orders past the scheduled completion date over time. It provides an indication of the maintenance organization compliance to the schedule over time.

Backlog and Past Due columns are whole numbers. All change columns and percent columns are one decimal place.

For more information on report parameters and column headings see: Work Order Backlog Report, page 7-12.

### Work Order Backlog Detail Report

This report lists all the maintenance work orders with a current status of draft, release, unreleased, or on hold. The report displays details such as the work order number, type, asset, and asset group details, work order status, and schedule start and completion dates. Click the backlog column in the Work Order Backlog report or the related link to access this report. The default sorting for this report is schedule completion date. You can access the Oracle Enterprise Asset Management Work Order Transaction page by selecting the work order number in this report.

**Note:** The Oracle Enterprise Asset Management Work Order Transaction page is read only.

For more information on column headings, see: Work Order Backlog Report, page 7-12.

- **Work Order:** Work order number
- **Work Order Status:** Status of the work order
- **Scheduled Start Date:** Date the work order was scheduled to start
- **Scheduled Completion Date:** Date the work order was scheduled to complete

### Past Due Work Order Detail Report

This report displays all current open work orders with a schedule completion date prior to the last collection date. Use the Data Last Updated line at the bottom of the dashboard or report page to see your last collection date.) This report displays the details of the work order such as the work order number, work order type, asset, asset group, status, scheduled start date, scheduled completion date, and the number of days the work order is past due. You can access this report from the Past Due column of the Work Order Backlog report, the Past Due Aging report, or the related links. You can access the Oracle Enterprise Asset Management Work Order Detail page from the Work Order field.

**Note:** There is no historical data for this report because it is based on the last collection date.

For more information on report parameters and column headings see: Work Order Backlog Report, page 7-12 and Work Order Backlog Details Report, page 7-13.

- **Past Due Days:** The number of days between the current date and the work order scheduled completion date. This is based on full calendar days.

### Past Due Work Order Aging Report

This report displays a distribution of work order count by past due days. It displays distribution of the past due work order count as a horizontal bar graph. You access this report from the Work Order Backlog report or related links. You can access the Past Due Work Order Detail report from the Past Due column of this report. There is no historical data for this report because it is based on the last collection date.

- **Past Due Days:** Number of days between the last collection date and the work order schedule completion date. This column has the following labels by default:
  - <1>
  - <2>
  - <3>
  - <4>
  - <5 To 9>
  - <10 To 14>
  - <15 and Over>

These labels are buckets you define. An administrator can customize up to ten buckets and change the size of each bucket. The bucket set name is called Maintenance Management - Past Due Aging. See: Bucket Setup, page 7-1.

- **Past Due:** Past Due work order count for the current period according to the number of past due days.
- **Percent of Total:** Ratio of past due work order count for a specific group of past due days to the total past due work order count for the current period.

### Labor Backlog Report

This report displays the labor hours still required for the work order backlog. There is no date, period, or change for this report it is based on the last collection date. The default View By for this report is Assigned Department, and the default sorting is Hours Backlog. You can access to the Labor Backlog Details report from the Hours Backlog column when the View By is Resource.

- **Resource:** The labor resource assigned at the work order operation level.
- **Hours Required:** Labor hours required at the work order operation.
- **Hours Charged:** Number of hours charged by the resource to the operation.
- **Hours Backlog:** Labor hours required to relieve the work order backlog.

**Note:** The labor reports display only resources with a UOM type of that belongs to the same class as the Hours Base UOM Code used in Oracle Enterprise Asset Management.

**Note:** If the hours charged are greater than the required hours, there is no backlog. The system only reports non-completed operations and work orders in draft, released, unreleased, and on hold statuses

### View By

- **Organization:** The organization that performs the work. It is the organization of the work order.

- **Department:** The work order operation department where the resource is used. When you create a maintenance work order, you can create a routing (or it comes from asset activity on the work order). This routing has details of operations, owning department of the operations and the resources used in these operations. The department from the work order operation is picked up.
- **Resource:** The labor resource assigned at the work order operation.

#### **Labor Backlog Detail Report**

This report lists the open resource requirement for the work order backlog. It displays the resource, assigned department, work order operation sequence, operation start date, operation end date, required hours, hours charged, and total hours in the backlog. You can access this report from the hours backlog column of the Labor Backlog Report or from the related links. A resource requirement is open when:

- the number of labor hours required is still greater than the number of labor used,
- and the operation is not complete,
- and the work order of the operation is in a draft, released, unreleased or on hold status.
- **Resource:** Labor resource required for the work order.
- **Assigned Department:** Operation department where material, labor, and equipment are charged.
- **Operation Sequence:** Work order operation where the resource is required.
- **Operation Start Date:** First unit scheduled receipt date.
- **Operation End Date:** First unit scheduled completion date
- **Hours Required:** Labor hours required for the work order operation.
- **Hours Charged:** Labor hours charged to the work order operation.
- **Hours Backlog:** Hours Required - Hours Charged. Remaining labor hours still required Hours backlog.

#### **Related Topics**

Maintenance Management Dashboard, page 7-6

Customize Buckets, *Oracle Daily Business Intelligence Implementation Guide*

#### **Work Order Completion Reports**

The work order completion reports allow you to measure the amount of work the organization completes, and how effective the organization is at completing maintenance work as scheduled. It contains the following reports:

- Work Order Completion Report, page 7-16
- Work Order Completion Detail Report, page 7-17
- Late Completion Detail Report, page 7-17
- Late Completion Aging Report, page 7-18
- Work Order Completion Trend Report, page 7-18
- Request to Completion Report, page 7-19

- Request to Completion Detail Report, page 7-19
- Requested Work Order Detail Report, page 7-20
- Request to Completion Distribution Report, page 7-20
- Request to Completion Trend Report, page 7-21

## Report Parameters

This report uses the following parameters: For information on parameters see: Daily Business Intelligence for Maintenance Parameters, page 7-1

- Department
- Asset Group
- Asset
- Activity
- Work Order Type
- View By
- Late Completion Days (Used in the Late Completion Detail Report)
- Request Type (Used in the Request to Completion Report, the Request to Completion Detail Report, the Requested Work Order Detail Report, the Request to Completion Distribution and the Request to Completion Trend Report)
- Request to Completion (Days) (This parameter is used in the Request to Completion Detail Report)
- Request (This parameter is used in the Requested Work Order Detail Report)
- Request Severity (This parameter is used in the Requested Work Order Detail Report)
- Request Start Date (This parameter is used in the Requested Work Order Detail Report)

## Report Headings and Calculations

### Work Order Completion Report

The Work order Completion report includes the completed work order count for both on time and late work orders. It also includes an average days late. The default View By for this report is Department.

- **Completed Work Orders:** The total number of completed work orders.
- **Completed Work Orders Change:** The percent difference in the number of completed orders in this period compared to the prior period.
- **On-Time Completion:** The count of work orders completed by the scheduled date (at a day level).
- **On-Time Completion Change:** The percent difference in the number of work orders completed for this period and the compare to period.
- **On-Time Completion Percent:** A percentage should always be “of” something. I might say “Percentage of total work orders that were completed on time, in the specified time period
- **On-Time Completion Percent Change:** The absolute difference between the On-time completion percent for this period and the compared period.

- **Late Completion:** The number of work orders completed past the schedule date for this period based on a day level. A late work order is a work order completed the next calendar day.
- **Late Completion Percent:** The percentage of work orders completed late over a specific period of time.
- **Late Completion Percent Change:** The absolute difference between the late percentage of completed work orders for this period and the compare to period.
- **Average Days Late:** The average number of days a work order is late. This is the average of the actual completion date minus the scheduled completion date for late work orders.

#### **View By**

- **Organization:** The organization that performs the work.
- **Department:** The department that owns the work order.
- **Asset Group:** The asset group or rebuildable item the work order specifies.
- **Asset:** The asset number or serialized rebuildable item associated with the work order.
- **Activity:** The activity to perform on the asset.

**Note:** Some work orders may not have an assigned activity.

- **Work Order Type:** The type of work order.

**Note:** Some work orders may not have an assigned work order type.

#### **Work Order Completion Detail Report**

The work order completion detail report lists the work orders completed over a selected time period. The report lists the work order number, work order type, asset, asset group, activity, status, department, schedule start and completion date, and actual completion date. You can access this report from the Completed Work Orders column of the Work Order Completion report. If you select a work order number in the Work Order Completion report, the Work Order Transactions page in Oracle Enterprise Asset Management opens. This report is accessible from the Work Order Completion report on the column Completed Work Orders and only when the View By is Asset Group, Asset, or Activity.

For more information on column headings, see: Work Order Completion Report, page 7-16.

- **Work Order:** The work order number.
- **Schedule Start Date:** The scheduled start date of the work order.
- **Scheduled Completion Date:** The scheduled completion date of the work order.
- **Actual Completion Date:** The actual completion date of the work order.

#### **Late Completion Detail Report**

This report lists the details of work orders completed late. It displays the work order number, type, asset, asset group, activity, status, department, schedule start and completion date, actual completion date, and number of days late. You access this report from the Maintenance Management Dashboard, and from the Work Order Completion

and the Late Completion Aging reports. You can also select the work order number to open the Work Order Transactions Page in Oracle Enterprise Asset Management.

For more information on column headings, see: Work Order Completion Detail Report, page 7-17.

- **Status:** The status of the work order.
- **Days Late:** The number of days the work order was past schedule. This is the actual completion date minus the scheduled completion date. The result is a whole number based on a calendar day.

#### **Late Completion Aging Report**

The Late Completion Aging Report shows the count of work orders completed past schedule according to the late completion days. You can access this report from the Late Completion Aging Days graph on the Maintenance Management dashboard.

For more information on column headings, see: Work Order Completion Report, page 7-16.

- **Late Completion Days:** The number of days between the work order schedule completion date and the actual completion date. This column has the following labels by default:
  - <1>
  - <2>
  - <3>
  - <4>
  - <5 To 9>
  - <10 To 14>
  - <15 and Over>

These labels are buckets you can modify. An administrator can customize up to ten buckets and change the size of each bucket. The bucket set name is called Maintenance Management - Late Completion Aging. See: Bucket Setup, page 7-1.

- **Late Completion:** The number of work orders within x number of days late completion for this period. This is number based on calendar days and not hours.
- **Change:** The percent change of late completion based on the Period and Compare To parameters.
- **Percent of Total:** The percent of the total work orders that each row represents.

#### **Work Order Completion Trend Report**

The Work Order Completion Trend report includes the following three graphs:

- **Work Order Completion Trend:** This graph displays the completed work order counts over time.
- **On-Time Completion Trend:** This graph displays the on-time work order completion counts over time.
- **Late Completion Percent Trend:** This graph displays the percentage of late completions over time.

For more information on column headings see: Work Order Completion Report, page 7-16.



### Request to Completion

This report displays the number of service requests, work requests, the average amount of time to initiate work order for the requests, and the amount of time to complete the work order. This report includes service requests associated with work orders completed during the selected time period. If there is more than one work order associated to a service request, the system displays the most recently completed work order. In addition the system displays Work Requests with the status completed and are associated to a completed work order during the selected time period. You can access this report from the Maintenance Management Dashboard. The default View By for this report is Asset Group, and the default sorting is Request to Completion Days. You can select a request number in the Request column to access the Request to Completion Detail report.

For more information on column headings, see: Work Order Completion Report, page 7-16

- **Requests:** The number of requests.
- **Request Change:** Percentage change in the number of requests between the current and prior time period, based on the Period and Compare To parameters.
- **Response (Days):** The average duration in days between the creation of the request and the creation of the work order. If there are multiple work orders associated to a request, the system used the earliest work order.
- **Response Days Change:** The absolute change in response days between current and prior periods based on the Period and Compare To parameters.
- **Request to Completion Days:** The average duration in days between creation of a request and the actual work order completion date. If there are multiple work orders associated to a request, the system uses the latest completion date.
- **Request to Completion Days Change:** The absolute change in request to completion days between the current and prior periods based on the Period and Compare To parameters.

### View By

- **Organization:** Maintenance organization of the work orders.
- **Department:** Department specified on the service request or work request.
- **Asset Group:** Asset group of the asset specified in work request.
- **Asset:** asset number or serialized rebuildable item of the work request.
- **Request Type:** Type of the request - work request or service request.

### Request to Completion Detail Report

This report lists requests that have associated work orders completed in the selected period. The report displays the request number, request type, number of work orders associated with the request, asset details, severity, start date, response days, and the request to completion days. This report is accessed from Maintenance Management Dashboard. The default sorting for the report is by Request to Completion (Days). You can click the Work Orders column to access the Requested Work Order Detail Report.

- **Request:** Service or Work Request number
- **Description:** Summary description of the request
- **Request Types:** Type of request - either service request or work request.

- **Work Orders:** Count of the work orders that are associated with the request.
- **Asset:** Asset/Serialized Rebuildable item specified in the service request or work request.
- **Asset Group:** Asset group of the asset specified in the service request or work request.
- **Department:** Department assigned to the request.
- **Request Severity:** Severity code of the request.
- **Request Start Date:** Request creation date.
- **Response Days:** The duration in days between the work request creation date or service request incident date and the work order creation date.
- **Request to Completion Days:** The duration in days between the work request creation date or service request incident date and the work order completion date.

#### **Requested Work Order Detail Report**

This report lists the details of the work orders that are associated with the request as follows: work order number, work order type, activity, status, scheduled start and completion date and the actual completion date. This report can be drilled to from the Request to Completion Detail Report. The default sorting is Actual Completion Date, descending. Click the work order number to open the Work Order Transaction page in Oracle Enterprise Asset Management. This page allows you to view the work order details.

- **Work Order:** The work order number
- **Work Order Type:** The type of work order.
- **Activity:** The Activity to perform.
- **Status:** The status of the work order.
- **Scheduled Start Date:** The scheduled start date of the work order.
- **Scheduled Completion Date:** The scheduled completion date of the work order.
- **Actual Completion Date:** The actual completion date of the work order.

#### **Request to Completion Distribution Report**

This report displays a distribution of request count by Request to Completion days. This report is accessed from the Maintenance Management Dashboard. Sorting is not enabled in this report. You can click the Requests column to access the Request to Completion Detail report

- **Request to Completion Days:** The number of days between the request creation and the work order completion. This column has the following labels by default:
  - <under 1>
  - <1>
  - <2>
  - <3>
  - <4>
  - <5>
  - <6 To 9>

- <10 to 14>
- <15 to 19>
- <20 and over>

These are labels buckets you can modify. An administrator can customize up to ten buckets and change the size of each bucket. The bucket set name is called Maintenance Management - Request to Completion Distribution. See: Bucket Setup, page 7-1.

- **Requests:** Number of requests.
- **Request Change:** Percentage change in request count between current and prior periods.
- **Percent of Total:** The ratio of request counts for a specific request-to-completion days group to the total requests for the current period.

#### **Request to Completion Trend Report**

This report includes the following three graphs:

- **Requests Trend:** This graph displays the number of requests over a period of time.
- **Response (Days) Trend:** This graph displays the average response days for a period of time.
- **Request to Completion (Days) Trend:** This graph displays the average request to completion days for a period of time.
- **Period:** As specified by the report parameter Period.
- **Requests:** The number of requests in the period.
- **Requests Change:** Percentage change in requests between the current and prior periods, based on Period and Compare To parameters
- **Response (Days):** Average response days.
- **Response Days Change:** Absolute change in response days between current and prior periods, based on Period and Compare To parameters.
- **Request to Completion (Days):** Average Request to Completion days.
- **Request to Completion Days Change:** Absolute change in Request to Completion days between current and prior periods, based on Period and Compare To parameters

#### **Related Topics**

Maintenance Management Dashboard, page 7-6

Maintenance Intelligence Key Performance Indicators (KPIs), page 7-7

Overview of Work Requests, *Oracle Enterprise Asset Management User's Guide*

Work Request Statuses, *Oracle Enterprise Asset Management User's Guide*

Creating and Updating Work Requests, *Oracle Enterprise Asset Management User's Guide*



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# Using Daily Business Intelligence for Marketing

This chapter covers the following topics:

- Overview
- Marketing Management Dashboard
- Marketing Management Key Performance Indicators
- Response Rate
- Response Summary
- New Leads Summary
- Lead Quality
- Cost Per Lead
- Leads and Cost per Lead
- Lead to Opportunity Conversion Summary
- Opportunity Amount Summary
- Revenue Per Lead
- Event Activity Summary
- Events
- Campaign Activity Summary
- Campaign Schedule Activity Summary
- Campaigns
- Campaign Schedules
- Campaign to Order by Campaign Hierarchy
- Cost, Sales, and ROI by Campaign Hierarchy
- Top Campaigns and Events by Leads
- Top Campaigns and Events by Won Opportunities Amount
- Marketing Budget Summary by Budget Name
- Marketing Budget Summary by Budget Category
- Marketing Budget Utilization Summary

- Lead Management Dashboard
- Lead Management Key Performance Indicators
- Lead Activity
- Lead Conversion
- Lead Conversion Time
- Lead to Opportunity
- Lead Quality
- Lead Aging
- Leads by Close Reason
- Leads - New for Period
- Leads - Converted for Period
- Leads - Closed without Conversion
- Leads - Current Open
- Leads
- Leads by Campaign

## Overview

Daily Business Intelligence (DBI) for Marketing provides a set of performance reports for marketing executives and senior managers. It helps marketing professionals make decisions throughout the marketing and sales cycle by providing daily visibility through various reports in the following key areas:

- Lead Generation
- Lead Conversion
- Campaign to Cash
- Campaign ROI
- Budgets

Marketing professionals can analyze each of the key areas, take corrective actions to improve performance, and verify the impact of the corrective actions through daily updates and alerts. They can also analyze performance trends, track campaign to cash, measure lead conversions, calculate marketing ROI and assess the success of a campaign. It also helps in aligning marketing activities with sales objectives. Sales managers can assess the contribution made by marketing in achieving sales targets and measure the impact of marketing on sales. Using Daily Business Intelligence for Marketing, personnel at all levels in the organization are able to monitor marketing activities and continuously improve performance.

DBI for Marketing provides users with two intelligence dashboards for measuring and improving marketing performance.

- Marketing Management Dashboard; page 8-3 This dashboard provides users with daily insight into key marketing performance areas such as lead generation, lead conversion, campaign to cash, marketing budgets and marketing ROI. The dashboard provides information on campaign to cash, campaign ROI, and

budgets. It helps in analyzing trends in lead generation, lead conversion, cost per lead, and revenue per lead.

- **Lead Management Dashboard;** page 8-56 This dashboard provides marketing and sales managers in the organization with daily visibility into lead activity, conversion and aging for all leads assigned to sales groups. The dashboard provides users with daily insight to align sales and marketing initiatives.

The following features enable DBI for Marketing to align sales and marketing, and, provide enhanced actionable intelligence in the areas of leads and campaigns.

- **Enhanced Sales and Marketing Alignment:** A new report 'Lead by Campaign' has been added, which provides DBI users with aggregated information on leads simultaneously by both Sales Group and Campaign dimensions. Marketing users can measure the impact of marketing campaigns on lead conversions and lead activities for a given sales group. This insight helps marketing users make campaign start/stop decisions. Users can also identify sales groups that can benefit from increased marketing activities and use this information to align marketing initiatives to help sales meet its objectives.
- **Leads by Close Reason:** A new report 'Leads by Close Reason' has been added, which displays leads that have been closed without conversion, aggregated by the lead close reason.
- **Enhanced Actionable Intelligence - Leads:** Some of the lead reports have been enhanced, which enables users to drill into the leads transactional system (ASN). Users can sort individual leads by customer category, lead source, lead rank, customer name etc., and then click on the individual lead to drill into the lead transactional system to take appropriate action.
  - Drill to transactional system from Leads by Close Reason Report
  - Drill to transactional system from Lead Activity Reports
  - Drill to transactional system from Lead Quality Reports
  - Drill to transactional system from Lead Aging Reports
- **Enhanced Actionable Intelligence - Campaigns:** Some of the campaign and event reports have been enhanced, which enables users to drill into campaigns and events.

## Marketing Management Dashboard

The Marketing Management dashboard enables the marketing professionals to quickly determine the health of the marketing department. This dashboard contains the KPI region and reports on campaign to cash, campaign ROI, and budgets. The Marketing Management dashboard facilitates comparing data of the current period with prior periods and helps analyze trends in lead generation, lead conversion, cost per lead, and revenue per lead, thereby providing historic trend data to plan future objectives.

### Dashboard Parameters

The following parameters are common to most dashboards in the Marketing DBI functional area.

- **Country:** Lists the valid countries enabled in the system. All countries sorted by name are displayed by default.

- **Currency:** Lists the user's functional currency. The profile option - BIS: Global Primary Currency determines the functional currency displayed here.
- **Product Category:** These are product categories defined during Oracle Applications setup to categorize products that are sold. For setting up product categories, see *Oracle Daily Business Intelligence Implementation Guide*.

## Reports and Graphs

The Marketing Management dashboard includes KPIs, reports, and graphs. Reports and graphs provided in Marketing Management can be grouped according to their functional areas as follows:

Marketing Management Key Performance Indicators, page 8-5

### Lead Generation Reports

- Response Rate, page 8-7
- Response Summary, page 8-8
- New Leads Summary, page 8-11
- Lead Quality, page 8-65
- Cost Per Lead, page 8-14
- Leads and Cost per Lead, page 8-29

### Lead Conversion Reports

- Lead to Opportunity Conversion Summary, page 8-30
- Opportunity Amount Summary, page 8-31
- Revenue Per Lead, page 8-34

### Campaign to Cash Reports

- Event Activity Summary, page 8-37
- Events, page 8-39
- Campaign Activity Summary, page 8-40
- Campaign Schedule Activity Summary, page 8-42
- Campaigns, page 8-44
- Campaign Schedules, page 8-45
- Campaign to Order by Campaign Hierarchy, page 8-47

### Campaign ROI Reports

- Cost, Sales, and ROI by Campaign Hierarchy, page 8-48
- Top Campaigns and Events by Leads, page 8-51
- Top Campaigns and Events by Won Opportunities Amount, page 8-51

### Budget Reports

- Marketing Budget Summary by Budget Name, page 8-52
- Marketing Budget Summary by Budget Category, page 8-54



- Marketing Budget Utilization Summary, page 8-55

## View By Dimensions

The View By option enables you to view data by different dimensions. For example, in the Response Rate report, select Marketing Channel from the View By drop-down list. Notice that *Marketing Channel* is the first column in the report and data is displayed based on different marketing channels available. (You can further drill down on the values in the first column if the selected view by option is a hierarchical dimension, such as Campaign or Product Category). Similarly, the associated graphs plot data by Marketing Channel.

You can select from the following View By options:

- **Campaign:** When viewed by campaign, the report displays data for each campaign, event, or program.
- **Product Category:** Lists all product categories available for selection. When viewed by product category, the report displays data for each product category.
- **Country:** When viewed by country, the report displays data for each country.
- **Region:** Lists all available regions (Europe, US, EMEA etc.). When viewed by regions, the report displays data for the selected region. For information on setting up regions, see the *Oracle Daily Business Intelligence Implementation Guide*.
- **Lead Quality:** Lists all available lead quality levels in terms of lead ranks. When viewed by lead quality, the report displays data for each lead rank.
- **Sales Channel:** When viewed by sales channel, the report displays data for each sales channel (direct or indirect).
- **Marketing Channel:** When viewed by marketing channel, the report displays data for each marketing channel, such as telemarketing, advertising, e-mail and so on.
- **Lead Source:** When viewed by lead source, the report displays data for each lead source.
- **Customer Category:** Lists all available customer categories or classifications. When viewed by customer category, the report displays data for each customer category. For information on setting up customer category, see the *Oracle Trading Community Architecture User Guide*.

## Marketing Management Key Performance Indicators

The KPI region includes a snapshot of key performance data and enables marketing professionals to quickly assess the health of the marketing department. The KPIs present information on key marketing areas, such as lead generation, lead conversion, won opportunities amount, booked orders and so on. You can quantify, compare, measure, and track KPIs against prior periods to view historic trend data. Some KPIs provide additional drill-down details, others display one level of summary data. By selecting a specific link within the region, you can drill down for more details.

## Region Columns

The following parameters are unique to the KPI region:

- **Name:** Name of the KPI.
- **XTD:** Period-to-date. This can be Week-to-date (WTD), Quarter-to-date (QTD), Year-to-date (YTD), or Month-to-date (MTD).
- **Change:** Reflects the difference between the Period Type value and the Compare To value. For example, if the selected Period Type is Quarter and Compare To is Prior Period, then the difference (if there is one) is displayed in the change column.

## KPIs

The following table describes the Marketing Management KPIs:

### *Marketing Management KPIs*

KPI Name	Description
Leads from Customers	New Leads created during the selected period from existing customers. Customer is a person or an organization with which the company has a selling relationship, regardless of whether anything has actually been purchased or serviced. A customer is a party with a customer account.
Leads from Prospects	New Leads created during the selected period from prospects. A prospect is a person or organization, which the company, does not yet have a selling relationship.
'A' Leads	Leads created during the specified period and with a lead rank of 'A' as of the sys date.
'A' Leads %	Leads created during the specified period and with a lead rank of 'A' as of the sys date and as a % of new leads.
New Opportunities Amount	The sum of the sales credit amount of all opportunities with a marketing source created within the specified period.
Won Opportunities Amount	<p>The sum of the sales credit amount of all opportunities with a marketing source that have the:</p> <ul style="list-style-type: none"> <li>• Close date within the selected current period</li> <li>• Closed flag set</li> <li>• Won flag set</li> </ul> <p>For more information, see the setup on cost per lead.</p>

KPI Name	Description
Cost Per Lead	<p>The marketing budgetary cost of generating all leads.</p> <p>The Cost Per Lead displays expenses associated to each lead during the selected period. Based on the profile settings, either PTD Cost or Total Cost is displayed. Program cost calculations are defined from either the approved budget amount or the actual cost value. This is determined by the profile - BIM:Program Cost. To use actual cost value, associate the actual cost metric with the campaign, event, or program being viewed.</p> <ul style="list-style-type: none"> <li>• If BIM:Program Cost is set to Actual cost, the actual cost associated to the marketing object is considered.</li> <li>• If BIM:Program Cost is set to Approved budget, the approved budget associated to the object is considered. In this case, the actual cost metric is ignored and the approved budget amount is displayed instead.</li> </ul>
Revenue Per Lead	The booked revenue ratio resulting from all generated leads.
Lead to Opportunity Conversion	Percentage of leads converted to opportunities during the specified period irrespective of when the leads were created.
Campaign Started	Number of campaigns started during the selected period.
Events Started	Number of events started during the selected period.

## Response Rate

The Response Rate report provides information on the responses obtained from the target audience.

## Reports and Graphs

The following table provides details of the Response Rate report and graphs.

### Response Rate - Report and Graphs

Graph/Report Name	Description
Targeted Audience Graph	Depending on the value selected in the View By drop-down list, this graph displays data by target audience.
Response Rate Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of positive responses obtained.
Change in Response Rate Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in response rate based on the selected parameters in Period Type and Compare To.
Response Rate Report	<p>The Response Rate report displays the following data in report format:</p> <ul style="list-style-type: none"><li>• PTD Responses: The sum of positive responses obtained during the selected period.</li><li>• Change: The percentage of <i>change in responses</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li><li>• Targeted Audience: The number of target group entries. Target group entry is a combination of lists, segments, and employee lists.</li><li>• Total Responses: The total of all positive responses obtained as of system date.</li><li>• Response Rate: The percentage of response. Formula: (Total Responses / Targeted Audience) * 100.</li><li>• Change: The percentage of <i>change in response rate</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li></ul>

## Response Summary

The Response Summary report provides information on the expected response, actual response, and the cost involved per response.

**Reports and Graphs**

The following table provides details of the Response Summary report and graphs.

### Response Summary - Report and Graphs

Report/Graph Name	Description
Forecast vs. Actual Responses Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of responses expected and the actual responses obtained during the specified period.
Cost per Response Graph	Depending on the value selected in the View By drop-down list, this graph plots the cost per response during the specified period.
Change in Cost per Response	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in cost per response based on the selected parameters in Period Type and Compare To.
Response Summary Report	<p>The Response Summary report displays the following data in report format:</p> <ul style="list-style-type: none"><li>• Type: The type of marketing object.</li><li>• PTD Responses: Actual positive responses received during the specified period.</li><li>• Change: The percentage of <i>change in positive responses</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li><li>• Total Responses: Actual positive responses as of system date.</li><li>• Response Forecast: Positive responses forecasted for the specified period.</li><li>• Variance: Formula: <math>[(\text{Actual} - \text{Forecast}) / \text{Forecast}] * 100</math></li><li>• Cost per Response: Formula: (Total campaign cost during the period / Number of total actual responses during the specified period). Cost can be actual cost or approved budget based on the profile setting.</li><li>• Change: The percentage of <i>change in cost per response</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li></ul>

## New Leads Summary

The New Leads Summary report provides information on the new leads created from customers (existing) and prospects.

## Reports and Graphs

The following table provides details of the New Leads Summary Report.

### ***New Leads Summary - Report and Graphs***

<b>Graph/Report Name</b>	<b>Description</b>
New Leads Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of new leads created from customers (existing) and prospects during the specified period.
Change in New Leads Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in number of new leads based on the selected parameters in Period Type and Compare To.
Distribution for New Leads Graph	Depending on the value selected in the View By drop-down list, this graph shows the distribution of new leads. For example, if Campaign is selected from the drop-down list, the graph plots the distribution of the new leads against each campaign.

Graph/Report Name	Description
New Leads Summary Report	<p>The New Leads Summary report displays the following data in report format:</p> <ul style="list-style-type: none"> <li>• <b>Type:</b> Type of marketing object.</li> <li>• <b>New:</b> Number of new leads created during the specified period.</li> <li>• <b>Change:</b> The percentage of <i>change in new leads</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> <li>• <b>New From Customers:</b> Number of new leads created from existing customers during the specified period.</li> <li>• <b>Change:</b> The percentage of <i>change in new leads created from existing customers</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> </ul>
-	<ul style="list-style-type: none"> <li>• <b>New from Prospects:</b> Number of new leads created from prospects during the specified period.</li> <li>• <b>Change:</b> The percentage of <i>change in new leads created from prospects</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> </ul>

## Lead Quality

The Lead Quality report allows the user to measure the quality of a lead. It displays information about lead ranks mapped to the columns A, B, C and D in the code definition screen. All the other columns are grouped under the title "others".

## Reports and Graphs

The following table provides details of the Lead Quality report.



***Lead Quality - Report***

<b>Graph/Report Name</b>	<b>Description</b>
Total and 'A' Leads Graph	Depending on the value selected in the View By drop-down list, this graph plots total leads and 'A' leads.
Change in 'A' Leads Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in 'A' leads based on the selected parameters in Period Type and Compare To.

Graph/Report Name	Description
Distribution for 'A' Leads Graph	Depending on the value selected in the View By drop-down list, this graph shows the distribution of 'A' leads. For example, if Campaign is selected from the drop-down list, the graph plots the distribution of 'A' leads against each campaign.
Lead Quality Report	<p>The Lead Quality report displays the following data in report format. The 'Drill To' feature is enabled for the 'A', 'B', 'C', 'D', and 'Others' columns. This feature enables users to link to the "Leads Report". Parameters in the report are derived from dimension options in the Lead Quality Report.</p> <ul style="list-style-type: none"> <li>• <b>Type:</b> Name of marketing object.</li> <li>• <b>A:</b> Number of leads that are ranked 'A' as of system date and are created during the selected period.</li> <li>• <b>Change:</b> The percentage of <i>change in 'A' leads</i> depending on the parameters selected in Period Type and Compare To.</li> <li>• <b>B:</b> Number of leads that are ranked 'B' as of system date and are created during the selected period.</li> <li>• <b>C:</b> Number of leads that are ranked 'C' as of system date and are created during the selected period.</li> <li>• <b>D:</b> Number of leads that are ranked 'D' as of system date and are created during the selected period.</li> <li>• <b>Others:</b> Number of leads that belong to the other different ranks, as well as the leads that are not ranked.</li> <li>• <b>Total:</b> Number of new leads open as of date, that is A+B+C+D+Others.</li> <li>• <b>% Contribution of Grand Total:</b> Displays the contribution made by the lead to the grand total.</li> <li>• <b>Qualified Leads:</b> All Leads in the system with the qualified flag set to 'Y' during the specified period. A lead is qualified when the attributes of the lead indicate interest in the purchase of a product.</li> <li>• <b>Change:</b> The percentage of <i>change in qualified leads</i> depending on the parameters selected in Period Type and Compare To.</li> </ul>

## Cost Per Lead

The Cost Per Lead report provides information on the expenses associated to each lead.

Program cost calculations are defined from either the approved budget amount or the actual cost value. This is determined by the profile - **BIM: Program Cost**.

To use actual cost value, associate the actual cost metric with the campaign, event, or program being viewed. For more information on associating metrics with marketing objects, see *Oracle Marketing User's Guide*.

- If **BIM: Program Cost** is set to **Actual cost**, the actual cost associated to the marketing object is considered.
- If **BIM: Program Cost** is set to **Approved budget**, the approved budget associated to the object is considered. In this case, the actual cost metric is ignored and the approved budget amount is displayed instead.

## Reports and Graphs

The following table provides details of the Cost Per Lead Report.

### ***Cost Per Lead - Report and Graphs***

<b>Graph/Report Name</b>	<b>Description</b>
Campaign Cost vs. Revenue Graph	Depending on the value selected in the View By drop-down list, this graph plots the cost of the campaign and the revenue generated through the campaign.
Total Cost per Lead Graph	Depending on the value selected in the View By drop-down list, this graph plots the total cost associated to each lead.

Graph/Report Name	Description
Change in PTD Cost per Lead Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in PTD cost based on the selected parameters in Period Type and Compare To.
Cost Per Lead Report	<p>The Cost Per Lead report displays the following data in report format:</p> <ul style="list-style-type: none"> <li>• Type: The type of marketing object. It can be either program, campaign, or event. This is applicable only if marketing object is selected in the View By drop-down list.</li> <li>• PTD Leads: Number of leads created during the specified period. PTD leads include leads with a "dead" status.</li> <li>• PTD Cost: Displays Actual Cost or Approved Budget (based on the profile setting) for all the marketing objects contributing to costs and all marketing objects contributing to leads during the specified period.</li> <li>• PTD Cost per Lead: Formula: (Total PTD Costs / Total PTD Leads). See PTD Cost Calculations, page 8-16 for details.</li> <li>• Change: The percentage of <i>change in PTD cost</i> for each lead depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> <li>• Total Leads: Total number of leads as of system date.</li> <li>• Total Cost: Total cost as of system date.</li> <li>• Total Cost per Lead: Formula: Total Costs / Total Leads. See Total Cost Calculations, page 8-17 for details.</li> <li>• Total Revenue: Total Revenue as of system date. Revenue can be won opportunities amount, booked order amount, or invoiced order amount based on the profile settings.</li> </ul>

## PTD Cost Calculations

PTD cost is calculated as follows:

1. Distribute campaign costs incurred for all marketing objects or leads for the specified period as follows. (Marketing objects with status "cancelled", "completed", "closed", "active" or, "on hold" are considered.)

- If the marketing object ends before the period start date, then cost for the period is considered as zero.
- If the Marketing object ends after the period start date, then cost = [approved budget or actual cost] \* [number of days budget or cost utilized as of date] / [number of days budget or cost utilized for the object].

**Number of days budget or cost utilized as of date:** If as of date is less than the marketing object start date, budget approved date, or actual cost date (whichever is greater), then number of days budget or cost utilized as of date is considered as zero.

Else, number of days budget or cost utilized as of date = [as of date or marketing object end date (whichever is lesser)] – [period start date, object start date, budget approved date or actual cost date (whichever is greater)] + 1

**Number of days budget or cost utilized for the object** = [end date of the object] - [object start date, budget approved date or actual cost date (whichever is greater)] + 1

2. Sum up the distributed costs.
3. Sum up the leads generated in the specified period.
4. Divide total distributed costs by total leads to derive Cost Per Lead. PTD Cost Per Lead = Total PTD Cost/Total PTD Leads.

#### Total Cost Calculations

Total cost is calculated as follows:

1. Distribute campaign costs incurred for all marketing objects or leads for the specified period as follows. (Marketing objects with status “cancelled”, “completed”, “closed”, “active” or, “on hold” are considered.)
  - If the marketing object ends before the period start date, then cost = budget amount or actual cost.
  - If the Marketing object ends after the period start date, cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

**Number of days budget or cost utilized as of date:** If as of date is less than object start date, budget approved date or actual cost date (whichever is greater), then number of days budget or cost utilized as of date = 0

Else, number of days budget or cost utilized as of date = [as of date or object end date (whichever is lesser)] – [object start date, budget approved date or actual cost date (whichever is greater)] + 1

**Number of days budget or cost utilized for the object** = [end date of the object start date, budget approved date or actual cost date (whichever is greater)] + 1

2. Sum up the distributed costs.
3. Sum up the leads generated in the specified period.
4. Divide total distributed costs by total leads to derive Cost Per Lead. Total Cost Per Lead = Total Cost/Total Leads.

A few examples illustrating PTD Cost calculation and Total Cost calculation in different scenarios are discussed below.

### Example 1 - Calculating PTD Cost and Total Cost

Period selected: Quarter

Period start date: 1st July 2004

As of date: 31st August 2004

Budget approved: \$9000 on 11th June 2004

Campaign started: 1st June 2004

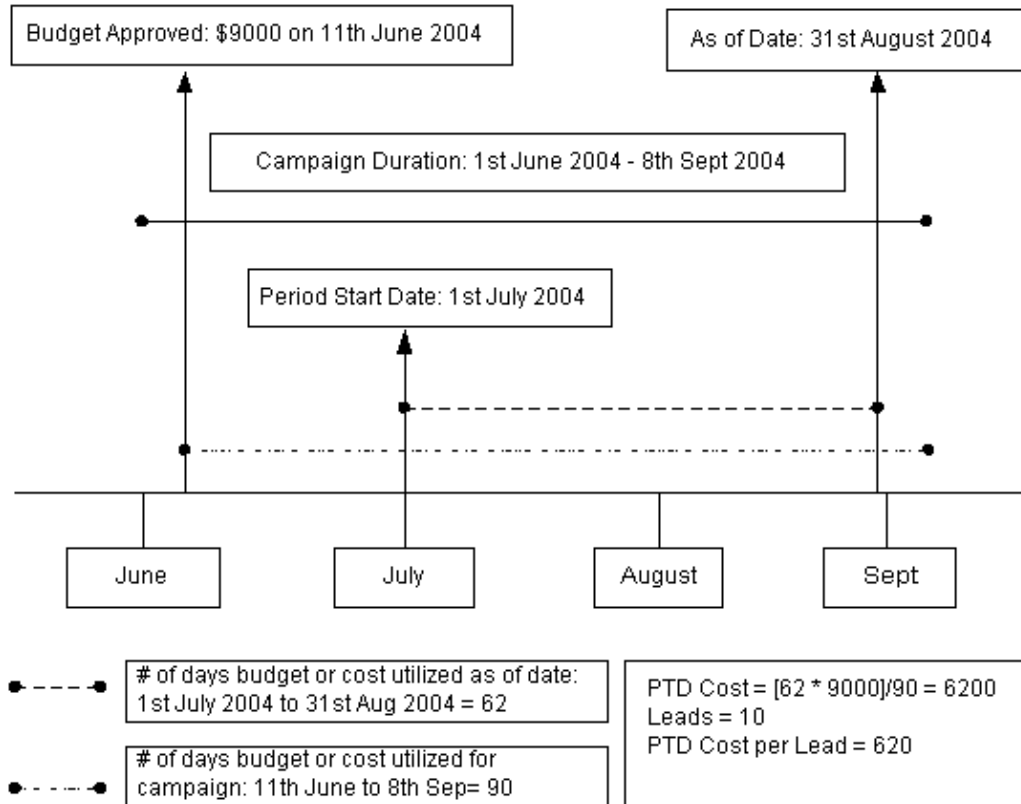
Campaign ended: 8th September 2004

Number of leads: 10

#### PTD Cost Calculation

The figure below illustrates PTD cost calculation.

##### PTD Cost Calculation



Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

=  $[62 * 9000]/90$

= 6200

PTD Cost Per Lead = Total PTD Cost/Total PTD Leads

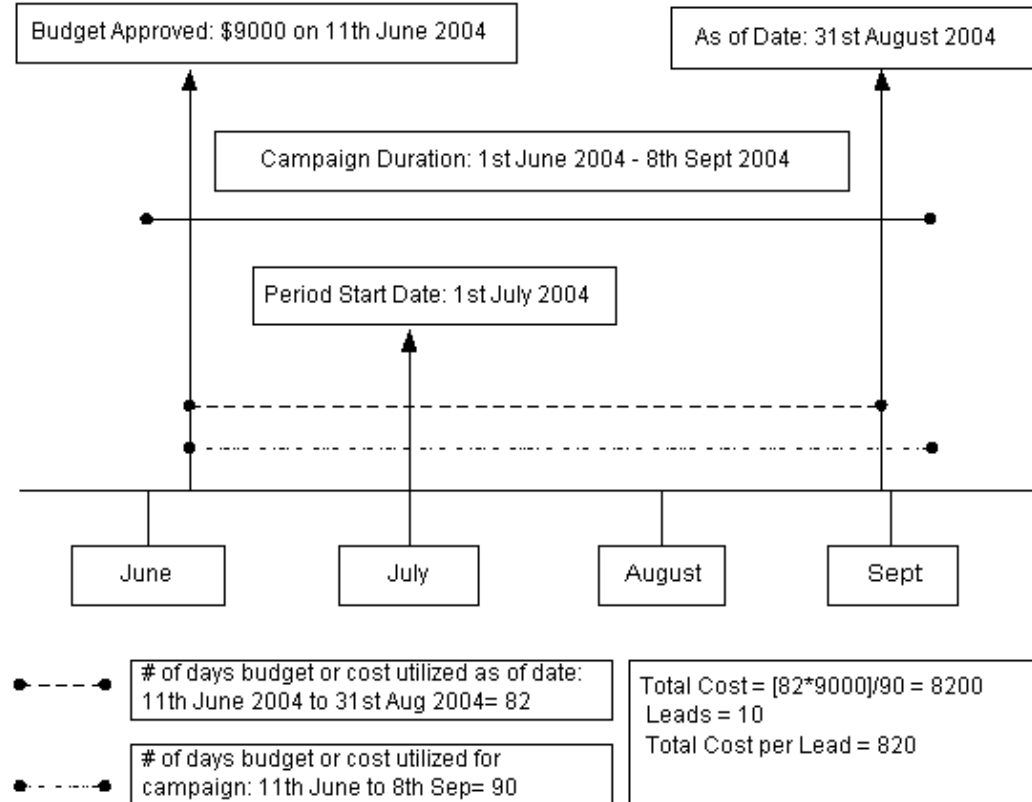
=  $6200/10$

= 620

## Total Cost Calculation

The figure below illustrates total cost calculation.

### Total Cost Calculation



Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

$$= [82 \times 9000] / 90$$

$$= 8200$$

Total Cost Per Lead = Total Cost / Total Leads

$$= 8200 / 10$$

$$= 820$$

### Example 2 - Calculating PTD Cost and Total Cost

In this example, 2 budgets are approved during the selected period.

Period selected: Quarter

As of date: 31st August

Period start date: 1st July 2004

Number of leads: 10

Budget1 approved: \$9000 on 11th June 2004

Campaign started: 1st June 2004

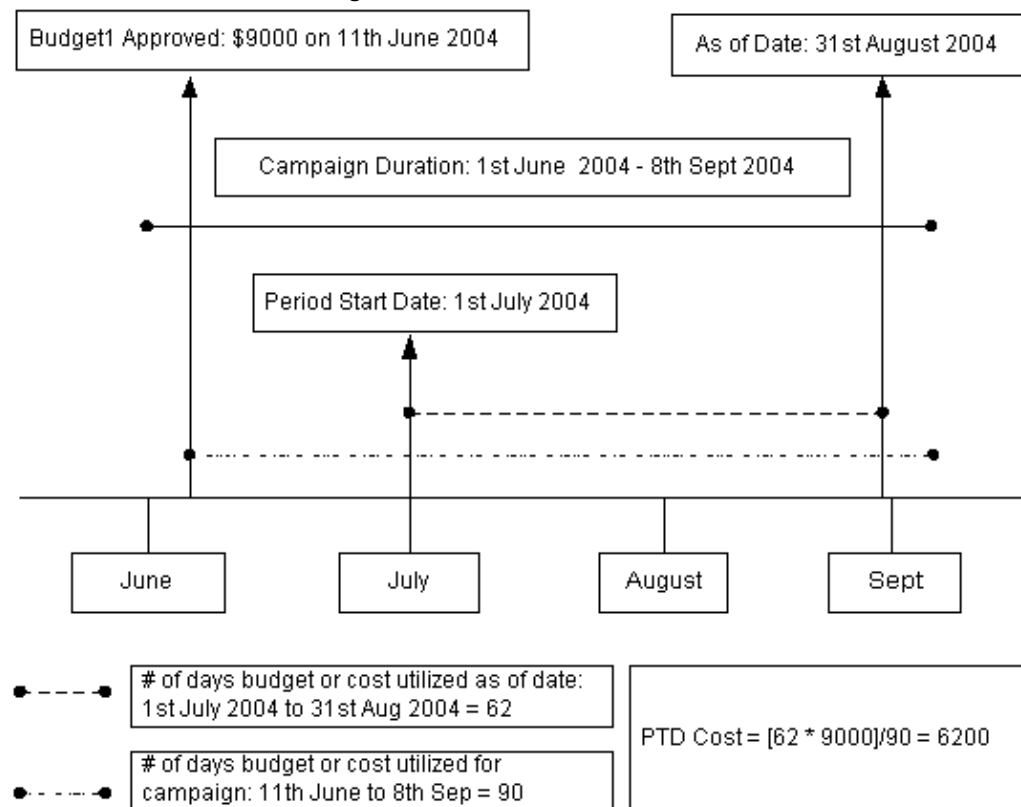
Campaign ended: 8th September 2004  
 Budget2 approved: \$3900 on 1st August 2004  
 Campaign started: 1st June 2004  
 Campaign ended: 8th September 2004

## PTD Cost Calculation

*Budget1:*

The figure below illustrates PTD cost calculation for Budget1.

### PTD Cost Calculation for Budget1



Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

= [62 \* 9000] / 90

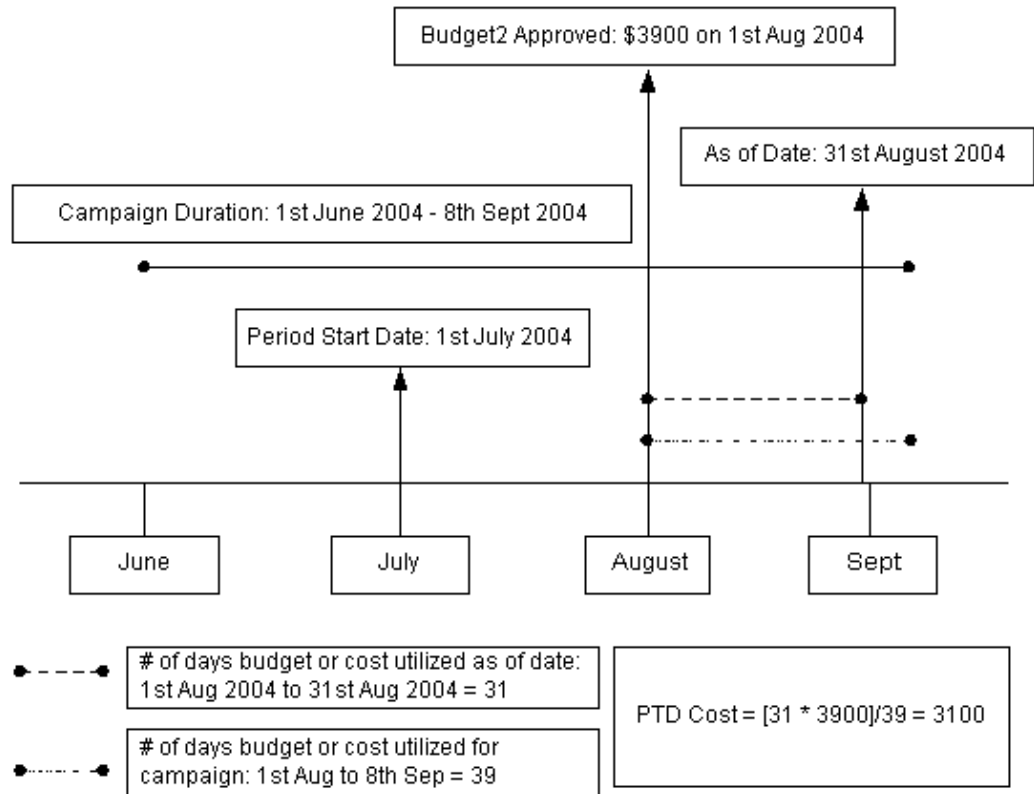
= 6200

*Budget2:*

The figure below illustrates PTD cost calculation for Budget2.



### PTD Cost Calculation for Budget2



Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

$$= [31 * 3900] / 39$$

$$= 3100$$

PTD Cost Per Lead = Total PTD Cost / Total PTD Leads

$$= [6200 + 3100] / 10$$

$$= [9300 / 10]$$

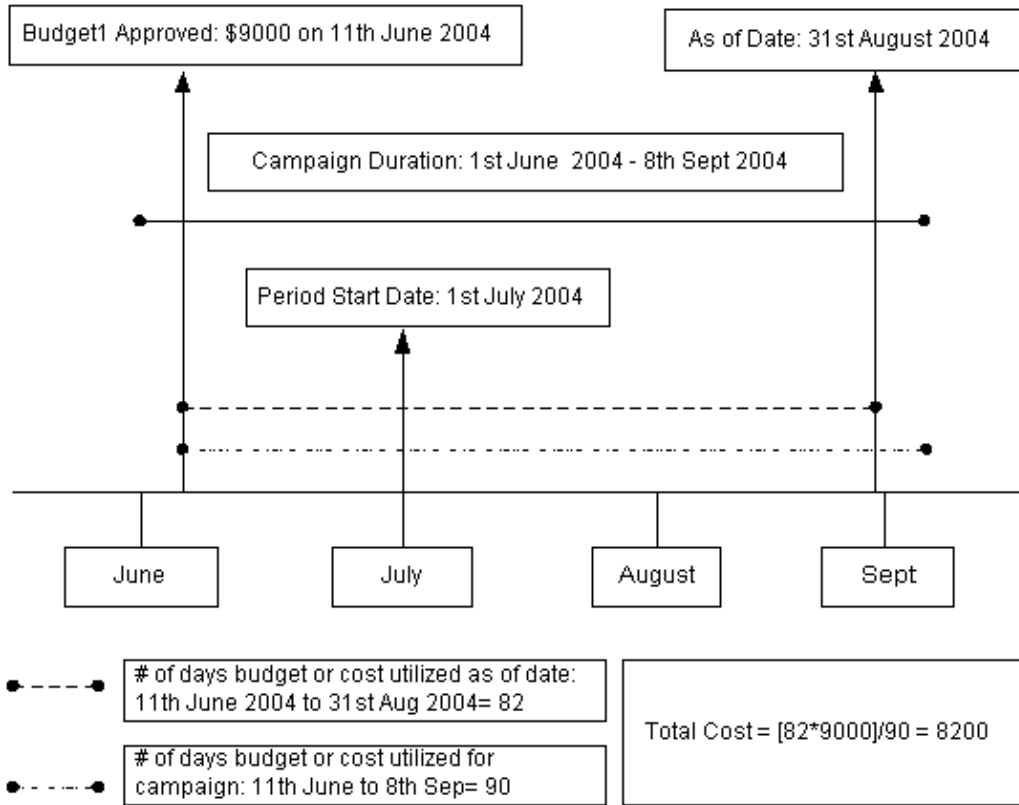
$$= 930$$

### Total Cost Calculation

*Budget1:*

The figure below illustrates total cost calculation for Budget1

### Total Cost Calculation for Budget1



Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

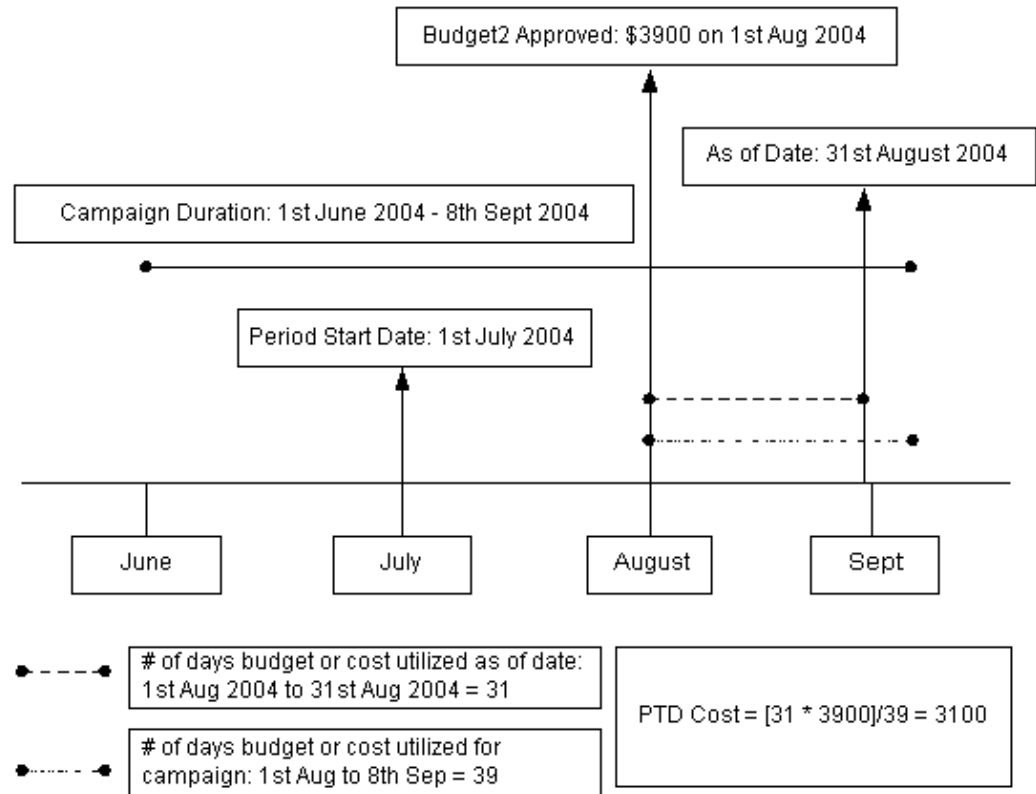
$$= [82 * 9000] / 90$$

$$= 8200$$

*Budget2:*

The figure below illustrates total cost calculation for Budget2.

### Total Cost Calculation for Budget2



Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

$$= [31 * 3900] / 39$$

$$= 3100$$

Total Cost Per Lead = Total Cost / Total Leads

$$= [8200 + 3100] / 10$$

$$= [11300 / 10]$$

$$= 1130$$

### Example 3 - Calculating PTD Cost and Total Cost

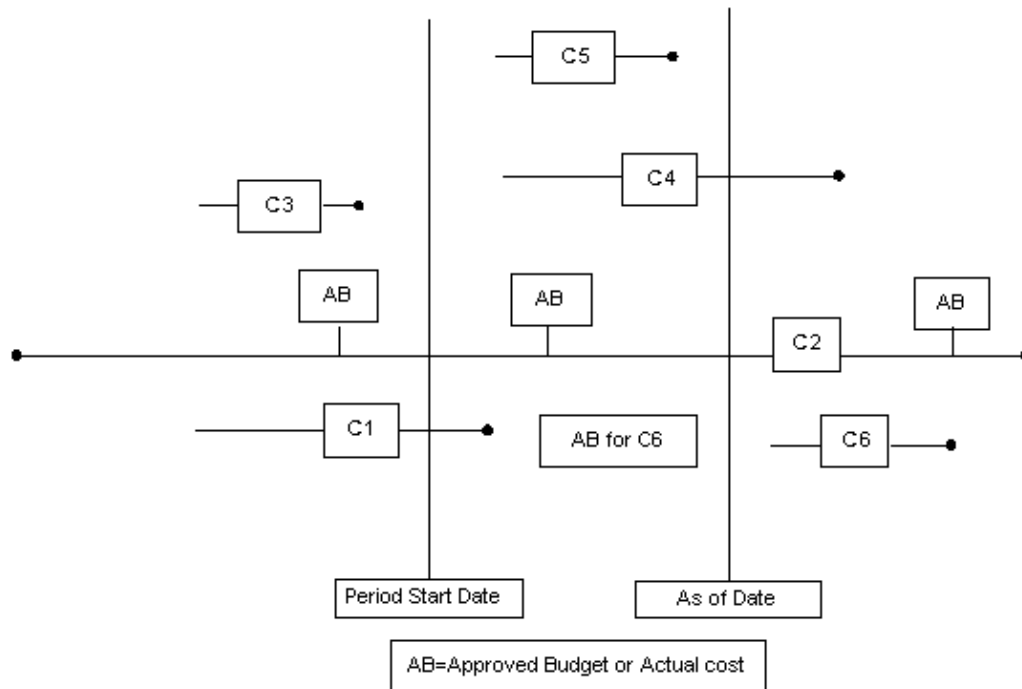
The figure below illustrates six campaign scenarios.

Period selected: Quarter

As of date: 31st August

Period start date: 1st July 2004

### PTD Cost and Total Cost Calculations



#### Campaign 1 Scenario

- Starts before the specified period and ends before the as of date
- Has leads in the specified period
- Has approved budget in the specified period
- Has approved budget before the specified period
- Has leads before the specified period

#### PTD Cost Calculation

Budget approved: \$7200 on 1st January 2004

Campaign started: 11th June 2004

Campaign ended: 21st August 2004

Number of leads before 1st July: 20

Number of leads after 1st July: 10

Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 1st July 2004 to 31st August 2004  
= 62 days

Number of days budget or cost utilized for campaign: 11th June 2004 to 21st August 2004  
= 72 days

Therefore Cost = [62 \* 7200]/72

= 6200

**Total Cost Calculation**

Budget approved: \$7200 on 1st January 2004

Campaign started: 11th June 2004

Campaign ended: 21st August 2004

Number of leads before 1st July 2004: 20

Number of leads after 1st July 2004: 10

Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 11th June 2004 to 21st August 2004  
= 82 days

Number of days budget or cost utilized for campaign: 11th June 2004 to 21st August 2004 = 82 days

Therefore Cost =  $[82 * 7200] / 82$   
= 7200

**Campaign 2 Scenario**

- Starts before the specified period and ends after the as of date
- Has approved budget and leads before the specified period
- Has approved budget and leads in the specified period
- Has approved budget and leads after the specified period

**PTD Cost Calculation**

Budget approved: \$16400 on 1th January 2004

Campaign started: 11th June 2004

Campaign ended: 21st November 2004

Number of leads before 1st July 2004: 15

Number of leads after 1st July 2004: 25

Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 1st July 2004 to 31st August 2004  
= 62 days

Number of days budget or cost utilized for campaign: 11th June 2004 to 21st November 2004 = 164 days

Therefore Cost =  $[62 * 16400] / 164$   
= 6200

**Total Cost Calculation**

Budget approved: \$16400 on 1th January 2004

Campaign started: 11th June 2004

Campaign ended: 21st November 2004

Number of leads before 1st July 2004: 15

Number of leads after 1st July 2004: 25

Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 11th June 2004 to 31st August 2004 = 82 days

Number of days budget or cost utilized for campaign: 11th June 2004 to 21st November 2004 = 164 days

Therefore Cost =  $[82 * 16400] / 164$   
= 8200

### **Campaign 3 Scenario**

- Starts before the specified period ends before the quarter starts
- Has leads in the specified period
- Has approved budget before the specified period
- Has leads before the specified period

### **PTD Cost Calculation**

Budget approved: \$7200 on 1st January 2004

Campaign started: 11th June 2004

Campaign ended: 21st June 2004

Number of leads before 1st July 2004: 20

Number of leads after 1st July 2004: 10

Since campaign start date and end date are before period start date (1st July 2004), cost is 0.

### **Total Cost Calculation**

Budget approved: \$7200 on 1st January 2004

Campaign started: 11th June 2004

Campaign ended: 21st June 2004

Number of leads before 1st July 2004: 20

Number of leads after 1st July 2004: 10

Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 11th June 2004 to 21st June 2004 = 11

Number of days budget or cost utilized for campaign: 11th June 2004 to 21st June 2004 = 11

Therefore Cost =  $[11 * 7200] / 11$   
= 7200

#### **Campaign 4 Scenario**

- Starts in the specified period ends before as of date
- Has leads and approved budget in the specified period

#### **PTD Cost Calculation**

Budget approved: \$7200 on 11th July 2004

Campaign started: 11th July 2004

Campaign ended: 1st August 2004

Number of leads after 1st July 2004: 40

Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 11th July 2004 to 1st August 2004 = 22

Number of days budget or cost utilized for campaign: 11th July 2004 to 1st August 2004 = 22

Therefore Cost = [22 \* 7200]/22

= 7200

#### **Total Cost Calculation**

Budget approved: \$7200 on 11th July 2004

Campaign started: 11th July 2004

Campaign ended: 1st August 2004

Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 11th July 2004 to 1st August 2004 = 22 days

Number of days budget or cost utilized for campaign: 11th July 2004 to 1st August 2004 = 22 days

Number of leads after 1st July 2004: 40

Therefore Cost = [22 \* 7200]/22

= 7200

#### **Campaign 5 Scenario**

- Starts in the specified period ends after the as of date
- Has approved budget after the specified period
- Has Leads in the specified period

#### **PTD Cost Calculation**

Budget approved: \$1100 on 15th July 2004

Campaign started: 11th July 2004

Campaign ended: 1st November 2004

Number of leads after 1st July 2004: 40

Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 15th July 2004 to 31st August 2004  
= 48 days

Number of days budget or cost utilized for campaign: 15th July 2004 to 1st November 2004 = 110 days

Therefore Cost = [48 \* 1100]/110  
= 480

#### **Total Cost Calculation**

Budget approved: \$1100 on 15th July 2004

Campaign started: 11th July 2004

Campaign ended: 1st November 2004

Number of leads after 1st July 2004: 40

Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 15th July 2004 to 31st August 2004  
= 48 days

Number of days budget or cost utilized for campaign: 15th July 2004 to 1st November 2004 = 110 days

Therefore Cost = [48 \* 1100]/110  
= 480

#### **Campaign 6 Scenario**

- Starts after the as of date
- Has one approved budget in the specified period
- Has one approved budget after the as of date

#### **PTD Cost Calculation**

Budget approved: \$1100 on 15th July 2004

Campaign started: 11th September 2004

Campaign ended: 1st November 2004

Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 0 days

Number of days budget or cost utilized for campaign: 15th July 2004 to 1st November 2004 = 110 days

Therefore Cost = [0 \* 1100]/110  
= 0

#### **Total Cost Calculation**

Budget approved: \$1100 on 15th July 2004



Campaign started: 11th September 2004

Campaign ended: 1st November 2004

Cost = [number of days budget or cost utilized as of date] \* [budget amount or actual cost] / [number of days budget or cost utilized for the object]

Number of days budget or cost utilized as of date: 0 days

Number of days budget or cost utilized for campaign: 15th July 2004 to 1st November 2004 = 110 days

Therefore Cost = [0 \* 1100]/110]

= 0

Therefore,

PTD Cost Per Lead = Total PTD Cost/Total PTD Leads

Total Distributed Cost: 6200+6200+0+7200+480+0 = 20080

Number of Leads: 10+25+10+40+40 = 125

= 20080/125

= 160.64

Total Cost Per Lead = Total Cost/Total Leads

Total Cost: 7200+8200+53673+7200+480+0 = 76753

Total Leads: 20+10+15+25+20+10+40+40 = 180

= 76753/180

= 426.40

## Leads and Cost per Lead

The Leads and Cost per Lead graph plots the current and previous period values of the KPIs. It displays trend graphs for various periods.

## Reports and Graphs

The following table provides details of the Leads and Cost per Lead graph and report.

### ***Lead and Cost Per Lead - Report and Graphs***

Report/Graph Name	Description
Lead and Cost per Lead Graph	Plots lead data (depending on the time period selected) for leads and cost per lead.
Lead and Cost per Lead Report	Displays the following data in report format: <ul style="list-style-type: none"><li>• <b>Time:</b> Displays lead data for the selected period.</li><li>• <b>Leads:</b> Displays the number of leads generated.</li><li>• <b>Cost per Lead:</b> Displays cost incurred per lead.</li></ul>

## Lead to Opportunity Conversion Summary

The Lead to Opportunity Conversion Summary report provides information on leads that are converted to opportunities.

### Reports and Graphs

The following table provides details of the Lead to Opportunity Conversion Summary graphs.

#### *Lead to Opportunity Conversion Summary Graphs*

Graph Name	Description
Leads Converted to Opportunities Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of leads that are converted to opportunities during the specified period.
Change in Lead Conversion Graph	Depending on the value selected in the View By drop-down list, this graph plots the change in number of leads converted based on the selected parameters in Period Type and Compare To.
Distribution for Leads Conversion Graph	Depending on the value selected in the View By drop-down list, this graph shows the distribution of the leads converted. For example, if Marketing Channel is selected from the drop-down list, the graph plots the distribution of the leads converted against each marketing channel.

The following table provides details of the Lead to Opportunity Conversion report.

### ***Lead to Opportunity Conversion Summary - Report***

<b>Report Name</b>	<b>Description</b>
Lead to Opportunity Conversion Summary Report	<p>The Lead to Opportunity Conversion report displays the following data in report format:</p> <ul style="list-style-type: none"><li>• <b>Leads Converted:</b> The number of leads converted to opportunities during the specified period. Leads created outside the specified period but converted during the specified period are also considered.</li><li>• <b>Change:</b> The percentage of <i>change in leads converted</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li><li>• <b>Average Lead Conversion Time:</b> The average time taken for all leads to convert to opportunities. Formula: [Time taken for all conversions in the specified period / Number of leads converted]</li><li>• <b>'A' Leads Converted:</b> The number of 'A' Leads converted to opportunities during the specified period. This column is not displayed when Lead Quality is selected in the View By drop-down list.</li><li>• <b>Change:</b> The percentage of <i>change in 'A' leads converted</i> to opportunities depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period. This column is not displayed when Lead Quality is selected in the View By drop-down list.</li><li>• <b>Average 'A' Lead Conversion Time:</b> The average time taken for all 'A' leads to convert to opportunities during the specified period. Formula: (Time taken for all 'A' lead conversions in the specified period / Number of 'A' leads converted). This column is not displayed when Lead Quality is selected in the View By drop-down list.</li><li>• <b>Leads Converted from Customers:</b> The number of leads created from existing customers and converted to opportunities during the specified period. Leads created outside the specified period but converted during the specified period are also considered.</li><li>• <b>Leads Converted from Prospects:</b> The number of leads created from prospects and converted to opportunities during the specified period. Leads created outside the specified period but converted during the specified period are also considered.</li></ul>

## **Opportunity Amount Summary**

The Opportunity Amount Summary report provides information on opportunities that are converted to orders.

## **Reports and Graphs**

The following table provides details of the Opportunity Amount Summary Report.

***Opportunity Amount Summary - Report and Graphs***

<b>Graph/Report Name</b>	<b>Description</b>
Won, Lost Opportunities Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of won and lost opportunities.
Change in Won, Lost Opportunities Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in won and lost opportunities based on the selected parameters in Period Type and Compare To.
Distribution for Won Opportunities Graph	Depending on the value selected in the View By drop-down list, this graph shows the distribution of the won opportunities for the specified period. For example, if Product Category is selected from the drop-down list, the graph plots the distribution of the won opportunities against each product category.

Graph/Report Name	Description
Opportunity Amount Summary Report	<p>The Opportunity Amount Summary report displays the following data in report format:</p> <ul style="list-style-type: none"> <li>• New: The value of all opportunities (with a marketing source) created within the specified period.</li> <li>• Change: The percentage of <i>change in new opportunities amount</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> <li>• Won: Value of opportunities closed with a "won" status.</li> <li>• Change: The percentage of <i>change in won opportunities amount</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> <li>• Lost: Value of opportunities closed with a "lost" status.</li> <li>• Change: The percentage of <i>change in lost opportunities amount</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> <li>• No-Opportunity: Value of opportunities closed with a "no opportunity" status.</li> <li>• Change: The percentage of <i>change in no-opportunities amount</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> <li>• Win/Loss Ratio: Formula: (Won Opportunities / Lost Opportunities).</li> </ul>

## Revenue Per Lead

The Revenue Per lead report provides information on the amount of revenue generated per lead.

Revenue calculations are determined by the profile - **BIM: Revenue Type**. Revenue type can be booked order amount, invoiced order amount or won opportunities amount.

For more information on booked orders and promised orders see *Oracle Order Management User's Guide*.

## Reports and Graphs

The following table provides details of the Revenue Per Lead Report.

### ***Revenue Per Lead - Report and Graphs***

<b>Graph/Report Name</b>	<b>Description</b>
Campaign Revenue vs. Cost Graph	Depending on the value selected in the View By drop-down list, this graph plots revenue generated from the campaign and the cost incurred on the campaign.
Total Revenue per Lead Graph	Depending on the value selected in the View By drop-down list, this graph plots the amount of revenue generated per lead.
Change in PTD Revenue per Lead Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in PTD revenue based on the selected parameters in Period Type and Compare To.

Graph/Report Name	Description
Revenue Per Lead Report	<p>The Revenue Per Lead Report displays the following data in report format:</p> <ul style="list-style-type: none"> <li>• <b>Type:</b> The type of marketing object. It can be either program, campaign, or event. This is applicable only if marketing object is selected in the View By drop-down list.</li> <li>• <b>PTD Leads:</b> Number of leads created during the specified period. PTD leads include leads with a "dead" status.</li> <li>• <b>PTD Revenue:</b> Total revenue generated during the specified period. Revenue can be won opportunities amount, booked order amount, or invoiced order amount based on the profile settings.</li> <li>• <b>PTD Revenue per Lead:</b> Formula: (Total PTD Revenue / Total PTD Leads). If PTD leads = 0, then PTD revenue per lead is shown as N/A. See Revenue Per Lead Calculations, page 8-35 for details.</li> <li>• <b>Change:</b> The percentage of <i>change in PTD revenue</i> for each lead depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> <li>• <b>Total Leads:</b> Total number of leads as of system date.</li> <li>• <b>Total Revenue:</b> Total revenue as of system date. Revenue can be won opportunities amount, booked order amount, or invoiced order amount based on the profile settings.</li> <li>• <b>Total Revenue per Lead:</b> If total leads = 0, then total revenue per lead will be shown as N/A. Formula: (Total Revenue/ Total Leads).</li> <li>• <b>Total Cost:</b> Total cost as of system date. Costs can be either Actual Costs or Approved Budget depending on the profile settings.</li> </ul>

### Revenue Per Lead Calculations

Based on the profile settings, revenue can be booked amount, invoiced amount or won opportunities amount.

Revenue per lead = PTD Revenue/PTD Lead

A few examples illustrating PTD Revenue calculation and Total Revenue calculation in different scenarios are discussed below.

### **Calculation PTD Revenue and Total Revenue - Example 1**

Profile value for **BIM: Revenue Type**: Booked Amount

Period selected: Quarter

Period start date: 1st July 2004

As of date: 31st August 2004

PTD won opportunities amount: 100

Total won opportunities amount: 200

PTD booked amount: 110

Total booked amount: 220

PTD invoiced amount: 105

Total invoiced amount: 210

PTD leads: 10

Total leads: 50

#### **Revenue Per Lead Calculation**

Revenue Per Lead = PTD Revenue/PTD Leads

= PTD Booked Amount / PTD Leads

= 110/10

= 11

#### **Total Revenue Per Lead Calculation**

= Total Booked Amount / Total Leads

= 220/50

= 4.4

### **Calculation PTD Revenue and Total Revenue - Example 2**

Profile value for **BIM: Revenue Type**: Won Opportunities Amount

Period selected: Quarter

Period start date: 1st July 2004

As of date: 31st August 2004

PTD won opportunities amount: 100

Total won opportunities amount: 200

PTD booked amount: 110

Total booked amount: 220

PTD invoiced amount: 105

Total invoiced amount: 210

PTD leads: 0

Total leads: 50



**Revenue Per Lead Calculation**

Revenue per lead = PTD Revenue/PTD Leads  
= PTD Won Opportunities Amount / PTD Leads  
= 100/0  
= N/A

**Total Revenue Per Lead Calculation**

= Total Won Opportunities Amount / Total Leads  
= 200/50  
= 4

**Calculation PTD Revenue and Total Revenue - Example 3**

Profile value for **BIM: Revenue Type**: Invoiced Amount

Period selected: Quarter

Period start date: 1st July 2004

As of date: 31st August 2004

PTD won opportunities amount: 100

Total won opportunities amount: 200

PTD booked amount: 110

Total booked amount: 220

PTD invoiced amount: 105

Total invoiced amount: 210

PTD leads: 10

Total leads: 100

**Revenue Per Lead Calculation**

Revenue per lead = PTD Revenue/PTD Leads  
= PTD Invoiced Amount / PTD Leads  
= 105/10  
= 10.5

**Total Revenue Per Lead Calculation**

= Total Invoiced Amount / Total Leads  
= 210/100  
= 2.1

**Event Activity Summary**

The Event Activity Summary report provides information on events started, ended, or active during the specified period.

## Reports and Graphs

The following table provides details of the Event Activity Summary Report.

### ***Event Activity Summary - Report and Graphs***

<b>Graph/Report Name</b>	<b>Description</b>
Active, Started and Ended Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of events started, ended, or active during the specified period.
Distribution for Events Started Graph	Depending on the value selected in the View By drop-down list, this graph plots the distribution of the events that started during the specified period.

Graph/Report Name	Description
Change in Events Started Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in the events started based on the selected parameters in Period Type and Compare To.
Event Activity Summary Report	<p>The Event Activity Summary report displays the following data in report format. The 'Drill To' feature is enabled for the 'Started', 'Ended' and 'Current Active' columns. This feature enables users to link to the "Events Report". Parameters in the report are derived from dimension options in the Event Activity Summary Report.</p> <ul style="list-style-type: none"> <li>• Prior Active: Number of events that were active when the specified period started.</li> <li>• Started: Number of events started during the specified period.</li> <li>• Change: The percentage of <i>change in events started</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> <li>• Ended: Number of events that ended during the specified period.</li> <li>• Change: The percentage of <i>change in events ended</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> <li>• Current Active: Number of events active at the end of the specified date.</li> <li>• Change: The percentage of <i>change in current active events</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> </ul>

## Events

The Events Report displays either active, started or closed events depending on the column selected in the "Event Activity Summary Report". DBI users also have the

option to drill to Oracle Marketing Online to further view details of events of interest by clicking on the “Event Name”.

## Report Parameters

The “Events Report” contains only read only parameters. The parameter values are same as those in the “Event Activity Summary Report”.

## Report

The following table provides details of the Events report.

### ***Events Report***

Report Name	Description
Events Report	<p>The Events Report displays the following data in report format.</p> <ul style="list-style-type: none"><li>• Event: Name of the Event. DBI users can click on a event name and navigate to Oracle Marketing Online showing details of event. All events started in the period are displayed if the user reached the report by clicking on Started column. All events started are those that have a start date greater than or equal to the first day in the period. All events ended in the period are displayed if the user reached the report by clicking on Ended column. All ended events are those whose end date lies between start date of the period and “As of date”. All currently active events in the period are displayed if the user reached the report by clicking on Started column. All active events are those whose end date is greater than “As of date”.</li><li>• Start Date: Date on which the event started.</li><li>• End Date: Date on which the event will end.</li><li>• Total Budget Amount Approved: The total budget amount approved as of system date.</li><li>• Total Actual Cost: The total budget amount earned or used as of system date.</li><li>• Balance: Formula: (Amount approved- Amount utilized).</li></ul>

## Campaign Activity Summary

The Campaign Activity Summary report provides information on campaigns started, ended or active for a specified period.

## Reports and Graphs

The following table provides details of the Campaign Activity Summary Report.

### ***Campaign Activity Summary - Report and Graphs***

<b>Graph/Report Name</b>	<b>Description</b>
Active, Started, Ended Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of campaigns started, ended, or active during the specified period.
Distribution for Active Campaigns Graph	Depending on the value selected in the View By drop-down list, this graph plots the distribution of the active campaigns during the specified period.
Change in Active Campaigns Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in active campaigns based on the selected parameters in Period Type and Compare To.

Graph/Report Name	Description
Campaign Activity Summary Report	<p>The Campaign Activity Summary report displays the following data in report format. The 'Drill To' feature is enabled for the 'Started', 'Ended' and 'Current Active' columns. This feature enables users to link to the "Campaigns Report". Parameters in the report are derived from dimension options in the Campaign Activity Summary Report.</p> <ul style="list-style-type: none"> <li>• Prior Active: Number of campaigns that were active when the specified period started.</li> <li>• Started: Number of campaigns started during the specified period.</li> <li>• Change: The percentage of <i>change in campaigns started</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> <li>• Ended: Number of campaigns ended during the specified period.</li> <li>• Change: The percentage of <i>change in campaigns ended</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> <li>• Current Active: Number of campaigns active at the end of the specified period.</li> <li>• Change: The percentage of <i>change in current active campaigns</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> </ul>

## Campaign Schedule Activity Summary

Campaign Schedules define marketing activities that are scheduled to be executed. The Campaign Schedule Activity Summary report provides information on the campaigns schedules started, ended, or active for a specified period.

## Reports and Graphs

The following table provides details of the Campaign Schedule Activity Summary Report.

### ***Campaign Schedule Activity Summary - Report and Graphs***

<b>Graph/Report Name</b>	<b>Description</b>
Active, Started, Ended Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of campaign schedules started, ended, or active during the specified period.
Distribution for Active Campaigns Graph	Depending on the value selected in the View By drop-down list, this graph plots the distribution of the active campaign schedules during the specified period.
Change in Active Campaigns Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in active campaigns schedules based on the selected parameters in Period Type and Compare To.

Graph/Report Name	Description
Campaign Schedule Activity Summary Report	<p>The Campaign Schedule Activity Summary report displays the following data in report format. The 'Drill To' feature is enabled for the 'Started', 'Ended' and 'Current Active' columns. This feature enables users to link to the "Campaign Schedules Report". Parameters in the report are derived from dimension options in the Campaign Schedule Activity Summary Report.</p> <ul style="list-style-type: none"> <li>• Prior Active: Number of campaign schedules that were active when the specified period started.</li> <li>• Started: Number of campaign schedules started during the specified period.</li> <li>• Change: The percentage of <i>change in campaign schedules started</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> <li>• Ended: Number of campaign schedules ended during the specified period.</li> <li>• Change: The percentage of <i>change in campaign schedules ended</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> </ul> <p>-</p> <ul style="list-style-type: none"> <li>• Current Active: Number of campaign schedules active as of system date.</li> <li>• Change: The percentage of <i>change in current active campaign schedules</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li> </ul>

## Campaigns

The Campaigns Report displays either active, started or closed campaigns in the selected period depending on the column selected in "Campaign Activity Summary Report". DBI users also have the option to drill to Oracle Marketing Online to further view details of Campaigns of interest by clicking on the "Campaign Name".



## Report Parameters

The “Campaigns Report” contains only read only parameters. The parameter values are same as those in the “Campaign Activity Summary Report”.

## Report

The following table provides details of the Campaigns report.

### ***Campaigns Report***

Report Name	Description
Campaigns Report	<p>The Campaigns Report displays the following data in report format.</p> <ul style="list-style-type: none"><li>• Campaign: Name of the campaign. DBI users can click on a campaign and drill to Marketing Online transaction system to view the campaign details. The report displays either active, started or closed campaigns depending on the column selected in “Campaign Activity Summary Report”. All campaigns started in the period are displayed if the user reached the report by clicking on started column. All campaigns started are those that have a start date greater than or equal to the first day in the period. All campaigns ended in the period are displayed if the user reached the report by clicking on Ended column. All ended campaigns are those whose campaign end date lies between start date of the period and “As of date”. All currently active campaigns in the period are displayed if the user reached the report by clicking on Started column. All active campaigns are those whose end date is greater than “As of date”.</li><li>• Start Date: Date on which the campaign was created.</li><li>• End Date: Date on which the campaign will end.</li><li>• Total Budget Amount Approved: The total budget amount approved as of system date.</li><li>• Total Actual Cost: The total budget amount earned or used as of system date.</li><li>• Balance: Formula: (Amount approved- Amount utilized).</li></ul>

## Campaign Schedules

The Campaign Schedules Report displays either active, started or closed campaign schedules in the selected period depending on the column selected in the “Campaign Schedule Activity Summary” Report. DBI users also have the option to drill to Oracle

Marketing Online to further view details of a campaign schedule of interest by clicking on the campaign schedule.

## Report Parameters

The “Campaign Schedules Report” contains only read only parameters. The parameter values are same as those in the “Campaign Activity Summary Report”.

## Report

The following table provides details of the Campaign Schedules report.

### ***Campaign Schedules Report***

<b>Report Name</b>	<b>Description</b>
Campaign Schedules Report	<p>The Campaign Schedules Report displays the following data in report format.</p> <ul style="list-style-type: none"><li>• Campaign Schedule: Name of the Campaign Schedule. DBI users can click on a campaign schedule and drill to Marketing Online transaction system to view the campaign schedule details. All campaign schedules started in the period are displayed if the user reached the report by clicking on Started column. All campaign schedules started are those that have a start date greater than or equal to the first day in the period. All campaigns ended in the period are displayed if the user reached the report by clicking on Ended column. All ended campaign schedules are those whose campaign end date lies between start date of the period and “As of date”. All currently active campaigns in the period are displayed if the user reached the report by clicking on Started column. All active camping schedules are those hose whose end date is greater than “As of date”.</li><li>• Campaign: The campaign under which the schedule was created.</li><li>• Start Date: The date on which the campaign schedule starts.</li><li>• End Date: Date on which the campaign schedule will end.</li><li>• Total Budget Amount Approved: The total budget amount approved as of system date.</li><li>• Total Actual Cost: The total budget amount earned or used as of system date.</li><li>• Balance: Formula: (Amount approved- Amount utilized).</li></ul>

## Campaign to Order by Campaign Hierarchy

The Campaign to Order by Campaign Hierarchy report provides campaign to order information for programs, campaigns, or events to which the marketing professionals have access.

You can view additional campaign details using the drill-downs available in this report. You can drill down from the marketing program level to the marketing campaign level and view information on the responses and leads generated by the programs and campaigns.

The marketing object displayed first is based on the profile - **BIM: View Program** (set at user level).

- If set to **Yes**, you can view program level (highest level) object details.
- If set to **No**, you cannot view program level (highest level) objects.

## Report and Graphs

The following table provides details of the Campaign to Order by Campaign Hierarchy graph and report.

### *Campaign to Order by Campaign Hierarchy - Report and Graph*

Report/Graph Name	Description
Lead Conversion Rate and Opp. Amt.	Depending on the value selected in the View By drop-down list, this graph plots the percentage of leads converted to opportunities and the opportunities amount.
Distribution: Opportunity Amount	Depending on the value selected in the View By drop-down list, this graph plots distribution of the opportunity amount. For example, if Product Category is selected from the drop-down list, the graph plots the distribution of the opportunity amount against each product category.
Change in Opportunity Amount	Depending on the value selected in the View By drop-down list, this graph plots the percentage change in opportunity amount based on the selected parameters in Period Type and Compare To.

Report/Graph Name	Description
Campaign to Order by Campaign Hierarchy Report	<p>Depending on the value selected in the View By drop-down list, this report displays Campaign to Order by Campaign data in report format.</p> <p>The Campaign to Order by Campaign Hierarchy report displays data for the following columns:</p> <ul style="list-style-type: none"> <li>• <b>Name:</b> Displays the name of the marketing object.</li> <li>• <b>Type:</b> Displays the type of marketing object. It can be either program, campaign, or event.</li> <li>• <b>Targeted Audience:</b> The number of target group entries. Target group entry is a combination of lists, segments, and employee lists.</li> <li>• <b>Responses:</b> Displays any positive interaction (in the Interaction History tables) that have a marketing source code attached.</li> <li>• <b>New Leads:</b> Displays the number of new leads generated. New leads include leads with a “dead” status.</li> <li>• <b>‘A’ Leads:</b> Displays the number of ‘A’ leads generated as a result of the campaign or product category. A’ Leads are the percentage of A’ Leads in total leads.</li> <li>• <b>% Leads Converted to Opportunities:</b> The percentage of leads converted to opportunities for the selected campaign.</li> <li>• <b>New Opportunities:</b> The number of opportunities converted from the leads, excluding opportunities with a “no opportunity” status.</li> <li>• <b>Booked Order Amount:</b> The booked order amount for the booked orders.</li> <li>• <b>Invoiced Order Amount:</b> Amount from invoiced orders for the specified period.</li> <li>• <b>New Opportunities Amount:</b> The value of all opportunities created within the specified period.</li> <li>• <b>Won Opportunities Amount:</b> Value of opportunities closed within the selected period with a “won” status.</li> </ul>

## Cost, Sales, and ROI by Campaign Hierarchy

The Cost, Sales, and ROI by Campaign Hierarchy report provides return on investment information for programs, campaigns, or events to which the marketing professionals have access.

Cost, Sales and ROI values are presented as “to-date” totals for all marketing objects that were active for at least one day during the selected time period.

Select the **Name column** to drill-down into the campaign hierarchy. The objects displayed first in the campaign hierarchy are based on the profiles - **BIM: View Program** (set at user level).

- If set to **Yes**, the user can view program level object details.
- If set to **No**, the user cannot see program level objects.

## Reports and Graphs

The following table provides details of the Cost, Sales and ROI by Campaign report

### ***Cost, Sales and ROI by Campaign - Report and Graphs***

<b>Report/Graph Name</b>	<b>Description</b>
Cost - Forecast vs. Actual Graph	Depending on the value selected in the View By drop-down list, this graph plots the forecasted cost and the actual cost for the campaign during the specified period.
Revenue - Forecast vs. Actual Graph	Depending on the value selected in the View By drop-down list, this graph plots the expected revenue and the actual revenue generated from the campaign during the specified period.
Marketing ROI Graph	Depending on the value selected in the View By drop-down list, this graph plots the return on investment during the specified period.
Cost, Sales and ROI by Campaign Report	<p>Cost, Sales and ROI by Campaign report displays the following data in report format:</p> <ul style="list-style-type: none"><li>• <b>Name:</b> Name of the marketing object.</li><li>• <b>PTD Cost:</b> Costs incurred for the specified period to date.</li><li>• <b>PTD Revenue:</b> Revenue generated per campaign for the specified period to date. Based on profile settings, won opportunities amount, or booked order amount or invoiced order amount is used.</li><li>• <b>Total Cost:</b> Displays the total cost incurred. Based on profile settings, either approved budget or actual cost is used.</li><li>• <b>Total Revenue:</b> Displays the total revenue generated. Based on profile settings, won opportunities amount, or booked order amount or invoiced order amount is used.</li><li>• <b>Total ROI:</b> Displays the total return on investment. Formula: (Total revenue - Total cost)/Total cost.</li><li>• <b>Cost Forecast:</b> Expected costs associated to this campaign for the specified period. This value is pulled from the forecasted cost metric associated to the campaign.</li><li>• <b>Revenue Forecast:</b> Expected revenues from this campaign for the specified period. This value is generated from the revenue forecast metric associated to the campaign.</li><li>• <b>ROI Forecast:</b> Expected return on investment for the specified period. Formula: (Forecast Revenue - Actual Revenue Cost)/Total Cost.</li></ul>

## Top Campaigns and Events by Leads

The Top Campaigns and Events by Leads report provides details on leads against top campaigns and events.

### Reports and Graphs

The following table provides details of the Top Campaigns and Events graph and report.

#### *Top Campaigns and Events by Leads - Report and Graphs*

Graph/Report Name	Description
Campaign by Leads Graph	<p>Plots total number of leads against top 10 campaigns.</p> <p>Top 10 campaigns are plotted on the Y-axis and the number of generated leads are displayed numerically on the X-axis.</p>
Events by Leads Graph	<p>Plots total number of leads against top 10 events.</p> <p>Top 10 events are plotted on the Y-axis and the number of generated leads are displayed numerically on the X-axis.</p>
Top Campaigns and Events by Leads Report	<p>Displays campaigns and events by leads data (shown above in graph format) in report format.</p> <ul style="list-style-type: none"><li>• <b>Campaign Name:</b> Displays campaigns (by name) created within the period selected.</li><li>• <b>Leads:</b> Displays data for leads by campaign. The leads data is populated from the Oracle Leads tables.</li><li>• <b>Event Name:</b> Displays events (by name) created within the period selected.</li><li>• <b>Leads:</b> Displays data for leads by event. The leads data is populated from the Oracle leads tables.</li></ul>

## Top Campaigns and Events by Won Opportunities Amount

The Top Campaigns and Events by Won Opportunities Amount reports provide information on opportunities amount against top campaigns and events.

### Reports and Graphs

The following table provides details of the Top Campaigns and Events by Won Opportunities Amount graph and report.

### ***Top Campaigns and Events by Won Opportunities - Report and Graphs***

<b>Campaign Name by Opportunity Graph</b>	<b>Enables a marketer to view opportunities amount against top campaigns.</b>  <b>Displays campaigns (on the Y-axis) and plots by number of opportunities (on the X-axis).</b>
<b>Event Name by Opportunity Graph</b>	Enables a marketer to view opportunities amount against top events.  Displays events (on the Y-axis) and plots by number of opportunities (on the X-axis).
<b>Top Campaigns and Events by Opportunities Report</b>	Displays the data in a report format. <ul style="list-style-type: none"><li>• Campaign Name: Displays campaigns for the time period selected.</li><li>• Opportunities: Displays the opportunities amount by campaign.</li><li>• Event Name: Displays events for the time period selected.</li><li>• Opportunities: Displays the opportunities amount by event.</li></ul>

## **Marketing Budget Summary by Budget Name**

The Marketing Budget Summary by Budget Name report provides details on the total sum of money allocated for marketing activities and the amount used, transferred, or accrued during the specified period. Data is displayed based on budget name.

### **Reports and Graphs**

The following table provides details of the Marketing Budget Summary by Budget Name graph and report.



**Marketing Budget Summary by Budget Name - Report and Graphs**

Report/Graphs Name	Description
Original Budgets Graph	Plots distribution of the initial budget amount by budget name.
Budget Balance Graph	<p>Plots the current balance against the budget name.</p> <p>Budget name is plotted on the Y-axis and the balance amount is displayed numerically on the X-axis.</p>
Budget Utilization Graph	<p>Plots the amount utilized against the budget name.</p> <p>Budget name is plotted on the Y-axis and the utilized amount or committed amount is displayed numerically on the X-axis.</p>
Marketing Budget Summary Report	<p>Displays the following data in report format:</p> <ul style="list-style-type: none"><li>• Budget Type: The type of budget. For example, fixed or accrued.</li><li>• Budget Category: The category to which the budget belongs.</li><li>• Original: Total initial budget amount.</li><li>• Prior Balance: Budget balance at the start of the specified period.</li><li>• Transfer-In: Amount transferred to the budget during the specified period.</li><li>• Transfer-Out: Amount transferred to another budget during the specified period.</li><li>• Hold-back: Total amount held in reserve.</li><li>• Accrued: Accrued amount held for fully accrued budgets. Fully accrued budgets can be created to accrue funds for customer, or accrue funds for sales activities. See the Oracle Trade Management User Guide for more information on “fully accrued budgets”.</li><li>• Committed: Total amount of all approved budgets requests.</li><li>• Current Balance = ((Prior Balance + Transfer-In - Transfer-Out - Hold back) - Committed).</li><li>• Planned: Total amount of budget requests not yet approved.</li><li>• Utilized: Total amount utilized.</li></ul>

## Marketing Budget Summary by Budget Category

The Marketing Budget Summary by Budget Category report provides details on the total sum of money allocated for marketing activities and the amount used, transferred, or accrued during the specified period. Data is displayed based on budget category.

### Reports and Graphs

The following table provides details of the Marketing Budget Summary by Budget Category graph and report.

### **Marketing Budget Summary by Budget Category - Report and Graphs**

<b>Report/Graphs Name</b>	<b>Description</b>
Original Budgets Graph	Plots distribution of the initial budget amount by budget category.
Budget Balance Graph	<p>Plots the current balance against the budget category.</p> <p>Budget category is plotted on the Y-axis and the balance amount is displayed numerically on the X-axis.</p>
Budget Utilization Graph	<p>Plots the amount utilized against the budget category.</p> <p>Budget category is plotted on the Y-axis and the utilized amount or committed amount is displayed numerically on the X-axis.</p>
Marketing Budget Summary report	<p>Displays the following data in report format:</p> <ul style="list-style-type: none"><li>• Original: Total initial budget amount.</li><li>• Prior Balance: Budget balance at the start of the specified period.</li><li>• Transfer-In: The amount transferred into the budget from another budget during the specified period.</li><li>• Transfer-Out: The amount transferred out of the budget into another budget during the specified period.</li><li>• Hold-back: The amount reserved in the budget.</li><li>• Accrued: Amount held for fully accrued budgets. Fully accrued budgets can be created to accrue funds for customer, or accrue funds for sales activities. See the Oracle Trade Management User Guide for more information on "fully accrued budgets".</li><li>• Committed: Total amount of all the approved budget requests.</li></ul> <p>-</p> <ul style="list-style-type: none"><li>• Current Balance: Formula: ((Prior Balance + Transfer-In - Transfer-Out - Hold back) - Committed)</li><li>• Planned: Total amount of all the budget requests that are waiting for approval during the specified period.</li><li>• Utilized: Amount of budget earned or used during the specified period.</li></ul>

## **Marketing Budget Utilization Summary**

The Marketing Budget Utilization Summary report provides information on the **budget amount approved for a campaign and the actual amount utilized**.

## Reports and Graphs

The following table provides details of the Marketing Budget Utilization graph and report.

### *Marketing Budget Utilization - Report and Graphs*

Report/Graphs Name	Description
Approved Mix Graph	Depending on the value selected in the View By drop-down list, this graph plots the distribution of the total approved budget amount during the specified period.
Approved vs. Utilized, Balance Graph	Depending on the value selected in the View By drop-down list, this graph plots the total approved budget amount, total actual cost and the balance amount.
Marketing Budget Utilization Report	<div>Displays the following data in report format:</div> <ul style="list-style-type: none"><li>• PTD Approved: The total budget amount approved during the specified period.</li><li>• PTD Actual Cost: The total budget amount earned or used during the specified period.</li><li>• Total Approved: The total budget amount approved as of system date.</li><li>• Total Actual Cost: The total budget amount earned or used as of system date.</li><li>• Balance: Formula: (Amount approved-Amount utilized)</li></ul>

## Lead Management Dashboard

The Lead Management dashboard provides lead conversion information by product category or by sales group. Marketing uses this information to align marketing activities with sales. For example, marketing can identify which sales group is struggling with lead conversion and in which product category, then use this information to create targeted marketing activities for the sales group. On the other hand, sales users can measure lead conversions by lead quality and find out what percentage of leads supplied by marketing are worthwhile.

This dashboard also provides Marketing and Sales Managers in the organization with daily visibility into lead activity, conversion and aging for all leads assigned to the sales groups. The Sales Managers or Sales Group administrators can view the flow of the lead statuses, measure the quality of leads, see the conversion rates from lead to opportunity, and compare cost and revenue of lead generation.

The Lead Management dashboard reflects the performance of a sales group. Managers can view details from the sales group level to the individual sales representatives' levels.

## Dashboard Parameters

The following parameters are unique to this dashboard.

- **Currency:** Displays the functional currency for Oracle Marketing.

- **Calendar:** Displays the enterprise calendar.
- **Country:** Lists the valid countries enabled in the system. All countries (by name) are displayed by default.
- **Product Category:** Displays information on a particular category of the product hierarchy. Product or product category need to be properly assigned to the lead, otherwise the lead is attributed to an unassigned category.
- **Sales Group:** Displays lead activities by sales group. For security, content should be accessible and restricted by using the security model in Oracle Sales Online. Based on the sales group hierarchy setup in the Resource Manager, the user can traverse the hierarchy to analyze the performance of subordinates. Access to peer data is not allowed by the security model. The default value is the sales group of the user logged in where the user's role in that group is "Manager." If there is more than one qualifying group, for the first login, the default sales group is the first sales group in the list. The default login for successive logins is the previous selected value. Note that resource groups used should be common across sales, including marketing, and quoting.

## Reports and Graphs

The Lead Management dashboard includes KPIs, reports, and graphs. The reports and graphs provided in Leads Management can be grouped according to their functional areas as follows:

Lead Management Key Performance Indicators, page 8-58

### Lead Activity Reports

- Lead Activity, page 8-59
- Leads By Close Reason, page 8-67
- Leads - New for Period, page 8-68
- Leads - Converted for Period, page 8-69
- Leads - Closed without Conversion, page 8-70
- Leads - Current Open, page 8-71

### Lead Conversion Reports

- Lead Conversion, page 8-61
- Lead Conversion Time, page 8-63
- Lead to Opportunity, page 8-64

### Lead Quality Reports

- Lead Quality, page 8-65
- Leads, page 8-73

### Lead Aging Reports

- Lead Aging, page 8-67
- Leads - Current Open, page 8-71

### Leads By Campaign Report

- Leads By Campaign Report, page 8-74

## View By Dimensions

The View By option enables you to view data by different dimensions.

You can select from the following View By options:

- **Campaign:** When viewed by campaign, the report displays data for each campaign, event, or program.
- **Lead Source:** When viewed by lead source, the report displays data for each lead source.
- **Lead Quality:** Lists all available lead quality levels in terms of lead ranks. When viewed by lead quality, the report displays data for each lead rank.
- **Sales Channel:** When viewed by sales channel, the report displays data for each sales channel (direct or indirect).
- **Customer Category:** Lists all available customer categories or classifications. When viewed by customer category, the report displays data for each customer category. For information on setting up customer category, see the *Oracle Trading Community Architecture User Guide*.
- **Country:** When viewed by country, the report displays data for each country.

## Lead Management Key Performance Indicators

The KPIs provide key summary data about lead activities, such as new leads, top leads, revenue per lead, leads converted to opportunity, and so on. This information provides the sales manager with a daily snapshot of sales performance and activities.

### Region Columns

The following columns are unique to the KPI region:

- **Name:** Name of the KPI.
- **XTD:** Period-to-date. Can be either Week-to-date (WTD), Quarter-to-date (QTD), Year-to-date (TYD), or Month-to-date (MTD).
- **Change:** Reflects the difference between the Period Type value and the Compare To value. For example, if the selected Period Type is Quarter and Compare To is Prior Quarter, then the difference (if there is one) is displayed between the current quarter and the previous period's quarter.

### KPIs

The following table describes the Lead Management KPIs.

### ***Lead Management Key Performance Indicators (KPIs)***

<b>KPI Name</b>	<b>Description</b>
Opportunities Amount - Converted from Leads	The amount of opportunities converted from leads during the specified period.
Leads Converted to Opportunities	The number of leads converted to opportunities during the specified period.
Lead to Opportunity Conversion	The percentage of leads converted to opportunities for the specified period.
New Leads	Leads created during the specified period.
Open Leads	Leads open as of the selected date
'A' Leads	Leads ranked 'A' and created during the specified period.
Average Lead Age (in Days)	The average number of days a lead is open during the rolling fiscal year. This KPI is not affected by the date parameter selected.
Average 'A' Lead Age (in Days)	The average number of days an 'A' Lead is open during the rolling fiscal year. This KPI is not affected by the date parameter selected.

## **Lead Activity**

This report provides information on new leads and conversions to opportunities. It also displays information about the status flow of all the leads.

## **Report Parameters**

All parameters found in the Lead Management dashboard.

## **Reports and Graphs**

The following table provides details of the Lead Activity graphs.

**Lead Activity - Graphs**

Graph Name	Description
Prior Open vs. Current Open Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of leads that are open prior to the specified period and the new leads created during the specified period.
Converted, Closed vs. Dead Graph	Depending on the value selected in the View By drop-down list, this graph plots leads that are converted, closed, and dead during the specified period.
Lead Conversion Distribution Graph	Depending on the value selected in the View By drop-down list, this graph shows the distribution of the leads converted. For example, if Sales Group is selected from the drop-down list, the graph plots the distribution of the leads converted against each sales group.

The following table provides details of the Lead Activity report.



### **Lead Activity - Report**

Report Name	Description
Lead Activity Report	<p>The Lead Activity report displays the following data in report format. The 'Drill To' feature is enabled for the 'New for Period', 'Converted', 'Closed without Conversion', 'Current Open', and 'Current Open with no Activity' columns.</p> <ul style="list-style-type: none"><li>• Prior Open: Number of leads open at the beginning of the specified period. Open leads are leads that are not dead, converted, or closed.</li><li>• New for Period: Number of leads created during the specified period. The 'Drill To' feature of this column enables users to link to the "Leads - New for Period Report". Parameters in the report are derived from dimension options in the "Lead Activity Report".</li><li>• Converted: Number of leads converted to opportunity during the specified period. The 'Drill To' feature of this column enables users to link to the "Leads - Converted for Period Report". Parameters in the report are derived from dimension options in the "Lead Activity Report".</li><li>• Changed to Dead: Number of leads changed to status "dead" during the specified period.</li><li>• Closed without Conversion: Number of leads with "closed" status, apart from dead leads and converted leads. Closed leads are leads that cannot be converted to opportunities. The 'Drill To' feature of this column enables users to link to the "Leads by Close Reason Report". Parameters in the report are derived from dimension options in the "Lead Activity Report".</li><li>• Current Open: Number of leads with "open" status at the end of the specified period. Open leads are leads that are not dead, converted, or closed. The 'Drill To' feature of this column enables users to link to the "Leads - Current Open Report". Parameters in the report are derived from dimension options in the "Lead Activity Report". The drill down report displays data for all leads that are currently open.</li><li>• Current Open Leads with no Activity: Number of leads that were created but not updated (i.e remained unchanged). The 'Drill To' feature of this column enables users to link to the "Leads - Current Open Report". Parameters in the report are derived from dimension options in the "Lead Activity Report". The drill down report displays data for leads that are currently open and have had no activity from the time they were created.</li><li>• Current Open Leads with no Activity: The percentage of leads that were created but not updated. Formula: (Current Open Leads with no Activity/Current Open Leads) * 100. For example, out of 4,580 current open leads, if 3,750 are unchanged by the sales representative, then the percentage is <math>((3,750 / 4,580) * 100) = 82\%</math>.</li></ul>

## **Lead Conversion**

The Lead Conversion report provides the details of conversion flow of a lead. It includes the number of leads converted, the conversion time, and the number of new leads converted.

## **Report Parameters**

All parameters found in the Lead Management dashboard.

## Reports and Graphs

The following table provides details of the Lead Conversion report.

### ***Lead Conversion - Report***

<b>Graph/Report Name</b>	<b>Description</b>
Lead Conversion Rate and Opp. Amt. Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of leads converted and the opportunities amount.
Change in Leads Converted Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in leads converted (to opportunities) based on the selected parameters in Period Type and Compare To.
Change in Opportunities Amount Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage change in the opportunities amount based on the selected parameters in Period Type and Compare To.
Lead Conversion Report	<p>The Lead Conversion report displays the following data in report format:</p> <ul style="list-style-type: none"><li>• Opportunities Amount – Converted from Leads: Displays the sales credit amount of the opportunities that are created from existing leads and opportunities (linked to existing leads) during the specified period.</li><li>• Change: The percentage of <i>change in opportunities amount - converted from leads</i> depending on the selected parameters in Period Type and Compare To. On selecting Prior Year, this column displays the percentage for the same date last year. On selecting Prior Period, this column displays the percentage of change for the same number of days in the period for the previous period.</li><li>• Leads Converted: Total number of leads converted to opportunities during the specified period.</li><li>• Average Conversion Time: Average time taken to convert leads (from the date they were created) into opportunities during the specified period.  For example, if a lead was created a year back, and was converted to an opportunity during the specified period, the average time taken for this lead to be converted to an opportunity is calculated.</li><li>• % Leads Converted: The percentage of leads converted. Formula: <math>\text{[Leads Converted during the specified period / (Prior Open Leads + New Leads) * 100]}</math>.</li></ul>

# Lead Conversion Time

The Lead Conversion Time report provides information on the number of leads converted to opportunities during the specified period and the average time taken to convert the leads to opportunities.

## Report Parameters

All parameters found in the Lead Management dashboard.

## Reports and Graphs

The following table provides details of the Lead Conversion Time report.

### ***Lead Conversion Time - Report***

<b>Graph/ Report Name</b>	<b>Description</b>
Leads Converted Graph	Depending on the value selected in the View By drop-down list, this graph plots number of leads converted to opportunities during the specified period.
Change in Leads Converted Graph	Depending on the value selected in the View By drop-down list, this graph plots the percentage of change in number of leads converted based on the selected parameters in Period Type and Compare To.
Conversion Time Graph	Depending on the value selected in the View By drop-down list, this graph plots the average time taken to convert the leads to opportunities.
Lead Conversion Time Report	<p>The Lead Conversion Time report displays the following data in report format:</p> <ul style="list-style-type: none"><li>• Lead Converted: Total number of leads converted to opportunities during the specified period.</li><li>• % Leads Converted: The percentage of leads converted. Formula: [Leads Converted/(Prior Open Leads + New Leads) * 100]</li><li>• Average Conversion Time: Average time taken to convert leads (from the date they were created) into opportunities during the specified period. For example, if a lead was created a year back, and was converted to an opportunity during the specified period, the average time taken for this lead to be converted to an opportunity is calculated.</li><li>• New Lead Converted: Total number of new leads converted to opportunities during the specified period.</li><li>• % New Leads Converted: The percentage of new leads converted. Formula: (New leads Converted/New leads) * 100. For example, out of 4,580 new leads, if 3,750 are converted, then the percentage is <math>((3,750 / 4,580) * 100) = 82\%</math>.</li></ul>

## **Lead to Opportunity**

The Lead to Opportunity graph plots current and previous period values of the KPIs.

## **Reports and Graphs**

The following table provides details of the Lead to Opportunity report.

### ***Lead to Opportunity - Report and Graphs***

<b>Graph/Report Name</b>	<b>Description</b>
Lead to Opportunity Graph	<p>The following KPI columns are represented in the graph:</p> <ul style="list-style-type: none"><li>• New Leads: Cumulative count of leads created during the specified period.</li><li>• Leads Converted to Opportunity: Number of leads converted to opportunities during the specified period.</li></ul>
Lead to Opportunity Report	<p>The Lead to Opportunity report displays the following data in report format:</p> <ul style="list-style-type: none"><li>• Time: Displays lead data for the specified period.</li><li>• Leads: Displays the number of leads.</li><li>• Opportunities: Displays the number of leads converted to opportunities.</li></ul>

## **Lead Quality**

The Lead Quality report allows the user to measure the quality of a lead. It displays information about lead ranks mapped to the columns A, B, C and D in the code definition screen. All the other columns are bucketed under the title "others".

## **Reports and Graphs**

The following table provides details of the Lead Quality report.

### **Lead Quality - Report**

<b>Graph/Report Name</b>	<b>Description</b>
Lead Rankings Graph	Depending on the value selected in the View By drop-down list, this graph plots the number of leads by ranks.
'A' Lead Distribution Graph	Depending on the value selected in the View By drop-down list, this graph plots the distribution of the 'A' leads. For example, if Product Category is selected from the drop-down list, the graph plots the distribution of the leads converted against each product category.
Qualified Lead Distribution Graph	Depending on the value selected in the View By drop-down list, this graph plots the distribution of the qualified leads.
Lead Quality Report	<p>The Lead Quality report displays the following data in report format. The 'Drill To' feature is enabled for the 'A', 'B', 'C', 'D', and 'Others' columns. This feature enables users to link to the "Leads Report". Parameters in the report are derived from dimension options in the Lead Quality Report.</p> <ul style="list-style-type: none"><li>• A: Dynamically displays label using Rank Name mapped to the column 'A' in the code definition screen. Displays leads that belong to this rank.</li><li>• B: Dynamically displays label using Rank Name mapped to the column 'B' in the code definition screen. Displays leads that belong to this rank.</li><li>• C: Dynamically displays label using Rank Name mapped to the column 'C' in the code definition screen. Displays leads that belong to this rank.</li><li>• D: Dynamically displays label using Rank Name mapped to the column 'D' in the code definition screen. Displays leads that belong to this rank.</li><li>• : Others: Displays leads that belong to the other different ranks, as well as the leads that are not ranked.</li><li>• Total: Displays the total number of leads.</li><li>• % Contribution of Grand Total: Displays the contribution made by the lead to the grand total.</li><li>• Qualified Leads: All Leads in the system with the qualified flag set to 'Y'. A lead is qualified when the attributes of the lead indicate interest in the purchase of a product.</li></ul>

## Lead Aging

The Lead Aging report provides information on aging of open leads, measured in days elapsed since the lead creation dates. The region includes all open leads created during the current rolling year.

Rolling Year starts 365 days before the system date. For example, if the system date is November 15, 2004, the Rolling Year begins on November 15, 2003.

## Report Parameters

All parameters found in the Lead Management dashboard except the Calendar parameter.

## Reports and Graphs

The following table provides details of the Lead Aging report.

### *Lead Aging - Report*

Graph/ Report Name	Description
Lead Aging Report	<p>The Lead Aging report displays the following data in report format. The 'Drill To' feature is enabled from the '&lt;3 to 42+' columns. This feature enables users to link to the "Leads - Current Open Report". Parameters in the report are derived from dimension options in the Lead Aging Report.</p> <ul style="list-style-type: none"><li>• &lt;3: Open leads created less than 3 days ago.</li><li>• 3 - 7: Open leads created between 3 and 7 days back, both inclusive.</li><li>• 8 -14: Open leads created between 8 and 14 days back, both inclusive.</li><li>• 15 - 21: Open leads created between 15 and 21 days back, both inclusive.</li><li>• 22 - 28: Open leads created between 22 and 28 days back, both inclusive.</li><li>• 29 - 35: Open leads created between 29 and 35 days back, both inclusive.</li><li>• 36 - 42: Open leads created between 36 and 42 days back, both inclusive.</li><li>• 42+: Open leads created more than 42 days back.</li><li>• Total: Sum of leads for all buckets.</li></ul>

## Leads by Close Reason

The Leads by Close Reason Report displays breakdown of all open leads by closed leads by lead closed reasons in the selected period for the combination of view by's in the "Lead

Activity Report". By clicking on number of leads DBI, users can view the "Leads - Closed without Conversion" report that provides a list of leads lying in the bucket selected.

Users can use this report to gain insight into reasons contributing to lower lead to opportunity conversions.

## Report Parameters

The "Leads by Close Reason Report" contains only read only parameters. The parameter values are same as those in the "Lead Activity Report".

## Report

The following table provides details of the Leads by Close Reason report.

### *Leads by Close Reason Report*

Report Name	Description
Leads by Close Reason Report	<p>The Leads by Close Reason Report displays the following data in report format.</p> <ul style="list-style-type: none"><li>• Close Reason: This column displays the closed reasons for leads in the selected period for the combination of view-by's in "Lead Activity Report".</li><li>• Number of Leads: This is the number of closed leads in the selected period for the combination of view-by's in "Lead Activity Report" by lead closed reason. The column links to the "Leads – Closed without Conversion" report.</li><li>• Average Lead Age: The average age of leads present in the closed reason bucket. This is the sum of lead age of all leads divided by the number of leads.</li></ul>

## Leads - New for Period

The Leads - New for Period Report displays all new leads created in a period for the combination of sales group and product category selected in "Lead Activity Report". DBI users can further refine their search of leads by customer category, lead source, rank, customer name etc. navigate to Oracle Sales Online to take actionable measures on leads by clicking on individual lead number.

## Report Parameters

The "Leads - New for Period Report" contains only read only parameters. The parameter values are same as those in the "Lead Activity Report".

## Report

The following table provides details of the Leads - New for Period report.



### ***Leads - New for Period Report***

<b>Report Name</b>	<b>Description</b>
Leads - New for Period Report	<p>The Leads - New for Period Report displays the following data in report format.</p> <ul style="list-style-type: none"><li>• <b>Lead Number:</b> Unique sales lead identifier for each new lead created in the period. These are leads that have been closed however they do not have a status of "Dead". DBI users can click on a lead number and navigate Oracle Sales Online showing details of sales leads.</li><li>• <b>Lead Name:</b> The business name attributed to a lead.</li><li>• <b>Customer Name:</b> The customer from where the lead was generated.</li><li>• <b>Customer Category:</b> The category of industry to which the customer is associated.</li><li>• <b>Campaign:</b> The marketing object (campaign/campaign schedule/event/event schedule) associated with lead. In case of no marketing objects 'Unassigned' will be displayed.</li><li>• <b>Lead Rank:</b> The rank indicative of lead quality measure.</li><li>• <b>Sales Channel:</b> The sales channel through which the lead was generated.</li><li>• <b>Lead Start Date:</b> The date on which the lead was created.</li><li>• <b>Lead Status:</b> The current status of the lead.</li></ul>

## **Leads - Converted for Period**

The Leads - Converted for Period Report displays all leads converted to opportunity for the combination of sales group and product category selected in "Lead Activity Report". DBI users can further refine their search of leads by customer category, lead source, rank, customer name etc. and navigate to Oracle Sales Online to take actionable measures on leads by clicking on individual lead number.

### **Report Parameters**

The "Leads - Converted for Period Report" contains only read only parameters. The parameter values are same as those in the "Lead Activity Report".

### **Report**

The following table provides details of the Leads - Converted for Period report.

### ***Leads - Converted for Period Report***

<b>Report Name</b>	<b>Description</b>
Leads - Converted for Period Report	<p>The Leads - Converted for Period Report displays the following data in report format.</p> <ul style="list-style-type: none"><li>• <b>Lead Number:</b> Unique sales lead identifier for each new lead created in the period. These are leads that have been closed however they do not have a status of "Dead". DBI users can click on a lead number and navigate Oracle Sales Online showing details of sales leads.</li><li>• <b>Lead Name:</b> The business name attributed to a lead.</li><li>• <b>Customer Name:</b> The customer from where the lead was generated.</li><li>• <b>Customer Category:</b> The category of industry to which the customer is associated.</li><li>• <b>Campaign:</b> The marketing object (campaign/campaign schedule/event/event schedule) associated with lead. In case of no marketing objects 'Unassigned' will be displayed.</li><li>• <b>Lead Rank:</b> The rank indicative of lead quality measure.</li><li>• <b>Sales Channel:</b> The sales channel through which the lead was generated.</li><li>• <b>Lead Start Date:</b> The date on which the lead was created.</li><li>• <b>Lead End Date:</b> The date on which lead got converted to an opportunity.</li><li>• <b>Number of Days to Closure:</b> Number of days between lead start date and lead end date.</li></ul>

## **Leads - Closed without Conversion**

The Leads - Closed without Conversion Report displays leads that are closed without being converted, with the close reason. DBI users can identify closed leads of interest in "Lead Activity Report" and further refine their search in "Leads by Close Reason Report". DBI users are also provided with the option to navigate to Oracle Sales Online to take actionable measures on leads by clicking on individual Lead Number.

## **Report Parameters**

The "Leads - Closed without Conversion Report" contains only read only parameters. The parameter values are same as those in the "Lead Activity Report".

## Report

The following table provides details of the Leads - Closed without Conversion report.

### ***Leads - Closed without Conversion Report***

<b>Report Name</b>	<b>Description</b>
Leads - Closed without Conversion Report	<p>The Leads - Closed without Conversion Report displays the following data in report format.</p> <ul style="list-style-type: none"><li>• <b>Lead Number:</b> Unique sales lead identifier for each new lead created in the period. These are leads that have been closed however they do not have a status of "Dead". DBI users can click on a lead number and navigate Oracle Sales Online showing details of sales leads.</li><li>• <b>Lead Name:</b> The business name attributed to a lead.</li><li>• <b>Customer Name:</b> The customer from where the lead was generated.</li><li>• <b>Customer Category:</b> The category of industry to which the customer is associated.</li><li>• <b>Campaign:</b> The marketing object (campaign/campaign schedule/event/event schedule) associated with lead. In case of no marketing objects 'Unassigned' will be displayed.</li><li>• <b>Lead Rank:</b> The rank indicative of lead quality measure.</li><li>• <b>Sales Channel:</b> The sales channel through which the lead was generated.</li><li>• <b>Lead Start Date:</b> The date on which the lead was created.</li><li>• <b>Lead End Date:</b> The date on which lead got converted to an opportunity.</li><li>• <b>Number of Days to Closure:</b> Number of days between lead start date and lead end date.</li></ul>

## Leads - Current Open

The Leads - Current Open Report displays all open leads for the combination of sales group and product category selected in "Lead Activity Report" or "Lead Aging Report". DBI users can further refine their search of leads by customer category, lead source, rank, customer name etc. and navigate to Oracle Sales Online to take actionable measures on leads by clicking on individual lead number. Navigating to Current Open Leads Detail Report from "Current Open" bucket gives detail information of leads that have not converted into an opportunity and also those that do not have status of dead or closed. Navigating to Current Open Leads Detail report from "Current Open with No Activity" bucket gives detail information of current open leads that have remain

unchanged since the time they were created. The report can also be reached from “Lead Aging Report”. In that case it show all open leads for the lead aging bucket selected. DBI users are also provided with the option to navigate to Oracle Sales Online to take actionable measures on leads by clicking on individual Lead Number.

## Report Parameters

The “Leads - Current Open Report” contains only read only parameters. The parameter values are derived from the dimension values present in the “Lead Activity Report” or the “Lead Aging Report” depending the path from which the report was reached.

## Report

The following table provides details of the Leads - Current Open report.

### ***Leads - Current Open Report***

<b>Report Name</b>	<b>Description</b>
Leads - Current Open Report	<p>The Leads - Current Open Report displays the following data in report format.</p> <ul style="list-style-type: none"> <li>• <b>Lead Number:</b> Unique sales lead identifier for each new lead created in the period. These are leads that have been closed however they do not have a status of “Dead”. DBI users can click on a lead number and navigate Oracle Sales Online showing details of sales leads.</li> <li>• <b>Lead Name:</b> The business name attributed to a lead.</li> <li>• <b>Customer Name:</b> The customer from where the lead was generated.</li> <li>• <b>Customer Category:</b> The category of industry to which the customer is associated.</li> <li>• <b>Campaign:</b> The marketing object (campaign/campaign schedule/event/event schedule) associated with lead. In case of no marketing objects ‘Unassigned’ will be displayed.</li> <li>• <b>Lead Rank:</b> The rank indicative of lead quality measure.</li> <li>• <b>Sales Channel:</b> The sales channel through which the lead was generated.</li> <li>• <b>Lead Start Date:</b> The date on which the lead was created.</li> <li>• <b>Lead Status:</b> Status of the current open lead.</li> <li>• <b>Lead Age:</b> The age of lead in days.</li> </ul>

## Leads

The Leads Report explodes individual leads present in various lead quality buckets in the “Lead Quality Report”. For example: Users clicking on ‘A’ leads in Lead Quality Report get leads summary information on all ‘A’ leads created in that period. DBI users are also provided with the option to navigate to Oracle Sales Online to further view details of individual leads of interest by clicking on the “Lead Number”.

## Report Parameters

The “Leads Report” contains only read only parameters. The parameter values are derived from the dimension values present in “Lead Quality Report”.

## Report

The following table provides details of the Leads report.

### ***Leads Report***

<b>Report Name</b>	<b>Description</b>
Leads Report	<p>The Leads Report displays the following data in report format.</p> <ul style="list-style-type: none"><li>• Lead Number: Unique sales lead identifier for each new lead created in the period. These are leads that have been closed however they do not have a status of “Dead”. DBI users can click on a lead number and navigate to Oracle Sales Online showing details of sales leads.</li><li>• Lead Name: The business name attributed to a lead.</li><li>• Customer Name: The customer from where the lead was generated.</li><li>• Customer Category: The category of industry to which the customer is associated.</li><li>• Campaign: The marketing object (campaign/campaign schedule/event/event schedule) associated with lead. In case of no marketing objects ‘Unassigned’ will be displayed.</li><li>• Lead Rank: The rank indicative of lead quality measure.</li><li>• Sales Channel: The sales channel through which the lead was generated.</li><li>• Lead Start Date: The date on which the lead was created.</li><li>• Lead Status: The current status of the lead.</li></ul>

## Leads by Campaign

The Leads by Campaign Report enhances the alignment between marketing initiative and sales objectives. By providing the ability to slice and dice lead activity data simultaneously against both sales group and campaign dimensions, users can assess the impact of marketing on lead conversion process across sales groups. Users can identify which groups are benefiting from the marketing promotions launched and use this information to customize marketing offerings to improve sales ROI.

### Report Parameters

The “Leads Report” contains only read only parameters. The parameter values are derived from the dimension values present in “Lead Quality Report”.

### Report

The following table provides details of the Leads by Campaign report.

### ***Leads by Campaign Report***

<b>Report Name</b>	<b>Description</b>
Leads by Campaign Report	<p>The Leads by Campaign Report displays the following data in report format.</p> <ul style="list-style-type: none"><li>• New for Period: Number of new leads created in the period.</li><li>• A for Period: Number of leads with Rank 'A' created in the period.</li><li>• Current Open: Number of leads that are in the 'Open' status at the end of the specified period. Open leads are leads that are not dead, converted, or closed.</li><li>• Count, Not Touched: Number of leads (minus dead) created and not updated after a representative has been assigned.</li><li>• % of Current Open, Not Touched: The percentage composition of currently open leads that are "Not Touched".</li><li>• No Contact (Dead), Close: Number of leads changed to status 'Dead' during the specified period.</li><li>• No Conversion, Closed: Number of leads in the 'Closed' status, apart from the dead leads and converted leads.</li><li>• Count, Converted: Number of leads converted to opportunity during the specified period.</li><li>• % of Assigned, Converted: The percentage of assigned leads converted.</li><li>• Average time to Convert, Converted: Average time taken to convert leads (from the date they were created) into opportunities during the specified period. For example, if a lead was created a year back, and was converted to an opportunity during the specified period, the average time taken for this lead to be converted to an opportunity is calculated.</li></ul>





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# Using Daily Business Intelligence for Procurement

By using Oracle Daily Business Intelligence (DBI) for Procurement, procurement and supply chain professionals can source new items, analyze supplier performance, develop a commodity strategy, and analyze spend. They can identify savings opportunities, improve supplier relationships and supplier service, reduce operational inefficiencies, and make strategic decisions to maximize profits.

This chapter covers the following topics:

- Common Concepts for DBI for Procurement
- Procurement Status Dashboard
- Procurement Performance Management Dashboard
- Procurement Management Dashboard
- Procure-to-Pay Management Dashboard
- Commodity Spend Management Dashboard
- Commodity Supplier Management Dashboard

## Common Concepts for DBI for Procurement

The following information is common across Daily Business Intelligence (DBI) for Procurement.

### DBI for Procurement Parameters

DBI for Procurement uses the following parameters by which to view data. (Not all reports use all parameters.)

### Operating Unit

The operating units to which you have access are controlled by security setup in Oracle Applications. Selecting All operating units displays data for all the operating units to which you have access (not all operating units in the enterprise).

Operating units function as follows in the reports:

- In the purchase order-based reports, data is displayed in the operating unit in which the purchase order was created. You see data only for purchase orders that were created in operating units to which you have access.

- In the invoice-based reports (Payables Leakage, Manual Invoices, and Invoice Amount), data is displayed in the operating unit in which the invoice was created. You see data only for invoices that were created in operating units to which you have access.
- In the requisitions-based reports (the Procurement Status and Procurement Performance Management reports), data is displayed in the operating unit in which the corresponding purchase order was created, if there is a purchase order. If the requisition has not yet been placed on a purchase order, then the data is displayed in the operating unit in which the requisition was created. See also: Data Obtained First from Purchase Orders, page 9-16.

## Currency

This parameter displays the functional currencies associated with each operating unit to which you have access. It also displays the primary currency established during the Daily Business Intelligence setup. If a secondary currency was set up for Daily Business Intelligence, then this parameter additionally displays that currency.

If an operating unit's functional currency is the same as the primary or secondary currency, the parameter displays only the primary or secondary currency.

For example, assume the following available operating units and currencies:

Operating Unit	Currency
Vision France	Functional currency is euro.
Vision Operations	Functional currency is USD.
—	Primary currency is USD at Corporate.
—	<b>Optional:</b> Secondary currency is GBP Reporting. (A secondary currency is optional. Your company may not use one.)

In this example, the currencies available to you in the Currency parameter are as follows. The following table also shows that all data displays for the operating unit and the currency you select:

<b>Selected Operating Unit</b>	<b>Available Currencies if Primary Currency Is Set</b>	<b>Available Currencies if Primary and Secondary Currencies Are Set</b>	<b>Data Displayed</b>
Vision France	USD at Corporate, and euro	USD at Corporate, euro, GBP Reporting	Data displays in the currency you select, for the Vision France operating unit.
Vision Operations	USD at Corporate	USD at Corporate, GBP Reporting	Because the Vision Operations currency and the primary currency are the same, data displays in the primary currency, for the Vision Operations operating unit. If a secondary currency (GBP in this example) is set, then you can also select that currency in which to display the data.
All	USD at Corporate	USD at Corporate, GBP Reporting	Data displays in the currency that you select, either the primary or secondary currency.

In the example above, the currency names include the rate type, such as "at Corporate." Whether the currency name displays just the currency (such as GBP) or both the currency and rate type (such as GBP Reporting) depends on how the currency setup has been performed for Oracle Daily Business Intelligence. See Parameters, *Oracle Daily Business Intelligence User Guide*. See also information on DBI profile options in the *Oracle Daily Business Intelligence Implementation Guide*.

If all operating units to which you have access have the same functional currency, that is different from the primary or secondary currency, you have the choice of displaying data in the functional currency of the operating units or in the primary or secondary currency, even if All is selected in the Operating Unit parameter.

When using the primary or secondary currency, the system performs the conversions between the functional currency and the primary or secondary currency, not between the transaction currency and the primary or secondary currency. The conversions are performed as follows:

- For conversions in the purchase order-based reports, the rate date from the purchase order is used.
- For the Payables Leakage and Invoice Amount reports, the rate date from the invoice is used.
- For the Returns, Rejections, and Receipt Date Exceptions reports, the rate date from the receipt is used.
- For Procurement Status and Procurement Performance Management reports, the rate date from the purchase order is used, if a purchase order is available. If only the requisition is available, then the rate date from the requisition is used. (Even for

the Fulfilled Requisitions reports on the Procurement Performance Management dashboard, the rate date from the purchase order, not the invoice or receipt, is used. The fulfilled amount is based on the exchange rate at the time the purchase order was approved and not when the purchase order was fulfilled - that is, invoiced or received.)

## Category

The categories that display in the Category parameter are those that are set up as Purchasing categories in Oracle Applications.

In the Commodity Spend Management and Commodity Supplier Management reports, the categories available in the Category parameter are limited based on the selected commodity. (See description of Commodity later below.) For example, if a Facilities commodity is selected in the Commodity parameter, then the list of available categories in the Category parameter includes only those categories that were assigned to the Facilities commodity; you will not find categories in other commodities. If All is selected in the Commodity parameter, then the list of available categories in the Category parameter includes all categories assigned to all of the available commodities. (Available commodities are all of the commodities to which you have been assigned.)

**Note:** Even if you can find a particular category in the Category parameter, the category does not display in the reports if no purchases were made in that category. (The reports display *No data found.*)

## Item

The reports display and aggregate items as follows.

- **Master Items:** Master items are displayed as they were defined in Oracle Inventory, appended with the master organization code—for example, item name *AS54888 (BOS)*. These are items that were defined for the master inventory organization that was defined in the financials system parameters (Financials Options window) in Oracle Applications. For reports that display the item description, the item description also comes from the item master.
- **Non-Master Items with a Supplier Item Number:** If a non-master item (not defined in Oracle Inventory) has an associated supplier item number, the supplier item number displays appended with the supplier name—for example, *Laptop X (Supplier Corp)*. If two or more non-master items have the same supplier item number, but different descriptions, they are aggregated as one item. (They are aggregated by supplier name and supplier item number.) The item description that they display is the one from the first-collected purchase order when the programs were run to populate the reports. For example, the following two items exist on purchase orders:
  - Supplier item number *Laptop X (Supplier Corp)* with the item description *Ultra-thin laptop*.
  - Supplier item number *Laptop X (Supplier Corp)* with the item description *Standard employee laptop*.

Since the supplier item numbers and suppliers are the same, the item is aggregated as *Laptop X (Supplier Corp)*, and the first-collected description is displayed. If the first-collected purchase order used the latter item description, then this item displays as a single item, *Laptop X (Supplier Corp)* with the item description *Standard employee laptop*. (For the Procurement Status reports, the supplier item number and

description come from the first-collected requisition if a first-collected purchase order is not available.)

In the rare case that a purchase order does not have a supplier and supplier identifier (ID), then the item is treated as a non-master item without a supplier item number, described next.

- **Non-Master Items without a Supplier Item Number:** If the non-master item has no associated supplier item number, the item's full description displays, followed by the category code—for example, *Large mouse pad (COMPUTER.PERIPHERAL)*. (The description is not truncated.) If two or more non-master items without a supplier item number have the same description and category, they are aggregated and displayed as one item, with the description and category code. If the descriptions or categories differ, they are displayed as separate items. (If the descriptions and categories are the same, but the suppliers differ, these are still displayed as one item, with the description and category code. If you view the item information by supplier, however, you see the data for that item and supplier.)

### Supplier and Supplier Site

The Supplier and Supplier Site parameters obtain the suppliers and supplier sites from the Suppliers and Supplier Sites windows in Oracle Applications. The parameters display all suppliers and supplier sites, but the reports display only those suppliers and sites that exist on purchasing documents. For the invoice-based reports (Payables Leakage, Manual Invoices, and Invoice Amount), the reports display the suppliers and supplier sites from the invoices. (The supplier site that is used on invoices is the Pay Site in the Supplier Sites window.) The reports display data only for the supplier sites that are defined for the selected operating unit.

When viewing information in the reports by supplier, the reports aggregate the data for suppliers for which transactions exist in the system, across all supplier sites.

### Buyer, Invoice Creator, or Requester

The Buyer parameter enables you to view data by buyer. The buyer is indicated on the purchase order. Only employees defined as buyers in the Buyers window in Oracle Purchasing are available for searching within the Buyer parameter.

The Invoice Creator parameter, which is used in the Payables Leakage and Manual Invoices reports, enables you to view data by invoice creator. (Since invoice amounts are matched to purchase orders, the Invoice Amount report enables you to view data by buyer, not invoice creator.) The invoice creator is the person who created or canceled the invoice distribution. For example, a transaction that was created by Employee A, but canceled by Employee B, displays under Employee B's total payables leakage amount.

The Requester parameter, which is used by the Procurement Status and Procurement Performance Management reports, includes all defined employees in Oracle Applications. The reports themselves show data only for requesters that created requisitions in the selected time period. The reports show the requester from the Requester field, who is not always the same person as the requisition preparer. Requisitions generated from Oracle Master Scheduling/MRP or Oracle Advanced Supply Chain Planning use the planner's employee name as the requester.

### Commodity

The Commodity parameter is used in the Commodity Spend Management and Commodity Supplier Management reports.

A commodity is a grouping of purchasing categories. Commodities to which you have been assigned in Oracle Purchasing appear in this parameter if you were assigned these commodities in the context of the commodity manager role during the Daily Business Intelligence setup.

For example, using Oracle Purchasing, someone creates the commodities Filters and Brakes to group the following Purchasing categories already defined in Oracle Applications:

***Example Commodities and Categories***

<b>Commodity</b>	<b>Purchasing Category</b>	<b>Category Code in Oracle Applications</b>
Filters	Air Filters	AIR.FIL
	Oil Filters	OIL.FIL
Brakes	Brake Shoes	SHOES.BRAKES
	Brake Pads	PADS.BRAKES
	Brake Foundations	FOUND.BRAKES

In addition to assigning categories to commodities, the commodities setup requires assigning people to the commodities. In the commodity-based reports, you see only the commodities to which you have been assigned. Only one commodity level, just above the category level, is supported.

The data that you can view in the commodity-based reports is an intersection of the operating units and commodities to which you have access. For example, your company consists of three operating units: A, B, and C. One of your company's commodities is Paper. A centralized commodity manager who has access to all three operating units sees purchasing data for Paper across all operating units. A local commodity manager sees purchasing data for Paper only in the operating unit to which the local manager is assigned.

Commodities with no categories assigned to them are available for searching within the Commodity parameter, but do not display in the commodity-based reports. (Categories that are not assigned to commodities do not display data in the commodity-based reports.)

## **Organizations**

Many reports display an Organization parameter. The Organization parameter contains the inventory organizations that are defined in Oracle Applications. The reports display the organizations that are entered as ship-to organizations, in the Ship To Org field, on the purchase order shipments. The receiving clerk also selects this organization before creating the receipt. (For information on the Procurement Status and Procurement Performance reports, see Data Obtained First from Purchase Orders, page 9-16.)

The ship-to organization does not have to belong to the same operating unit for which the purchase order was created. For example, you have access to data in Operating Unit 1 (OU1), but not Operating Unit 2 (OU2). The purchase order was created in OU1, but its ship-to organization belongs to OU2. In the Organization parameter, you can select the ship-to organization that belongs to OU2 and view the data.

## Purchase Order Cancellations

In all reports that use purchase order amounts, cancellations are taken into account. If the purchase order, purchase order line, or purchase order shipment is canceled, then the quantity used to calculate the purchase amount is the quantity ordered minus the quantity canceled. The quantity canceled is defined as the number of units not yet received for that purchase order, purchase order line, or purchase order shipment when the cancellation occurred. (For example, if you ordered 5 items, received 2, and canceled the order line, the quantity canceled is 3.)

Purchase order lines that are completely canceled (before any quantity has been received) do not display in the reports that show the underlying purchasing documents. For example, the Price Savings by PO Number report shows the purchase orders that contributed to the savings. If a line on the purchase order was completely canceled, then that line does not display in the Price Savings by PO Number report.

Unlike cancellations, return-to-supplier transactions do not affect the purchase order amount. (The Fulfilled Requisitions and Unfulfilled Requisitions reports are exceptions. In these reports, return-to-supplier transactions can affect fulfillment and the fulfilled amount.)

For information on how purchase order cancellations, returns, and other transactions affect fulfilled and processed requisitions, see *Common Concepts for Procurement Status and Procurement Performance Management*, page 9-14.

## Invoice Cancellations

In all reports that use invoice amounts or invoice distributions, cancellations are taken into account. If the invoice or invoice distribution is canceled, then the quantity used to calculate the invoice amount (or the number of invoice distributions, in the Manual Invoices report) subtracts the cancellation. For example, an original invoice, with no matching purchase order, was created for 100 USD. Later, 25 USD is canceled on the invoice. After the invoice is canceled and data is re-collected for the reports, the payables leakage calculation includes 75 USD instead of 100 USD.

In another example, an invoice is created for 200,000 USD. Since it is not matched to a purchase order, 200,000 USD is included as leakage in the Payables Leakage report. (If the invoice were created manually, its one distribution would be included in the Manual Invoices report.) After the invoice is canceled and data is re-collected for the reports, the amount of 200,000 USD is no longer included in the payables leakage. (If the invoice were created manually, then it would no longer display in the Manual Invoices report once it is canceled.)

In another example, a purchase order is created for 100,000 USD. A validated invoice for 100,000 USD is matched to the purchase order. Therefore, 100,000 USD is included in the Invoice Amount report. When this invoice is canceled and data is re-collected for the reports, the amount of 100,000 USD is no longer included in the Invoice Amount report.

You may not see an invoice cancellation deducted from the amount if the cancellation occurred in a different time period than the one you are viewing. Recall also that the invoice creator is the person who created or canceled the invoice. If the person who canceled the invoice is different than the one who created it, and you are viewing the report by invoice creator, then the cancellation appears under the person who canceled the invoice.

For information on how invoice cancellations affect fulfilled requisitions, see *Common Concepts for Procurement Status and Procurement Performance Management*, page 9-14.

## Consigned Inventory

The consumption of items from consigned stock creates either a release or a standard purchase order that references a global blanket purchase agreement, depending on how the consigned item was set up. These documents (also known as consumption advice documents) are included in the purchase order amounts, with the exceptions listed below. They are also included in the contract purchase amount like any other release or standard purchase order that references a global agreement. (The initial purchase order that is created to request the shipment of the consigned items - the consigned purchase order - is not included in the purchase order amounts because it is simply a request for the shipment. Also, the pricing on this request is not used, but the pricing on the consumption advice document is.)

- The Returns, Rejections, and Receipt Date Exceptions reports do use the initial purchase order that was created for the consigned items because this is the purchase order that is received against. (The consumption advice documents are not created until after the receipt is made.)
- Consigned purchase orders and consumption advice documents are excluded from the Fulfilled Requisitions and Unfulfilled Requisitions reports because receiving against a consigned purchase order does not accurately capture fulfillment as defined by these reports. (Consigned purchase orders are included in the Processed Requisitions and Unprocessed Requisitions reports, but consumption advice documents are not.)

## Line Types

Some reports exclude certain line types. Possible line types are as follows:

- Goods (for example, 10 books at 5 USD each; the price is 5 and the quantity is 10 on the purchase order)
- Amount-based (for example, 500 USD for a service; the price is 1 and the quantity is 500 on the purchase order)
- Rate-based (for example, a contractor at 100 USD per hour; on the purchase order, the rate is 100 in the price field, the UOM is hour, and the amount is the agreed-upon amount for the service, plus any additional amount to cover rate differentials such as overtime and weekend time)
- Fixed price (for example, 500 USD for a service; the amount is 500 on the purchase order)

**Note:** Rate-based and fixed price line types are available only if Oracle Services Procurement is implemented.

## PO Price Savings and Quantity Change, and PO Price Change

The PO Price Savings and Quantity Change report and the PO Price Change report include only data for goods line types. They do not include data for amount-based, rate-based, or fixed price line types.

For example, amount-based lines have a price of 1 and a quantity of the total amount that will be paid to the supplier. Since these items combine the price and quantity into a single number, including the number in the price change measure makes the measure less meaningful. Likewise, fixed price lines have only an amount, not a price or quantity, and rate-based purchase order lines do not specify a quantity. Therefore, the



purchase order amount for these line types cannot be accurately attributed to either price savings or quantity change.

### **Contract Leakage Reports**

Rate-based and fixed price lines in Oracle Services Procurement are excluded from the Contract Leakage reports because these line types are never for master items. The Contract Leakage reports consider master items only.

### **Receipt-Based Reports**

The Receipt Date Exceptions, Returns, and Rejections on Inspection reports exclude rate-based and fixed price line types. Receipts cannot be entered for rate-based lines in Oracle iProcurement and Oracle Purchasing; therefore, rate-based lines do not generate sufficient data for these reports. Fixed price lines can be received, but they do not specify the date that the service was rendered; therefore, they do not accurately capture receipt date exceptions. Since fixed price lines cannot be returned or inspected, they also generate no data for returns or rejections.

### **Fulfilled and Unfulfilled Requisitions Reports**

Fixed-price and rate-based line types generated by Oracle Services Procurement are not included in the Fulfilled Requisitions and Unfulfilled Requisitions reports. Fulfillment is defined as receipt or invoice of the goods; however, the receipt or invoice date does not reflect when the services were rendered (fulfilled). (These line types, however, are included in the Unprocessed Requisitions and Processed Requisitions reports. For example, an approved, fixed-price requisition line consists of an amount of 500 USD, which would be included in the Unprocessed Amount until the line is placed on a purchase order and the purchase order is approved; then it is included in the Processed Amount.)

For temporary labor fixed-price or rate-based line types, the point at which the requisition line is considered approved for inclusion in the Unprocessed Requisitions and Processed Requisitions reports may be slightly different than other line types. See Approved Requisitions Only, page 9-14.

### **All Other Reports**

All other reports include all line types. For amount-based lines, for example, a charge of 50 USD per hour, for 10 hours, is entered on the purchase order as a price of 1 and a quantity of 500 (10 \* 50). In this example, the PO Purchases Amount for this line is 500. Fixed price and rate-based lines specify an amount explicitly. For these, the reports use the Amount, rather than Price \* Quantity.

The quantity and UOM columns in the reports display N/A for amount-based, rate-based, and fixed price lines.

### **Units of Measure (UOM)**

Nearly all of the Procurement Status, Procurement Performance Management, Commodity Spend Management, and Commodity Supplier Management reports display the unit of measure when you view item-level details. (For details on how items are grouped for display purposes, see Items, page 9-4.) For example, the Contract Utilization report includes the total PO Purchases Amount. If you click a category in the report, the report shows the items in that category, including their UOMs.

## Procurement Status and Procurement Performance Management UOMs

UOMs in these reports behave exactly as described in the next section, Commodity Spend Management, with one addition: for master items, the UOM is converted from the UOM on the requisition to the Primary UOM set up for the item, if a corresponding purchase order is not available; for non-master items, the UOM for the item is taken from the requisition if a corresponding purchase order is not available.

## Commodity Spend Management UOMs

UOM aggregation is performed as follows in the Commodity Spend Management reports:

### Master Items

For master items, the UOM is converted from the UOM on the purchase order transaction to the Primary UOM set up for the item. This is the Primary UOM defined for the master organization of the FSP organization. (The FSP organization is the Inventory Organization in the Supplier-Purchasing tabbed region of the Financials Options window. Every FSP organization is associated with a master organization.) For example:

#### *Example Master Item UOMs*

Data	Transaction 1	Transaction 2
Item	128MB SDRAM DIMM (V1)	128MB SDRAM DIMM (V1)
UOM	Each	Dozen
Quantity	20	5
Price	25	250
PO Amount	20 x 25 = 500	5 x 250 = 1,250

Using the example above and assuming a Primary UOM for this item of Each, the item-level details in the reports display Each, with a total quantity of 80—that is, 20 Each + 5 Dozen (5 \* 12):

Item	UOM	Quantity	PO Purchases Amount
128MB SDRAM DIMM (V1)	Each	80	1,750

### Non-Master Items

For non-master items (with or without a supplier item number), the reports use the UOM from the purchase order transaction. For example:

**Example Non-Master Item UOMs on Purchasing Transactions**

<b>Data</b>	<b>Transaction 1</b>	<b>Transaction 2</b>	<b>Transaction 3</b>	<b>Transaction 4</b>
Item	RAM - 32MB (Supplier Name)	RAM - 32MB (Supplier Name)	RAM - 32MB (Supplier Name)	RAM - 32MB (Supplier Name)
UOM	Each	Each	Dozen	Dozen
Quantity	5	10	2	4
Price	50	45	550	500
PO Amount	5 x 50 = 250	10 x 45 = 450	2 x 550 = 1,100	4 x 500 = 2,000

Using the example above, the item-level details in the reports display one row for the item expressed as Each and one row for the item expressed as Dozen:

<b>Item</b>	<b>UOM</b>	<b>Quantity</b>	<b>PO Purchases Amount</b>
RAM - 32MB (Supplier Name)	Each	15	700
RAM - 32MB (Supplier Name)	Dozen	6	3,100

Based on the item grouping rules described in Items, page 9-4 and on the UOM rules described above, non-master items without supplier item numbers that do not have the same UOM, category, and description, display as separate items (rows) in the item-level detail reports. (The Invoice Amount report groups non-master items based on their categories and descriptions only; it does not display or use UOM.)

**Commodity Supplier Management UOMs**

UOMs in the Commodity Supplier Management reports behave the same as they do for UOMs in the Commodity Spend Management reports, with one addition: non-master items in the Returns, Rejections, and Receipt Date Exceptions reports take into account the UOM on the receipt, return, or rejection transaction.

The following example shows how receiving and return transactions for non-master items are handled when the UOMs differ in the Returns, Rejections on Inspection, and Receipt Date Exceptions reports.

For non-master items (with or without a supplier item number), the reports use the UOM from the purchase order transaction. In this example, all five dozen items were received; however, one dozen contained two damaged items (each), which were returned.

**Example Non-Master Item UOMs on Receiving Transactions**

<b>Data</b>	<b>Purchase Order Transaction</b>	<b>Receiving Transaction</b>	<b>Return Transaction</b>
Item	RAM - 32MB (Supplier Name)	RAM - 32MB (Supplier Name)	RAM - 32MB (Supplier Name)
UOM	Dozen	Dozen	Each
Quantity	5	5	2
Price	550	550	(see below)
Amount	PO Amount = 5 x 550 = 2,750	Receipt Amount = 5 x 550 = 2,750	2 (Each) / 12 = .167 Return Amount = 550 x .167 = 91.85

**Changes to Purchase Orders**

If a change is made to a purchase order, causing it to require reapproval, the changes are not reflected in the reports until the purchase order has been approved again. If the changes do not require reapproval, they are reflected in the reports after the request sets are run by your system administrator that populate the reports with the latest data, as long as the status remains Approved.

The following purchase order changes are reflected in the reports:

- **Commodities.** If the category assignments in a commodity change, then the reports reflect the new commodity assignment.
- **Category.** If the category changes on the purchase order, then the reports reflect the new category.
- **Item.** If item details change on the purchase order (such as supplier item number or item description), then the reports reflect the new item information.
- **Buyer.** If the buyer changes on the purchase order, then the reports reflect the new buyer.

The latest commodity, category, item, and buyer display even if you enter a past date. For example, if the commodity was different a month ago than it is today, the latest commodity displays even when you enter last month's date.

**Zero Amount Purchase Orders**

Purchase order prices of zero (0) are not included in the report amounts. If zero amount purchase orders are the only data for the current time period, and no other column (such as Change) has data, then no data displays in the reports. For example, if the only purchase that occurred this period was for a 0 amount, but the previous period had non-zero purchase amounts, then the Change calculation shows the change. (The row will be all zero values, except for the Change column.) If the purchase has a zero amount and the View-by parameter is Item, then the Quantity column may display a value greater than zero. If so, then the row for the zero-priced purchase order will display.

## Viewing Purchase Orders and Other Documents

Some reports display the purchasing documents underlying the data. For example, Price Savings by PO Number displays each purchase order that contributed to the savings amount.

See Viewing Purchase Orders, Requisitions, and Sourcing Documents, page 9-18 for special information about viewing documents in the Procurement Status and Procurement Performance Management reports.

**Note:** The purchasing documents may have been updated since the last time they were collected by Daily Business Intelligence for displaying in the reports. Therefore, when viewing specific documents, you may see a recent change on the document that is not yet reflected in the amounts. Typically, the data is collected daily, and you should see the updated amounts tomorrow.

In addition, the reports aggregate data for specific document lines and shipments. For example, the PO Price Savings by PO Number report aggregates data for those purchase order lines and shipments that contributed to the savings. The purchasing document may contain other lines or shipments that are not included in the calculation because they did not contribute to it.

## Global Start Date

The Global Start Date is a Daily Business Intelligence setup.

- For data to appear in the purchase order-based reports, both the creation date and first approval date of the purchase order distribution have to have occurred after the Global Start Date.
- For data to appear in the Returns, Rejections, and Receipt Date reports, both the creation date of the return, receipt, or rejection transaction and the creation date of the purchase order shipment have to have occurred after the Global Start Date.
- For data to appear in the Payables Leakage and Invoice Amount reports, the general ledger (GL) date on the invoice distribution has to have occurred after the Global Start Date.
- For data to appear in the Manual Invoices report, the creation date of the invoice distribution has to have occurred after the Global Start Date.
- For data to appear in the Procurement Status and Procurement Performance Management reports, both the requisition's creation date and last approval date have to have occurred after the Global Start Date.

## Comparing Procurement Management and Commodity Reports

Because the Commodity reports show data only for commodities to which you have access, their amounts do not necessarily equal amounts in the Procurement Management reports. For example:

- The PO Purchases Amount on the Procurement Management dashboard is the total purchases amount for all purchasing categories in which purchases were made, for the operating units to which you have access.

- The PO Purchases Amount on the Commodity Spend Management dashboard is the total purchases amount for items, for the operating units to which you have access and for the commodities to which you have access.

If you do not have access to all commodities, or if your implementation team did not assign all purchasing categories to commodities, then the amounts are not the same.

## Common Concepts for Procurement Status and Procurement Performance Management

The following information applies to all Procurement Status and Procurement Performance Management reports. The Procurement Status reports show unprocessed and unfulfilled requisitions; the Procurement Performance Management reports show processed and fulfilled requisitions.

### Approved Requisitions Only

Only approved requisition lines are included in the Procurement Status and Procurement Performance Management reports. If you use Oracle Services Procurement, which includes temporary labor lines, the temporary labor lines are not considered approved until a contractor has been assigned, for those lines whose status began with Approved, Pending only. (Not all temporary labor lines require contractor assignment, only those with the status Approved, Pending. Approval after contractor assignment is not additionally required to be considered approved by the reports. As long as the status is Assigned for lines requiring contractor assignment, then they are considered approved. For example, the status Requires Reapproval, Assigned is considered approved just like Approved, Assigned is.) Temporary labor lines can be either a fixed-price or rate-based line type. For more information on temporary labor lines (also known as contractor requests) in Oracle Services Procurement, see the *Oracle iProcurement Implementation Guide* or Oracle iProcurement online Help.

### Canceled Requisitions

Canceled requisitions are excluded from the reports. For example, on Tuesday a requisition line displays in the reports as processed. That afternoon, the requisition line (or the entire requisition) is canceled. That evening, the Daily Business Intelligence processes that daily collect data for the reports are run. Wednesday, the requisition line no longer displays in reports, neither as processed nor unprocessed.

### Returned or Rejected Requisitions

Requisitions that the approver returns to the requisition preparer or rejects do not display in the reports. (If the returned requisition is modified and reapproved, then it displays in the relevant report.) Only approved requisitions display in the reports.

### Changed Requisitions

Using Oracle iProcurement, requesters can change an approved requisition that was created in Oracle iProcurement or Oracle Purchasing.

If an approved requisition is not on an approved purchase order or release, then it is included in the Unprocessed Requisitions reports. If the requester changes this requisition, it is withdrawn from the approval process and no longer displays in the Unprocessed Requisitions reports while the change is being made and, if required, approved. Once the requisition is resubmitted and approved, it again displays in the reports, with the change.

**Note:** In the Unprocessed Requisitions reports, you can view unprocessed requisitions that are Pending Buyer's Workbench, Pending Buyer's Submission for Approval, and Pending PO Approval. Only requisitions that are Pending Buyer's Workbench can be changed because these have not yet been placed on a purchase order or release. Requisitions that are Pending Buyer Submission for Approval or Pending PO Approval have been placed on purchase orders or releases that are in an Incomplete or In Process status; these requisitions cannot be changed.

If the approved requisition is on an Approved purchase order or release, then the requisition change process is as follows:

1. Since the requisition is placed on an approved purchase order or release, it is included in the Processed Requisitions reports.
2. Once the requester changes this requisition, a change request is initiated. The requisition remains in an Approved status. If the change does not require approval by the requester's management chain, then the purchase order changes to an In Process status. (Skip to the next step below.) If the requisition change requires approval by the requester's management change, then the corresponding purchase order or release remains Approved and continues to display in the Processed Requisition reports until either of the following actions is taken:
  - If the requester's manager rejects the change, then the requisition remains unchanged and Approved. Request for the buyer's approval is never initiated; the purchase order remains Approved. The requisition is still included in the Processed Requisitions reports, unchanged.
  - If the manager approves the change, then the corresponding purchase order or release assumes an In Process status and progresses to the buyer for review.
3. Once the purchase order is in an In Process status, the requisition moves from the Processed Requisitions reports to the Unprocessed Requisitions reports. (Specifically, it is included in Unprocessed Amount - Pending PO Approval in the Unprocessed Requisitions Amount report.) Since the changes are not yet approved by the buyer, the old requisition quantity and amount still display. The buyer must review the change request:
  - If the buyer approves the change request, then the changes are applied to both the purchase order and the requisition. (Sometimes, additional approval may be required to the purchase order, by the buyer's management chain.) Once the status of the purchase order is Approved, the requisition moves back to the Processed Requisitions reports, with the changes.
  - If the buyer rejects the change request, then the purchase order changes back to an Approved status and moves back to the Processed Requisitions reports, but without the changes.

**Note:** Recall that the latest changes to a purchase order or requisition are not reflected in the reports until the request sets are run (usually daily) by your system administrator to populate the reports with the latest data.

A requisition in the Fulfilled Requisitions reports can also be changed. (If the corresponding purchase order or release is Closed for Receiving or Closed for Invoicing, it can still be changed.) The same process applies. When this requisition is

changed, its status remains Approved, but the purchase order becomes In Process. The requisition moves from the Fulfilled Requisitions reports to the Unprocessed Requisitions reports (specifically to Unprocessed Amount - Pending PO Approval), unchanged until the buyer approves it. If the buyer rejects the change request, then the old quantity and amount return to the Fulfilled Requisitions reports. If the buyer approves the change request, then the new quantity and amount are reflected in the Fulfilled Requisitions reports. If the change to the purchase order amount places the corresponding invoice or receipt outside the close tolerance percentage, then the requisition displays in the Unfulfilled Requisitions reports. (See Unfulfilled Requisitions, page 9-34 for an explanation of how the invoice or the receipt qualifies as fulfillment.)

Recall that processing or fulfillment time starts from the requisition's last approval date. Therefore, approval of requisition changes is not counted in the buyer's processing time. Instead, processing time starts over from the last requisition approval date. Likewise, in the Processed Requisitions reports, the requisition is placed in the same time period as the last processed (purchase order or release approval) date. See Last Approval Dates, page 9-53.

### Data Obtained First from Purchase Orders

Where a corresponding purchase order exists for the requisition line, the Procurement Status and Procurement Performance Management reports obtain the following data from the purchase order. (The purchase order does not have to be approved.) If the requisition is not yet placed on a purchase order, then the reports obtain this data from the requisition line:

- Operating Unit
- Currency (to calculate amounts)
- Organization (ship-to organization (Org) on the purchase order shipment, organization that owns the Deliver-To Location on the Oracle iProcurement requisition, or destination Organization on the Oracle Purchasing requisition)
- Supplier
- Buyer
- Category
- Item
- Description
- Expected Date (Promised Date or Need-By Date)
- Price
- Quantity
- UOM
- Amount

**Note:** Because information is taken from the purchase order where available, you may notice changes such as the following:

- The use of global agreements in Oracle Purchasing can create purchase orders in a different operating unit than the requisition. Therefore, you may first see the data in the requisition's



operating unit. Once the requisition is placed on a purchase order that references a global agreement, you will see the data in the purchase order's operating unit, which may differ from the requisition's operating unit.

- If the purchase order is processed by a different operating unit than the requisition (as can be the case when global blanket agreements are used to process a requisition), then the category on the requisition may differ from that on the purchase order because the category structures between the two operating units differ.
- A non-master item and category may be specified on a requisition line, but during AutoCreate in Oracle Purchasing, the buyer changes the category. Therefore, a requisition line that appears in one category before being placed on a purchase order may appear in a different category once the line is placed on a purchase order.

### Canceled Purchase Orders

If a purchase order shipment corresponding to a requisition line is canceled, but the requisition line itself is not also canceled, then the requisition line is returned to the requisition pool. Therefore, the requisition line is no longer considered processed in the Processed Requisitions reports or fulfilled in the Fulfilled Requisitions reports. Instead, the requisition line displays as unprocessed in the Unprocessed Requisitions reports, and proceeds to the Processed Requisitions and Fulfilled Requisitions reports as it progresses.

**Note:** To capture accurate data in the Unprocessed Requisitions reports, it may be best practice to cancel requisition lines whose corresponding purchase order shipments have been canceled.

If a purchase order shipment is canceled after partial receipt, then Oracle Purchasing creates another requisition line for the remaining quantity. This remaining requisition line is considered processed, unprocessed, or fulfilled as its status requires. For example:

1. Requisition line 1 has a quantity of 100 and is placed on an approved purchase order. (It is considered processed.)
2. A quantity of 15 is received against this purchase order shipment.
3. The purchase order shipment is canceled.
4. Oracle Purchasing automatically updates the quantity on requisition line 1 to 15, and creates a requisition line 2 with a quantity of 85. Assuming that 3-way or 4-way matching was selected for the purchase order shipment, requisition line 1 displays as fulfilled because it was completely received against, within tolerances. Requisition line 2, however, is part of the requisition pool. Until it is placed on an approved purchase order, it is unprocessed.

### Modified Purchase Orders

If the purchase order shipment corresponding to the requisition line is modified and assumes a Requires Reapproval status, then the requisition line is no longer considered processed, and displays in the Unprocessed Requisitions reports. (Specifically, the requisition line is considered unprocessed Pending Buyer's Workbench because it is on a purchase order that has not yet been submitted for approval.)

Likewise, if a fulfilled purchase order shipment is modified and requires reapproval, then the corresponding requisition line is considered both unprocessed and unfulfilled. Once the shipment is processed (approved), it is considered both processed and fulfilled again.

### Manually Created Purchase Order Shipments

When a buyer manually adds a purchase order shipment, that shipment is not tied to the corresponding requisition line. For example, a requisition line for a quantity of 10 is created and approved. A corresponding purchase order is created and approved, with a shipment line for a quantity of 10. The amount corresponding to this quantity of 10 displays in the Processed Requisitions reports. The buyer changes this shipment to a quantity of 6, adds a new shipment for a quantity of 4, and reapproves the purchase order. This new shipment is not tied to the requisition line. Therefore, you may initially see a processed requisition line amount for the quantity of 10. Later, that amount is reduced to an amount associated with a quantity of 6. The shipment for the quantity of 4 is not included in the reports.

### Purchase Order Freeze or On Hold

A frozen purchase order (the status is Freeze in Oracle Purchasing) has no impact on the reports. For example, if a requisition line is placed on an approved purchase order, then it is considered processed, even if the purchase order later becomes frozen.

A purchase order that is placed on hold unapproves the purchase order; therefore, the corresponding requisition line becomes unprocessed and unfulfilled. Once the hold is released and the purchase order is again approved, the corresponding requisition line becomes processed or fulfilled as appropriate.

### Viewing Purchase Orders, Requisitions, and Sourcing Documents

The Procurement Status and Procurement Performance Management reports display both the purchase order (if available) and the requisition underlying the data. The Unprocessed Requisitions reports also display the underlying sourcing document for those requisitions in a Pending Sourcing status, if Oracle Sourcing is used.

**Note:** To see the sourcing documents, if any, in the Unprocessed Requisitions reports, you must be set up as an Oracle Sourcing user. Details are described in the *Oracle Daily Business Intelligence Implementation Guide*.

In the Procurement Status and Procurement Performance Management reports, the underlying purchase order or release, if available, may sometimes display as a PDF file. If so, the purchase order or release is in an Incomplete status. (In all other cases, the purchase order or release displays in the browser like any other document or report.) Incomplete documents can be retrieved only in PDF for these reports, if PDF setup has been performed in Oracle Purchasing (see the *Oracle Daily Business Intelligence Implementation Guide*). You cannot view the purchase order or release at all if it is both Incomplete and On Hold.

### Canceled and Modified Invoices

If an invoice that currently fulfills a purchase order or release shipment is canceled, then the requisition line corresponding to that shipment is no longer considered fulfilled if a 2-Way match approval level is selected on the shipment. The requisition line would display in the Unfulfilled Requisitions reports. (If a 3-Way or 4-Way match approval level is used, then the shipment is always considered fulfilled once the receipt is created.)

Once another validated invoice distribution is matched to the purchase order or release shipment for which 2-Way matching is used, the corresponding requisition line is once again considered fulfilled.

If an invoice is modified outside the invoice close tolerance percentage, it is no longer considered fulfilled if a 2-Way match approval level is used. (If a 3-Way or 4-Way match approval level is used, then the shipment is always considered fulfilled once the receipt is created.) For example:

- A validated invoice for 1000 USD is matched to a purchase order whose amount is 1000 USD. On the purchase order shipment, the Invoice Close Tolerance (%) is 15%, and 2-Way matching is selected. Since the invoice and purchase order values match within the tolerance, the corresponding requisition line is reported as fulfilled.
- This invoice is modified to 900 USD and validated. Since 900 USD is still within the tolerance (850 USD is the limit for a tolerance of 15%), the requisition line is still considered fulfilled.
- This invoice is now modified to 800 USD and validated. Since 800 USD falls outside the tolerance of 15%, the requisition line is no longer considered fulfilled. The requisition line now displays in the Unfulfilled Requisitions reports.

Note the following about invoice validation:

- Once a shipment (and corresponding requisition line) is fulfilled by a validated invoice, merely invalidating the invoice does not unfulfill the requisition line. Only a modification to the invoice that is outside the invoice close tolerance percentage unfulfills the line.
- When a purchase order is created with Pay on Receipt selected in its terms and conditions, the invoice is created automatically upon receipt. Invoices created in this manner do not have a validated status; however, a Closed for Invoicing date is recorded in the database for the purchase order shipment. As a result, the corresponding requisition line is considered fulfilled even though the invoice is not validated.

## Credit Memos

Validated credit memos may affect fulfillment when a 2-Way match approval level is selected on the purchase order or release shipment. For example, a purchase order shipment for a quantity of 100 is matched to an invoice for a quantity of 100. The invoice close tolerance percentage is 0. The invoice is validated, the shipment is Closed for Invoicing, and the corresponding requisition line displays as fulfilled. Later, a credit memo for a quantity of 30 is matched to this invoice and validated. Since this credit places the invoice quantity outside the invoice close tolerance, the shipment changes from a Closed for Invoicing status back to an open shipment. The corresponding requisition line becomes unfulfilled.

## Returns and Receipt Corrections

Once a shipment is returned, using a return-to-supplier transaction in the Returns window in Oracle Purchasing or the Return Items functionality in Oracle iProcurement, it is no longer considered fulfilled if a 3-Way or 4-Way match approval level is used, if the return reduces the total receipt quantity to something outside the receipt close tolerance percentage. For example, the shipment quantity is 10; you receive 10 and return 1. The shipment is still fulfilled when the receipt tolerance is 10%. The same is true of corrections. If the corrected quantity falls outside the tolerance, then the

shipment is no longer fulfilled; if it falls within the tolerance, then the shipment is still fulfilled. (Returns and corrections do not affect fulfillment when a 2-Way match approval level is used. Only a change to the invoice outside the invoice close tolerance percentage affects fulfillment in a 2-Way match. See Canceled and Modified Invoices above.)

## Modifying Tolerances

Changing the receipt close tolerance or invoice close tolerance percentages on a purchase order or release shipment after it has already been fulfilled does not change the fulfilled status. This kind of change does not change the closed status of the shipment; therefore, it is still considered fulfilled.

## Average Age

Many reports show the Average Age in days that requisition lines have been waiting to be processed or fulfilled, or that requisition lines took to be processed or fulfilled. If the number of days is less than zero (for example, a receipt was backdated before the purchase order approval date for a fulfilled requisition line), then the number of days for that requisition line is considered to be zero in the average age calculation.

## Additional Information

Although reports may display only the first few rows of data, grand totals are given for *all* data where applicable. For example, if you are viewing transactions for the month to date as of January 27 for All operating units, values (including grand totals) are given for all data in that month up to January 27, for all operating units to which you have access.

**Note:** If there are zero (0) or no values for all columns across a row in a report, including for the previous time period, the row does not display in the report. For example, a category in PO Purchases does not display if there are no purchases in that category in the current and previous time periods.

For more information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

DBI for Procurement consists of the following dashboards and reports:

- Procurement Status Dashboard, page 9-21
  - Unprocessed Requisitions, page 9-24
  - Unfulfilled Requisitions, page 9-34
- Procurement Performance Management Dashboard, page 9-43
  - Processed Requisitions, page 9-45
  - Fulfilled Requisitions, page 9-54
- Procurement Management Dashboard, page 9-64

- Non-Contract Purchases, page 9-66
- Contract Leakage, page 9-69
- PO Purchases, page 9-78
- Payables Leakage, page 9-80
- Procure-to-Pay Management Dashboard, page 9-82
  - Manual Invoices, page 9-83
- Commodity Spend Management Dashboard, page 9-85
  - Invoice Amount, page 9-88
  - PO Price Savings and Quantity Change, page 9-90
  - Contract Utilization, page 9-99
- Commodity Supplier Management Dashboard, page 9-107
  - PO Price Change, page 9-109
  - Returns, page 9-115
  - Rejections on Inspection, page 9-118
  - Receipt Date Exceptions, page 9-122

## Procurement Status Dashboard

Use the Procurement Status dashboard to measure the workload and productivity of your procurement organization:

- View the volume of requisitions, in currency amount and number of requisition lines, that are not yet processed into purchase orders. See: Unprocessed Requisitions, page 9-24.
- Of the unprocessed requisitions, view how much are pending placement on a purchase order, pending purchase order submission for approval, and pending purchase order approval. See: Unprocessed Requisitions, page 9-24.
- View the volume of requisitions, in currency amount and number of requisition lines, that are not yet fulfilled (received or invoiced). See: Unfulfilled Requisitions, page 9-34.
- View how long on average the requisitions have been waiting to be processed or fulfilled. See: Unprocessed Requisitions, page 9-24. See: Unfulfilled Requisitions, page 9-34.

Using the Procurement Status reports, procurement managers can see the volume of requisitions waiting to be processed (their purchase orders approved) and fulfilled (their purchase orders received or invoiced against). If needed, managers can take the necessary steps to improve or speed processing.

These reports show the current status of the requisitions as of today (specifically, as of the Data Last Updated date that displays at the bottom of the dashboard or report), for all requisitions since their creation (since the Global Start Date set up for Daily Business Intelligence). As soon as a requisition line is placed on an approved purchase order (processed), it no longer displays in the Procurement Status reports, but displays in the Procurement Performance Management reports.

The Procurement Status reports are based on information in Oracle Purchasing (and Oracle iProcurement, if used).

The Procurement Status reports are available to the Procurement Manager role.

## Dashboard Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Operating Unit**
- **Currency**

Since the Procurement Status dashboard shows the current status of the orders as of today (specifically, as of the Data Last Updated date), you cannot select a specific date or time period within which to view the data.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

This dashboard contains the following report regions:

- Procurement Status KPIs, page 9-22
- Unprocessed Requisitions, page 9-24
- Unfulfilled Requisitions, page 9-34

## Additional Information

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

See also: Common Concepts for Procurement Status and Procurement Performance Management, page 9-14, Common Concepts for DBI for Procurement, page 9-1, and Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

## Procurement Status KPIs

Key performance indicators (KPIs) for procurement status are described below.

## Report Headings and Calculations

Use the Unprocessed KPIs to see what volume of requisitions currently need processing into purchase orders or releases, including how many are processed late (past their expected date) and how long on average they have been in an unprocessed state. Use these KPIs to help monitor processing time in your procurement organization.

For more details on the following KPIs, see Unprocessed Requisitions, page 9-24:

- **Unprocessed Requisition Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, that are not on an approved purchase order or release.
- **Unprocessed Requisition Lines Past Expected Date:** Number of unprocessed requisition lines where the current date (specifically, the Data Last Updated date that displays at the bottom of each page) is past the Promised Date or Need-By

Date on the purchase order or release shipment, or past the Need-By Date on the requisition line, whichever is available.

- **Unprocessed Requisitions Amount:** Price \* Quantity.

Sum of the amounts on each purchase order or release shipment corresponding to each unprocessed requisition line. If the requisition line has not yet been placed on a purchase order, then the requisition line amount (Price \* Quantity) is used.

- **Unprocessed Average Age (Days):** Number of Days Pending / Unprocessed Requisition Lines.

Number of Days Pending is the sum of the number of days between the unprocessed requisition line's last approval date and the current date (specifically, the Data Last Updated date that displays at the bottom of each page); this number is divided by the number of unprocessed requisition lines. Both date and time (hours, minutes, seconds) are taken into account.

Use the Unfulfilled KPIs to see what volume of requisitions are currently unfulfilled, including how many are fulfilled late (past their expected date) and how long on average they have been in an unfulfilled state. Use these KPIs to help monitor fulfillment time in your procurement organization, from request to receipt or invoice, including both processing time and supplier issues that may affect fulfillment.

For more details on the following KPIs, see Unfulfilled Requisitions, page 9-34:

- **Unfulfilled Requisition Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, that have not been fully received within the receipt close tolerance percentage (if 3-Way or 4-Way matching is used), not been fully invoiced within the invoice close tolerance percentage (if 2-Way matching is used), or were otherwise not closed.
- **Unfulfilled Requisition Lines Past Expected Date:** Number of unfulfilled requisition lines where the current date (specifically, the Data Last Updated date that displays at the bottom of each page) is past the Promised Date or Need-By Date on the purchase order shipment, or past the Need-By Date on the requisition line, whichever is available.

- **Unfulfilled Requisitions Amount:** Price \* Quantity.

Sum of the amounts on each purchase order shipment referenced by each unfulfilled requisition line. If the purchase order has not yet been created, then the requisition line amount (Price \* Quantity) is used.

- **Unfulfilled Average Age (Days):** Number of Days Pending / Unfulfilled Lines.

Number of Days Pending is the sum of the number of days between the unfulfilled requisition line's last approval date and the current date (specifically, the Data Last Updated date that displays at the bottom of each page); this number is divided by the number of unfulfilled requisition lines. Both date and time (hours, minutes, seconds) are taken into account.

## Related Reports and Links

Procurement Status Dashboard, page 9-21

Common Concepts for DBI for Procurement, page 9-1

General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*

Key Performance Indicators, *Oracle Daily Business Intelligence User Guide*

## Unprocessed Requisitions

The Unprocessed Requisitions reports answer the following questions:

- What volume of requisitions, in amount and number of requisition lines, are not yet processed into approved purchase orders, planned purchase orders, or blanket releases?
- Of the unprocessed requisitions, how much are pending placement on a purchase order or release, pending purchase order or release submission for approval, and pending purchase order or release approval?
- How long on average have the requisitions been waiting to be processed?

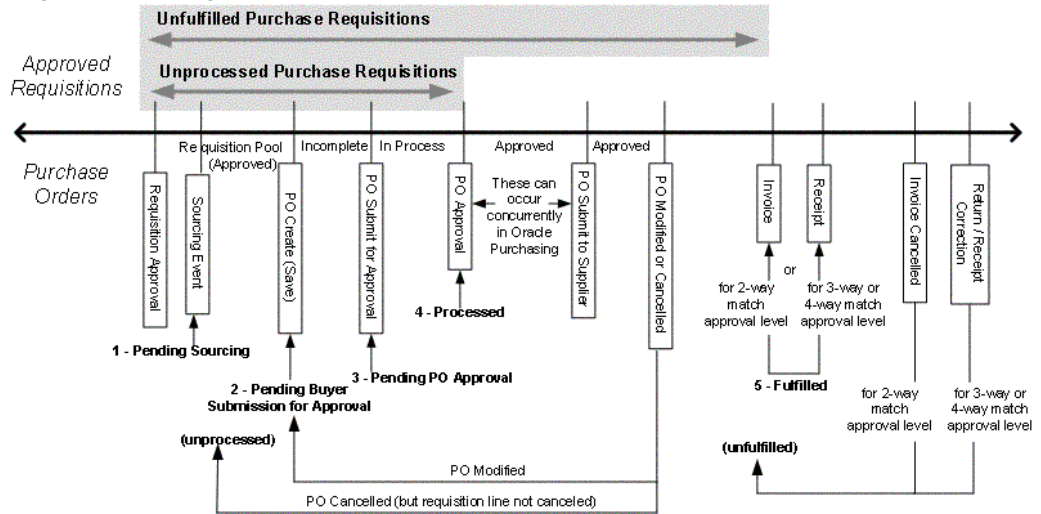
The Unprocessed Requisitions reports show approved requisition lines in Oracle iProcurement and Oracle Purchasing that are not on approved standard purchase orders, planned purchase orders, or blanket purchase agreement releases. These reports allow procurement managers to monitor requisition processing and whether buyers are processing purchase orders in a timely manner. By viewing the stages of processing (for example, how many requisitions are pending purchase order approval), managers can see which stages of the process are bottlenecks.

All approved purchase requisitions are included in the reports, including requisitions imported through Requisition Import, such as requisitions from Oracle Master Scheduling/MRP, Oracle Advanced Supply Chain Planning, or an external system. Internal requisitions and canceled, returned, or rejected requisitions are not included in the reports. Purchase orders or releases that were not created from a requisition do not display in these reports.

**Note:** Unprocessed requisitions are a subset of unfulfilled requisitions. Therefore, the number of unprocessed requisitions and unfulfilled requisitions do not add up to the total number of such requisitions. A requisition line that is not on an approved purchase order or release is both unprocessed and unfulfilled. Once the purchase order or release is approved, the requisition line becomes processed but unfulfilled. Processed and fulfilled requisition data is displayed in the Procurement Performance Management reports. (There are a few exceptions to this subsetting: Oracle Services Procurement line types and consigned purchase order lines are included in the processed and unprocessed reports, but excluded from the fulfilled and unfulfilled reports.)



## Unprocessed Requisitions



The diagram above shows the basic concepts of when approved requisitions are considered processed (on an approved purchase order) and fulfilled (received or invoiced). See: Unfulfilled Requisitions, page 9-34 for details on fulfillment.

**Note:** For complete details on the impact of canceled or modified purchase orders, invoices, or receipts, see Common Concepts for Procurement Status and Procurement Performance Management, page 9-14.

## Report Parameters

These reports show the current status of the requisitions as of today (specifically, as of the Data Last Updated date that displays at the bottom of the dashboard or report). Therefore, you cannot select a specific date or time period within which to view the data. See Procurement Status Dashboard, page 9-21.

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Operating Unit**
- **Currency**
- **Buyer**

When viewing data by Buyer, you may see an Unassigned row in the reports. An Unassigned value means that the requisition is not yet placed on a purchase order or release, which always specifies a buyer, or that no suggested buyer is selected on the requisition. (Unassigned means you are viewing data for all transactions for which no buyer is specified.)

**Note:** To find unprocessed lines not yet placed on a purchase order, view the Unassigned buyer row in the reports.

- **Requester**
- **Supplier**

When selecting a View By of Supplier, you may see an Unassigned row in the reports. Unassigned suppliers contain all data for unprocessed requisition lines for which no supplier was found, because there is either no purchase order or release associated with the requisition line, or no supplier on the requisition. If the supplier on the requisition does not exactly match a supplier defined in Oracle Purchasing (case sensitivity is included in the matching), then that requisition line also displays under Unassigned suppliers.

- **Category**
- **Item**
- **Organization**
- **Aging:** This parameter appears in some reports. Select a value to see requisition lines that are unprocessed past their expected date (Promised Date or Need-By date on the purchase order or release, or Need-By date on the requisition, whichever is available) - for example, past the expected date by 0-2 days. See below for details on the Aging buckets and the Expected Date.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

See also Data Obtained First from Purchase Orders, page 9-16.

## Report Headings and Calculations

In these reports, Price and Quantity are defined as follows:

- Where the requisition line is on a purchase order, Price is the price on the purchase order for the item being purchased. Quantity is the distribution quantity from the purchase order line for the item being purchased, adjusted for any quantity that has been canceled.
- Where the requisition line is not yet placed on a purchase order, Price is the price on the requisition line for the item being requested. Quantity is the distribution quantity from the requisition line for the item being requested. (Canceled requisition lines are not included.)

## Unprocessed Requisitions (Report)

This report contains the following columns:

- **Unprocessed Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, that are not on an approved purchase order or release.

**Note:** Requisition lines are not considered processed until the corresponding purchase order or release has been approved.

- **Percent of Total:** (Unprocessed Requisition Lines for Parameter / Unprocessed Lines) \* 100.

Number of unprocessed requisition lines for the listed parameter, such as Buyer, as a percentage of the total number of unprocessed requisition lines for the selected report parameters. For example, you select an item in the Item parameter. All other parameters are set to All, and the View By is Buyer. In this example, Buyer A displays a Percent of Total of 62%. Of all buyers procuring this item, Buyer A is responsible for 62% of the total unprocessed lines.

- **Lines Past Expected Date:** Number of unprocessed requisition lines where the current date is past the Promised Date on the corresponding purchase order or release shipment. If there is no Promised Date, then the Need-By Date on the purchase order or release shipment is used. If there is no Promised Date or Need-By Date (either the dates are not entered on the purchase order or release, or a purchase order or release has not yet been created), then the Need-By Date on the requisition line is used. For example, if the current date is 10-May and the Need-By Date on the requisition is 08-May, then this unprocessed requisition line is counted as past the expected date. (Both date and time are taken into account. for example, if the Need-By Date is 08-May 10:30, and the current date is 08-May 22:00, then this is also considered past the expected date.)

If Promised or Need-By dates are not available, then the requisition line is not included in this measure. (A purchase order for a non-master item, for example, does not require a Promised Date or Need-By Date. Need-By Date is optional on a requisition in Oracle Purchasing.)

**Note:** "Current date" is the date that data was last collected for the reports. Typically, data is collected daily, at a scheduled time. Use the Data Last Updated line at the bottom of the dashboard or report page to see your last collection date.

- **Unprocessed Amount:** Price \* Quantity.

Sum of the amounts on each purchase order or release shipment referenced by each unprocessed requisition line. If the requisition has not yet been placed on a purchase order or release, then the requisition line amount (Price \* Quantity) is used. This is the amount corresponding to the number of Unprocessed Lines.

- **Average Age (Days):** Number of Days Pending / Unprocessed Lines.

Number of Days Pending is the sum of the number of days between the unprocessed requisition line's last approval date and the current date (see the "current date" Note above), taking time (hours, minutes, seconds) into account. This number is divided by the number of unprocessed requisition lines, and the resulting number is rounded to one decimal place.

For example, the following unprocessed requisition lines have the following last approval dates and times, and the current (Data Last Updated) date and time is 15-May 12:00:

Unprocessed Requisition Line	Last Requisition Approval Date	Current Date	Day/Time Difference
1	10-May 08:00	15-May 12:00	5 days, 4 hours = 5.1666 hours
3	15-May 01:00	15-May 12:00	0 days, 11 hours = .4583 hours
5	08-May 14:00	15-May 12:00	6 days, 22 hours = 6.9166 hours

Time is converted into decimals of a day. In this example, the average age in days is  $(5.1666 + .4583 + 6.9166) / 3$  Unprocessed Lines = 12.5415 / 3 = 4.1805, which is rounded to 4.2.

**Note:** To simplify this example, the time difference is truncated to the fourth decimal place; however, in the actual calculations, only the final result is rounded. For example, the actual calculations use 5.166666666666666666666666666667, but this example uses 5.1666.

See also *Average Age*, page 9-20.

### Unprocessed Requisition Lines Summary

Access this report by clicking an Unprocessed Lines value in the Unprocessed Requisitions report. This report contains the following columns:

- **Unprocessed Lines Total** (see Unprocessed Lines in Unprocessed Requisitions (Report), page 9-26).
- **Unprocessed Lines Pending Sourcing:** Number of unprocessed requisition lines that contain a reference to a document in Oracle Sourcing or to a request for quotation (RFQ) in Oracle Purchasing, but have not yet been placed on a purchase order or release. (Once the requisition line with the Oracle Sourcing document or RFQ reference is placed on a purchase order or release, it moves to the Pending Buyer Submission for Approval phase.)
- **Unprocessed Lines Pending Buyer's Workbench:** Number of unprocessed requisition lines that have not been placed on a purchase order or release and do not contain an Oracle Sourcing document or RFQ reference. (If the requisition were to gain an Oracle Sourcing document or RFQ reference, then it would move to the Pending Sourcing phase.)
- **Unprocessed Lines Pending Buyer Submission for Approval:** Number of unprocessed requisition lines that have been placed on a purchase order or release that has not yet been submitted for approval.
- **Unprocessed Lines Pending PO Approval:** Number of unprocessed requisition lines that have been placed on a purchase order or release that has been submitted for approval, but not yet approved.

**Note:** Buyers with approval authority for their own purchase orders may not see many requisition lines in this column, because submitting the purchase order for approval automatically approves it, promoting it to the Processed Requisitions reports. Requisition lines are more likely found in this column when additional approval is required beyond the buyer.

- **Unprocessed Lines Past Expected Date** (see Lines Past Expected Date in Unprocessed Requisitions (Report), page 9-26).
- **Emergency:** Number of unprocessed requisition lines for which the requester has requested an immediate purchase order number in Oracle iProcurement. (Although a purchase order number is specified, the requisition line is still not placed on a purchase order and is therefore considered unprocessed.)
- **Urgent:** Number of unprocessed requisition lines for which the requester has selected the Urgent option in Oracle iProcurement or Oracle Purchasing.

### Unprocessed Requisitions Amount

Access this report by clicking an Unprocessed Amount value in the Unprocessed Requisitions report. This report contains the following columns:

- **Unprocessed Amount Total:** Price \* Quantity.

Sum of the amounts on each purchase order or release shipment referenced by each unprocessed requisition line. If the requisition line is not yet placed on a purchase order or release, then the requisition line amount (Price \* Quantity) is used. This is the amount corresponding to the Unprocessed Lines Total, above.

- **Unprocessed Amount Pending Sourcing:** Price \* Quantity.

Sum of the amounts on the unprocessed requisition lines that contain a reference to a document in Oracle Sourcing or to a request for quotation (RFQ) in Oracle Purchasing, but have not yet been placed on a purchase order or release. This is the requisition amount corresponding to Unprocessed Lines Pending Sourcing, above.

- **Unprocessed Amount Pending Buyer's Workbench:** Price \* Quantity.

Sum of the amounts on the unprocessed requisition lines that have not been placed on a purchase order or release and do not contain an Oracle Sourcing document or RFQ reference. This is the requisition amount corresponding to Unprocessed Lines Pending Buyer's Workbench, above.

- **Unprocessed Amount Pending Buyer Submission for Approval:** Price \* Quantity.

Sum of the purchase order or release shipment amounts corresponding to the unprocessed requisition lines, where the purchase orders or releases have not yet been submitted for approval. This amount corresponds to Unprocessed Lines Pending Buyer Submission for Approval, above.

- **Unprocessed Amount Pending PO Approval:** Price \* Quantity.

Sum of the purchase order or release shipment amounts corresponding to the unprocessed requisition lines, where the purchase orders or releases have been submitted for approval, but not yet approved. This amount corresponds to Unprocessed Lines Pending PO Approval, above.

- **Unprocessed Amount by Age 0-2 Days:** Price \* Quantity.

Total Unprocessed Amount where the current date is past the unprocessed requisition lines' last requisition approval date by 0 to 2 days.

**Note:** "Current date" is the date that data was last collected for the reports. Typically, data is collected daily, at a scheduled time. Use the Data Last Updated line at the bottom of the dashboard or report page to see when your last collection date was.

Both date and time are taken into account. For example, the current (Data Last Updated) date and time is 04-January 10:00. The last requisition approval date for an unprocessed line is 01-January 13:00. In this example, the line has been unprocessed for 2 days, 21 hours, or 2.875 days. In this example, the unprocessed line is placed in the 0-2 Days bucket.

**Note:** Oracle Daily Business Intelligence enables your administrator to configure the days buckets. By default, the buckets are 0-2, 3-13, and 14+; however, your company may have set up different buckets. Information on buckets setup is in the *Oracle Daily Business Intelligence Implementation Guide*.

Using the last approval date to determine the start of the processing time ensures that the transaction is considered unprocessed based on when the buyer takes responsibility for it. For example, a modified requisition, which becomes unapproved, may take time waiting for approval in the requester's approval hierarchy. This time should not be (and is not) included in the buyer's processing time. Once the requisition is reapproved, the processing time starts over from the last reapproval date.

- **Unprocessed Amount by Age 3-13 Days:** Price \* Quantity.

Unprocessed Amount Total where the current date and time are past the last requisition approval date and time by 3 to 13 days. See the description above.

- **Unprocessed Amount by Age 14+ Days:** Price \* Quantity.

Unprocessed Amount Total where the current date and time are past the last requisition approval date and time by 14 or more days. See the description above.

### Unprocessed Requisitions Aging

Access this report by clicking an Average Age (Days) value in the Unprocessed Requisitions report. This report contains the following columns:

- For information on the **Average Age (Days)** and **Unprocessed Lines** columns, see Unprocessed Requisitions (Report), page 9-26.
- **Unprocessed Lines by Age 0-2 Days:** Number of unprocessed requisition lines where the current date and time are past the last requisition approval date and time by 0 to 2 days. These are the unprocessed lines corresponding to Unprocessed Amount by Age 0-2 Days, above.
- **Unprocessed Lines by Age 3-13 Days:** Number of unprocessed requisition lines where the current date and time are past the last requisition approval date and time by 3 to 13 days. These are the unprocessed lines corresponding to Unprocessed Amount by Age 3-13 Days, above.
- **Unprocessed Lines by Age 14+ Days:** Number of unprocessed requisition lines where the current date and time are past the last requisition approval date and time by 14 or more days. These are the unprocessed lines corresponding to Unprocessed Amount by Age 14+ Days, above.

### Unprocessed Requisition Lines

This report contains the following columns:

- **Requisition Number** for the unprocessed requisition line. Click the Requisition Number to view the requisition. (Click Back on your browser to return to the report.)
- **Line Number** of the unprocessed requisition line.
- **Operating Unit** in which the requisition was created.
- **Requester** on the requisition. (This is the requester from the Requester field, who is not always the same person as the requisition preparer.)
- **Requisition Approval Date:** Last approval date of the requisition line.
- **Item** number from the item master, for master items. For non-master items, this is the item number from the purchase order or release, if available; otherwise, the item is taken from another purchase order or release that uses the same supplier item number and supplier; if no purchase order or release is available, then the item number is taken from the requisition.

- **Supplier** from the purchase order or release, if available; otherwise the supplier is taken from the supplier on the requisition line. If a supplier has not been entered on the requisition or does not exactly match a supplier defined in Oracle Purchasing, then this measure displays N/A.
- **Amount:** Price \* Quantity.  
Purchase order or release shipment amount corresponding to the unprocessed requisition line. If the requisition line has not yet been placed on a purchase order or release, then the requisition line amount (Price \* Quantity) is used.
- **PO Number:** Number of the purchase order or release on which the requisition line has been placed. For releases, the PO Number is the blanket purchase agreement number, appended with the release number. For example, if the PO Number is 504-1, the blanket purchase agreement number is 504; the release against that agreement is numbered 1. Click the PO Number to view the purchase order or release.  
  
If the requisition line has not yet been placed on a purchase order or release, then this measure displays N/A.  
  
If you have trouble viewing the document, then see Viewing Purchase Orders, Requisitions, and Sourcing Documents, page 9-18.
- **Operating Unit** in which the purchase order or release was created. (For purchase orders that reference global blanket agreements, the purchase order may be created in a different operating unit than the requisition.) If the requisition line has not yet been placed on a purchase order or release, then this measure displays N/A.

#### Unprocessed Requisition Lines - Past Expected Date

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click a Past Expected Date value.

This report lists each unprocessed requisition line that is past the expected date. This report contains the following columns:

- For information on the **Requisition Number, Line Number, Requester, Requisition Approval Date, Item, Supplier, and Amount** columns, see Unprocessed Requisition Lines, page 9-30.
- **Expected Date:** Promised Date on the corresponding purchase order or release shipment. If there is no Promised Date, then the Need-By Date on the purchase order or release shipment is used. If there is no Promised Date or Need-By Date (either the dates are not entered on the purchase order or release, or a purchase order or release has not yet been created), then the Need-By Date on the requisition line is used. If none of these dates is available, then the requisition line is not counted in this measure. (A purchase order for a non-master item, for example, does not require a Promised Date or Need-By Date. Need-By Date is optional on a requisition in Oracle Purchasing.)

#### Unprocessed Requisition Lines - Pending Sourcing

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click a Pending Sourcing value.

This report lists each unprocessed requisition line that is pending sourcing. (See description of Pending Sourcing in Unprocessed Requisition Lines Summary, page 9-28.) This report contains the following columns:

- For information on the **Requisition Number**, **Line Number**, **Requester**, **Requisition Approval Date**, **Item**, **Supplier**, and **Amount** columns, see Unprocessed Requisition Lines, page 9-30.
- **Sourcing Document Number**: Number of the document in Oracle Sourcing that references the requisition line. If the document is an RFQ in Oracle Purchasing, then this measure displays "RFQ." If the Oracle Sourcing document is in a Draft status, then you cannot view the document. (It will not be linked.) If you have other trouble viewing the sourcing document, then see Viewing Purchase Orders, Requisitions, and Sourcing Documents, page 9-18.
- **Operating Unit** in which the Oracle Sourcing document was created. If the document is an RFQ in Oracle Purchasing, then this measure displays "RFQ."

#### **Unprocessed Requisition Lines - Pending Buyer's Workbench**

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click an Unprocessed Lines Pending Buyer's Workbench value.

This report lists each unprocessed requisition line that is not placed on a purchase order or release and that does not contain an Oracle Sourcing document or RFQ reference. For information on the columns in this report, see Unprocessed Requisition Lines, page 9-30.

#### **Unprocessed Requisition Lines - Pending Buyer Submission**

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click an Unprocessed Lines Pending Buyer Submission for Approval value.

This report lists each unprocessed requisition line that is placed on a purchase order or release that has not yet been submitted for approval. For information on the columns in this report, see Unprocessed Requisition Lines, page 9-30.

#### **Unprocessed Requisition Lines - Pending PO Approval**

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click an Unprocessed Lines Pending PO Approval value.



This report lists each unprocessed requisition line that is placed on a purchase order or release that has been submitted for approval but not yet approved. For information on the columns in this report, see Unprocessed Requisition Lines, page 9-30.

#### Unprocessed Requisition Lines - Emergency

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click an Emergency value.

This report lists each unprocessed requisition line for which an immediate purchase order number was requested on the requisition in Oracle iProcurement. For information on the columns in this report, see Unprocessed Requisition Lines, page 9-30.

#### Unprocessed Requisition Lines - Urgent

Access this report as follows:

1. In the Unprocessed Requisitions report, click an Unprocessed Lines value to open the Unprocessed Requisition Lines Summary report.
2. In the Unprocessed Requisition Lines Summary report, click an Urgent value.

This report lists each unprocessed requisition line for which the Urgent option was selected on the requisition in Oracle iProcurement or Oracle Purchasing. For information on the columns in this report, see Unprocessed Requisition Lines, page 9-30.

#### View By Item

To view reports by item, select a View By of Item in the report parameters, or click a category link in the report to see the items in that category. When viewing the reports by item, the following columns display:

- **Item, Description:** For master items, the item information is taken from the item master. For non-master items with a supplier item number, the item information is taken from the following sources, in order:
  - From the purchase order or release, if available.
  - From another existing purchase order or release in Oracle Purchasing with a matching supplier and supplier item number (specifically, the first matching purchase order or release that was ever collected when the programs were run to populate the reports).
  - From the requisition line.

For non-master items without supplier item numbers, the item information is taken from the purchase order or release, if available; if not available, it is taken from the unprocessed requisition line.

For information on how items are grouped for display purposes, see Items, page 9-4.

- **UOM:** Unit of measure is taken from the purchase order or release shipment, if available; otherwise, it is taken from the unprocessed requisition line. For information on how units of measure are handled, see Units of Measure (UOM), page 9-10.
- **Quantity:** Quantity is taken from the purchase order or release shipment, if available; otherwise, it is taken from the unprocessed requisition line.

## Related Reports and Links

Procurement Status Dashboard, page 9-21

Procurement Performance Management Dashboard, page 9-43

Common Concepts for DBI for Procurement, page 9-1

## Additional Information

Common Concepts for Procurement Status and Procurement Performance Management, page 9-14

## Unfulfilled Requisitions

The Unfulfilled Requisitions reports answer the following questions:

- What volume of requisitions, in amount and number of requisition lines, are not yet fulfilled (received or invoiced)?
- What portion of unfulfilled lines are also not processed (they are not on an approved purchase order or release)? What portion are processed but still unfulfilled?
- How long on average have the requisitions have been waiting to be fulfilled?

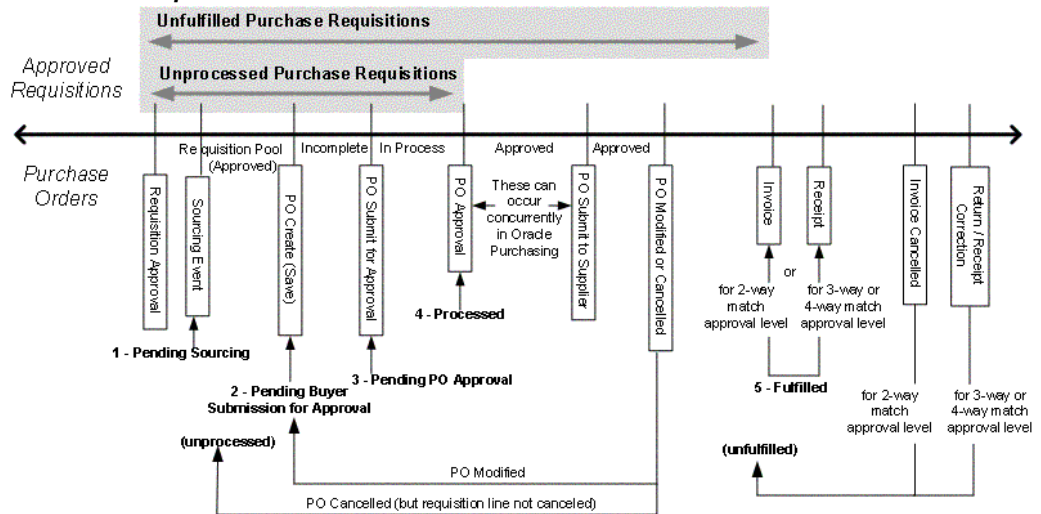
The Unfulfilled Requisitions reports show approved requisition lines in Oracle iProcurement and Oracle Purchasing that have not yet been received or invoiced. (How the receipt or invoice qualifies for fulfillment is discussed in detail later below.) These reports help procurement managers track the requisition-to-fulfillment process in its entirety to ensure that people's requests are being completed in a timely manner or in the promised amount of time. By viewing late fulfillments (fulfilled past the expected date as described later below), managers can identify backlogged requests, exposing both internal processing and supplier issues.

All approved purchase requisitions are included in the reports, including requisitions imported through Requisition Import, such as requisitions from Oracle Master Scheduling/MRP, Oracle Advanced Supply Chain Planning, or an external system. Internal requisitions and canceled, returned, or rejected requisitions are not included in the reports. Purchase orders or releases that were not created from a requisition do not display in these reports.

**Note:** Unfulfilled requisitions include both processed and unprocessed requisitions. Since unprocessed requisitions are a subset of unfulfilled requisitions, the number of unprocessed requisitions and unfulfilled requisitions do not add up to the total number of such requisitions. For example, a requisition line that is not on an approved purchase order or release is both unprocessed and unfulfilled. Once the purchase order or release is approved, then the requisition line becomes processed, but still unfulfilled. Processed and fulfilled requisition data is displayed in the Procurement Performance Management reports. (There are a few exceptions to this subsetting: Oracle Services Procurement line types and consigned purchase order lines are included in the processed and unprocessed reports, but excluded from the fulfilled and unfulfilled reports.)

The terms "purchase order" and "release" in these reports refer to standard purchase orders, planned purchase orders, and blanket purchase agreement releases.

## Unfulfilled Requisitions



The diagram above shows the basic concepts of when approved requisitions are considered processed (on an approved purchase order) and fulfilled (received or invoiced). See: Unprocessed Requisitions, page 9-24 for details on those requisitions.

**Note:** For complete details on the impact of canceled or modified purchase orders, invoices, or receipts, see Common Concepts for Procurement Status and Procurement Performance Management, page 9-14.

## Report Parameters

These reports show the current status of the requisitions as of today (specifically, as of the Data Last Updated date that displays at the bottom of the dashboard or report). Therefore, you cannot select a specific date or time period within which to view the data. See Procurement Status Dashboard, page 9-21.

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Operating Unit**
- **Currency**
- **Buyer**

When viewing data by Buyer, you may see an Unassigned row in the reports. An Unassigned value means that the requisition is not yet placed on a purchase order or release, which always specifies a buyer, or no suggested buyer is selected on the requisition. (Unassigned means you are viewing data for all transactions for which no buyer is specified.)

- **Requester**
- **Supplier**

When selecting a View By of Supplier, you may see an Unassigned row in the reports. Unassigned suppliers contain all data for requisition lines for which no supplier was found, because there is either no purchase order or release associated with the requisition line, or no supplier on the requisition. If the supplier on the

requisition does not exactly match a supplier defined in Oracle Purchasing (case sensitivity is included in the matching), then that requisition line also displays under Unassigned suppliers.

- **Category**
- **Item**
- **Organization**
- **Aging:** This parameter appears in some reports. Select a value to see requisition lines that are unfulfilled past their expected date (Promised Date or Need-By date on the purchase order or release, or Need-By date on the requisition, whichever is available) - for example, past their expected date by 0-7 days. See below for details on the Aging buckets and the Expected Date.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

See also Data Obtained First from Purchase Orders, page 9-16.

## Report Headings and Calculations

In these reports, Price and Quantity are defined as follows:

- Where the requisition line is on a purchase order, Price is the price on the purchase order for the item being purchased. Quantity is the distribution quantity from the purchase order line for the item being purchased, adjusted for any quantity that has been canceled.
- Where the requisition line is not yet placed on a purchase order, Price is the price on the requisition line for the item being requested. Quantity is the distribution quantity from the requisition line for the item being requested. (Canceled requisition lines are not included.)

## Unfulfilled Requisitions (Report)

This report contains the following columns:

- **Unfulfilled Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, that have not been received or invoiced. For purchase order or release shipments for which a 2-Way match approval level is selected, the corresponding requisition line is not fulfilled until the shipment is fully invoiced within the invoice close tolerance percentage (it is in a Closed for Invoicing status) or the shipment is closed (it is in a Closed status). For purchase order or release shipments for which a 3-Way or 4-Way match approval level is selected, the corresponding requisition line is not fulfilled until the shipment is fully received within the receipt close tolerance percentage (it is in a Closed for Receiving status) or the shipment is closed (it is in a Closed status).

The following table provides a summary:

Match Approval Level	Closed for Receiving?	Closed for Invoicing?	Closed?	Fulfilled?
3-Way or 4-Way	Yes	No	No	Yes
3-Way or 4-Way	No	Yes	No	No
3-Way or 4-Way	Yes *	Yes	No	Yes
3-Way or 4-Way	No	No	Yes	Yes
2-Way	Yes	No	No	No
2-Way	No	Yes	No	Yes
2-Way	Yes	Yes *	No	Yes
2-Way	No	No	Yes	Yes

\* The line is considered fulfilled because this value is Yes.

The Match Approval Level comes from the purchase order shipment, which in turn is defaulted from other levels in Oracle Purchasing, such as the Suppliers window. The invoice and receipt close tolerance percentages come from the purchase order shipment, which in turn are defaulted from other levels such as the Purchasing Options window in Oracle Purchasing. For details, see *Entering Purchase Order Shipments*, *Oracle Purchasing User's Guide* and *Receiving Controls, Options, and Profiles*, *Oracle Purchasing User's Guide*.

- Percent of Total:** Unfulfilled Requisition Lines for Parameter / Unfulfilled Lines.  
 Number of unfulfilled requisition lines for the listed parameter, such as Buyer, as a percentage of the total number of unfulfilled requisition lines for the selected report parameters. For example, you select an item in the Item parameter. All other parameters are set to All, and the View By is Buyer. In this example, Buyer A displays a Percent of Total of 62%. Of all buyers procuring this item, Buyer A is responsible for 62% of the total unfulfilled lines.
- Lines Past Expected Date:** Number of unfulfilled requisition lines where the current date and time is past the Promised Date and time on the corresponding purchase order or release shipment. If there is no Promised Date, then the Need-By Date on the purchase order or release shipment is used. If there is no Promised Date or Need-By Date (either the dates are not entered on the purchase order or release, or a purchase order or release has not yet been created), then the Need-By Date on the requisition line is used. For example, if today is 10-May 10:30 and the Need-By Date on the requisition is 08-May 12:00, then this unfulfilled requisition line is counted as past the expected date. (Both date and time are taken into account. for example, if the Need-By Date is 08-May 10:30, and the current date is 08-May 22:00, then this is also considered past the expected date.)

If none of these dates is available, then the requisition line is not included in this measure. (A purchase order for a non-master item, for example, does not require a Promised Date or Need-By Date. Need-By Date is optional on a requisition in Oracle Purchasing.)

**Note:** "Current date" is the date that data was last collected for the reports. Typically, data is collected daily, at a scheduled time. Use

the Data Last Updated line at the bottom of the dashboard or report page to see your last collection date.

- **Unfulfilled Amount:** Price \* Quantity.

Sum of the amounts on each purchase order or release shipment referenced by each unfulfilled requisition line. If the requisition line is not yet placed on a purchase order or release, then the requisition line amount (Price \* Quantity) is used.

- **Average Age (Days):** Number of Days Pending / Unfulfilled Lines.

Number of Days Pending is the sum of the number of days between the unfulfilled requisition line's last approval date and the current date (see the "current date" Note above), taking time (hours, minutes, seconds) into account. This number is divided by the number of unfulfilled requisition lines, and the resulting number is rounded to one decimal place.

For example, the following unfulfilled requisition lines have the following last approval dates and times, and the current date and time is 15-May 12:00:

Unfulfilled Requisition Line	Last Requisition Approval Date	Current Date	Day/Time Difference
1	10-May 08:00	15-May 12:00	5 days, 4 hours = 5.1666 hours
3	15-May 01:00	15-May 12:00	0 days, 11 hours = .4583 hours
5	08-May 14:00	15-May 12:00	6 days, 22 hours = 6.9166 hours

Time is converted into decimals of a day. In this example, the average age in days is  $(5.1666 + .4583 + 6.9166) / 3$  Unfulfilled Lines =  $12.5415 / 3 = 4.1805$ , which is rounded to 4.2.

**Note:** To simplify this example, the time difference is truncated to the fourth decimal place; however, in the actual calculations, only the final result is rounded. For example, the actual calculations use 5.166666666666666666666666666667, but this example uses 5.1666.

See also *Average Age*, page 9-20.

### Unfulfilled Requisition Lines Summary

Access this report by clicking an Unfulfilled Lines value in the Unfulfilled Requisitions report. This report contains the following columns:

- **Unfulfilled Lines Total** (see Unfulfilled Lines in Unfulfilled Requisitions (Report), page 9-36).
- **Unfulfilled Lines Pending Processing:** Of the Unfulfilled Lines Total, this is the number of unfulfilled requisition lines that are not on an approved purchase order or release.
- **Unfulfilled Lines Processed Pending Fulfillment:** Of the Unfulfilled Lines Total, this is the number of requisition lines that are on an approved purchase order or release, but not yet fulfilled.

- **Past Expected Date:** (see Lines Past Expected Date in Unfulfilled Requisitions (Report), page 9-36).
- **PO Revisions:** Number of times that purchase orders or releases associated with the unfulfilled requisition lines were revised. This measure counts the number of revisions, not the number of purchase orders or releases. For example, a single purchase order was revised three times. Therefore, a count of three is included in the number of purchase order revisions. If more than one requisition line is associated with the same purchase order, and the purchase order is revised, then the number of revisions is reported for each requisition line. For example, if two requisition lines are associated with a single purchase order, which is revised twice, then the total number of purchase order revisions is four.

Not all modifications to a purchase order or release are considered a revision (though most are). Also, the moment that the revision is recorded depends on whether Oracle Purchasing was set up to archive (store the revision) upon approval or upon printing. For example, a revision to a purchase order may not be included yet because the purchase order has not yet been printed. For details, see Document Revision Numbering, *Oracle Purchasing User's Guide* and Document Revision Rules, *Oracle Purchasing User's Guide*.

### Unfulfilled Requisitions Amount

Access this report by clicking an Unfulfilled Amount value in the Unfulfilled Requisitions report, or click the Unfulfilled Requisitions Amount graph title on the Procurement Status dashboard. This report contains the following columns:

- **Unfulfilled Amount Total:** Price \* Quantity.  
Sum of the amounts on each purchase order or release shipment referenced by each unfulfilled requisition line. If the purchase order or release has not yet been created, then the requisition line amount (Price \* Quantity) is used. This is the amount corresponding to the number of Unfulfilled Lines.
- **Unfulfilled Amount Pending Processing:** Price \* Quantity.  
Of the Unfulfilled Amount Total, this is the amount of unfulfilled requisition lines that are not on an approved purchase order or release. (If they are on an unapproved purchase order or release, then the purchase order or release shipment amount is used; otherwise, the requisition line amount is used.) This is the amount corresponding to Unfulfilled Lines Pending Processing.
- **Unfulfilled Amount Processed Pending Fulfillment:** Price \* Quantity.  
Of the Unfulfilled Lines Total, this is the purchase order or release shipment amount corresponding to requisition lines that are on an approved purchase order or release, but not yet fulfilled. This is the amount corresponding to Unfulfilled Lines Processed Pending Fulfillment.
- **Unfulfilled Amount by Age 0-7 Days:** Price \* Quantity.  
Unfulfilled Amount Total where the current date is past the unfulfilled requisition lines' last approval date by 0 to 7 days.

**Note:** "Current date" is the date that data was last collected for the reports. Typically, data is collected daily, at a scheduled time. Use the Data Last Updated line at the bottom of the dashboard or report page to see your last collection date.

Both date and time are taken into account. For example, the current (Data Last Updated) date and time is 09-January 10:00. The last requisition approval date for an unfulfilled line is 01-January 13:00. In this example, the line has been unfulfilled for 7 days, 21 hours, or 7.875 days. In this example, the unfulfilled line is placed in the 0-7 Days bucket.

**Note:** Oracle Daily Business Intelligence enables your administrator to configure the days buckets. By default, the buckets are 0-7, 8-13, and 14+; however, your company may have set up different buckets. Information on buckets setup is in the *Oracle Daily Business Intelligence Implementation Guide*.

Using the last approval date to determine the start of the fulfillment time ensures that the transaction is considered unfulfilled based on when the buyer takes responsibility for it. For example, a modified requisition, which becomes unapproved, may take time waiting for approval in the requester's approval hierarchy. This time should not be (and is not) included in the buyer's processing time. Once the requisition is reapproved, the processing (and fulfillment) time starts over from the last reapproval date.

- **Unfulfilled Amount by Age 8-13 Days:** Price \* Quantity.

Unfulfilled Amount Total where the current date and time are past the last requisition approval date and time by 8 to 13 days. See the description above.

- **Unfulfilled Amount by Age 14+ Days:** Price \* Quantity.

Unfulfilled Amount Total where the current date and time are past the last requisition approval date and time by 14 or more days. See the description above.

### Unfulfilled Requisitions Aging

Access this report by clicking an Average Age (Days) value in the Unfulfilled Requisitions report. This report contains the following columns:

- For information on the **Average Age (Days)** and **Unfulfilled Lines** column, see Unfulfilled Requisitions (Report), page 9-36.
- **Unfulfilled Lines by Age 0-7 Days:** Number of unfulfilled lines where the current date and time are past the last requisition approval date and time by 0 to 7 days. These are the number of lines corresponding to the Unfulfilled Amount by Age 0-7 Days, above.
- **Unfulfilled Lines by Age 8-13 Days:** Number of unfulfilled requisition lines where the current date and time are past the last requisition approval date and time by 8 to 13 days. These are the number of lines corresponding to the Unfulfilled Amount by Age 8-13 Days, above.
- **Unfulfilled Lines by Age 14+ Days:** Number of unfulfilled requisition lines where the current date and time are past the last requisition approval date and time by 14 or more days. These are the number of lines corresponding to the Unfulfilled Amount by Age 14+ Days, above.

### Unfulfilled Requisition Lines

This report contains the following columns:

- **Requisition Number** for the unfulfilled requisition line. Click the Requisition Number to view the requisition. (Click Back on your browser to return to the report.)



- **Line Number** of the unfulfilled requisition line.
- **Operating Unit** in which the requisition was created.
- **Requester** on the requisition. (This is the requester from the Requester field, who is not always the same person as the requisition preparer.)
- **Requisition Approval Date:** Last approval date of the requisition line.
- **Processed Date:** Last approval date of the purchase order or release shipment corresponding to the requisition line. If the requisition line is not yet on an approved purchase order or release shipment, then this measure displays N/A.
- **Item** number from the item master, for master items. For non-master items, this is the item number from the purchase order or release, if available; otherwise, the item is taken from another purchase order or release that uses the same supplier item number and supplier; if no purchase order or release is available, then the item number is taken from the requisition.
- **Supplier** from the purchase order or release, if available; otherwise the supplier is taken from the supplier on the requisition line. If a supplier has not been entered on the requisition or does not exactly match a supplier defined in Oracle Purchasing, then this measure displays N/A.
- **Amount:** Price \* Quantity.  
Purchase order or release shipment amount corresponding to the unfulfilled requisition line. If the requisition line has not yet been placed on a purchase order or release, then the requisition line amount (Price \* Quantity) is used.
- **PO Number:** Number of the purchase order or release on which the requisition line has been placed. For releases, the PO Number is the blanket purchase agreement number, appended with the release number. For example, if the PO Number is 504-1, the blanket purchase agreement number is 504; the release against that agreement is numbered 1. Click the PO Number to view the purchase order or release.  
  
If the requisition line has not yet been placed on a purchase order or release, then this measure displays N/A.  
  
If you have trouble viewing the document, then see Viewing Purchase Orders, Requisitions, and Sourcing Documents, page 9-18.
- **Operating Unit** in which the purchase order or release was created. (For purchase orders that reference global blanket agreements, the purchase order may be created in a different operating unit than the requisition.) If the requisition line has not yet been placed on a purchase order or release, then this measure displays N/A.

#### Unfulfilled Lines - PO Revisions

Access this report as follows:

1. In the Unfulfilled Requisitions report, click an Unfulfilled Lines value to open the Unfulfilled Requisition Lines Summary report.
2. In the Unfulfilled Requisition Lines Summary report, click a PO Revisions value.

This report lists each requisition line corresponding to the number of PO Revisions in the Unfulfilled Requisition Lines Summary report. Using this report, you can see whether a high number of purchase order or release revisions correlates with a particular kind

of requisition - for example, with a particular requester or item. This report contains the following columns:

- For information on the **Requisition Number, Line Number, Operating Unit, Requester, Requisition Approval Date, Processed Date, Item, Supplier, Amount, PO Number, and Operating Unit** columns, see Unfulfilled Requisition Lines, page 9-40.
- **PO Revisions:** See Unfulfilled Requisition Lines Summary, page 9-38. In this report, click the PO Revisions value to view the change history for the purchase order or release.

Recall that if you use the Archive on Print feature in Oracle Purchasing, then a revision to a purchase order may not be displayed yet because the purchase order has not yet been printed.

#### Unfulfilled Lines - Past Expected Date

Access this report by clicking a Lines Past Expected Date value in the Unfulfilled Requisitions report or by clicking the Past Expected Date value in the Unfulfilled Requisition Lines Summary report.

This report lists each requisition line that is unfulfilled past its expected date. This report contains the following columns:

- For information on the **Requisition Number, Line Number, Operating Unit, Requester, Requisition Approval Date, Processed Date, Item, Supplier, Amount, PO Number, and Operating Unit** columns, see Unfulfilled Requisition Lines, page 9-40.
- **Expected Date:** Promised Date on the corresponding purchase order or release shipment. If there is no Promised Date, then the Need-By Date on the purchase order or release shipment is used. If there is no Promised Date or Need-By Date (either the dates are not entered on the purchase order or release, or a purchase order or release has not yet been created), then the Need-By Date on the requisition line is used.

If Promised or Need-By dates are not available, then the requisition line is not included in this measure. (A purchase order for a non-master item, for example, does not require a Promised Date or Need-By Date. Need-By Date is optional on a requisition in Oracle Purchasing.)

#### Unfulfilled Lines - Pending Processing

Access this report as follows:

1. In the Unfulfilled Requisitions report, click an Unfulfilled Lines value to open the Unfulfilled Requisition Lines Summary report.
2. In the Unfulfilled Requisition Lines Summary report, click an Unfulfilled Lines Pending Processing value.

This report lists each unfulfilled requisition line that is also not processed. For information on the columns in this report, see Unfulfilled Requisition Lines, page 9-40.

#### Unfulfilled Lines - Processed Pending Fulfillment

Access this report as follows:

1. In the Unfulfilled Requisitions report, click an Unfulfilled Lines value to open the Unfulfilled Requisition Lines Summary report.

2. In the Unfulfilled Requisition Lines Summary report, click an Unfulfilled Lines Processed Pending Fulfillment value.

This report lists each unfulfilled requisition line that is processed, but not fulfilled. For information on the columns in this report, see Unfulfilled Requisition Lines, page 9-40.

### View By Item

To view reports by item, select a View By of Item in the report parameters, or click a category link in the report to see the items in that category. When viewing the reports by item, the following columns display:

- **Item, Description:** For master items, the item information is taken from the item master. For non-master items with a supplier item number, the item information is taken from the following sources, in order:
  - From the purchase order or release, if available.
  - From another existing purchase order or release in Oracle Purchasing with a matching supplier and supplier item number (specifically, the first matching purchase order or release that was ever collected when the programs were run to populate the reports).
  - From the requisition line.

For non-master items without supplier item numbers, the item information is taken from the purchase order or release, if available; if not available, it is taken from the unfulfilled requisition line.

For information on how items are grouped for display purposes, see Items, page 9-4.

- **UOM:** Unit of measure is taken from the purchase order or release shipment, if available; otherwise, it is taken from the unfulfilled requisition line. For information on how units of measure are handled, see Units of Measure (UOM), page 9-10.
- **Quantity:** Quantity is taken from the purchase order or release shipment, if available; otherwise, it is taken from the unfulfilled requisition line.

### Related Reports and Links

Procurement Status Dashboard, page 9-21

Procurement Performance Management Dashboard, page 9-43

Common Concepts for DBI for Procurement, page 9-1

### Additional Information

Common Concepts for Procurement Status and Procurement Performance Management, page 9-14

## Procurement Performance Management Dashboard

Use the Procurement Performance Management reports to help you manage your buyers and procurement activities:

- How are my buyers performing based on the number and purchase order amount of processed and fulfilled requisition lines?

- How long on average did it take for buyers to process an order, from requisition approval date to purchase order approval date? See Processed Requisitions, page 9-45.
- How long on average did it take for buyers to fulfill an order, from requisition approval date to receipt or invoice date? See Fulfilled Requisitions, page 9-54.
- What volume of purchase orders was created manually? See Processed Requisitions, page 9-45. See Fulfilled Requisitions, page 9-54.

## Dashboard Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Operating Unit**
- **Currency**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Link

This dashboard contains the following report regions:

- Procurement Performance Management KPIs, page 9-44
- Processed Requisitions, page 9-45
- Fulfilled Requisitions, page 9-54

## Additional Information

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

See also: Common Concepts for Procurement Status and Procurement Performance Management, page 9-14, Common Concepts for DBI for Procurement, page 9-1, and Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

## Procurement Performance Management KPIs

Key performance indicators (KPIs) for procurement performance management are described below.

## Report Headings and Calculations

These KPIs enable procurement managers to view how much work their organization is doing in volume and amount of processed requisitions, including how long on average it took to process the requisitions.

For more details on the following KPIs, see Processed Requisitions, page 9-45:

- **Processed Requisition Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, that are on an approved purchase order or release.
- **Processed Requisitions Amount:** Price \* Quantity.

Sum of the purchase order or release shipment amounts corresponding to each processed requisition line.

- **Processed Average Age (Days):** Number of Days to Process / Processed Requisition Lines.

Number of Days to Process is the sum of the number of days between the processed requisition line's last approval date and the last approval date of the corresponding purchase order or release shipment; this number is divided by the number of processed requisition lines. Both date and time (hours, minutes, seconds) are taken into account.

These KPIs enable procurement managers to measure the productivity of their organization by seeing the volume of fulfilled requisitions, including how long it took on average to fulfill the requisitions, from requisition approval to rendering of the goods or services.

For more details on the following KPIs, see *Fulfilled Requisitions*, page 9-54:

- **Fulfilled Requisition Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, whose corresponding purchase order or release shipments have been received within the receipt close tolerance percentage (if 3-Way or 4-Way matching is used), invoiced within the invoice close tolerance percentage (if 2-Way matching is used), or closed. The status of a fulfilled shipment is Closed for Receiving, Closed for Invoicing, or Closed.

- **Fulfilled Requisitions Amount:** Price \* Quantity.

Sum of the amounts on each purchase order or release shipment referenced by each fulfilled requisition line.

- **Fulfilled Average Age (Days):** Number of Days Pending / Fulfilled Requisition Lines.

Number of Days Pending is the sum of the number of days between the fulfilled requisition line's last approval date, and the receipt or invoice date; this number is divided by the number of fulfilled requisition lines. Both date and time (hours, minutes, seconds) are taken into account.

- **Percent Past Expected Date:** (Fulfilled Requisition Lines Past Expected Date / Fulfilled Requisition Lines) \* 100.

Percentage of fulfilled (received or invoiced) requisition lines that were fulfilled past the Promised Date or Need-By Date on the purchase order or release shipment, or past the Need-By Date on the requisition line, whichever is available.

## Related Reports and Links

Procurement Performance Management Dashboard, page 9-43

Common Concepts for DBI for Procurement, page 9-1

General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*

Key Performance Indicators, *Oracle Daily Business Intelligence User Guide*

## Processed Requisitions

The Processed Requisitions reports answer the following questions:

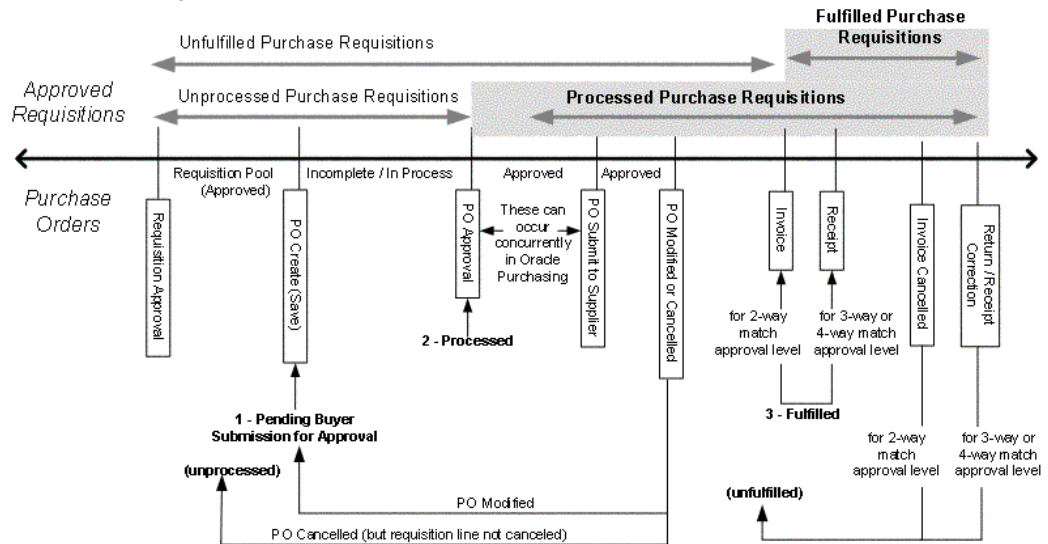
- What volume of requisitions, in amount and number of requisition lines, have been processed into approved purchase orders, planned purchase orders, or blanket releases?
- How long on average did the requisitions take to be processed?
- On average, did buyers process requisitions faster in the last 30 days than the previous 30 days?
- What percentage of the requisitions were processed manually? For example, was AutoCreate in Oracle Purchasing used to create the purchase order from the requisition line manually, rather than workflow creating the purchase order automatically?

The Processed Requisitions reports show approved requisition lines in Oracle iProcurement and Oracle Purchasing that are on approved standard purchase orders, planned purchase orders, or blanket purchase agreement releases. These reports enable procurement managers to view how much work their organization is doing in terms of volume and amount of requisitions processed. By viewing the volume of requisitions processed manually, managers can also determine whether increased automation might help processing time.

All approved purchase requisitions are included in the reports, including requisitions imported through Requisition Import, such as requisitions from Oracle Master Scheduling/MRP, Oracle Advanced Supply Chain Planning, or an external system. Internal requisitions and canceled, returned, or rejected requisitions are not included in the reports. Purchase orders or releases that were not created from a requisition do not display in these reports.

**Note:** Processed requisitions are a subset of fulfilled requisitions. Therefore, the number of processed requisitions and fulfilled requisitions do not add up to the total number of such requisitions. For example, the number of fulfilled requisitions includes some processed requisitions. To see the number or amount of processed requisition lines that are not yet fulfilled, see Unfulfilled Requisitions, page 9-34. (There are a few exceptions to this subsetting: Oracle Services Procurement line types and consigned purchase order lines are included in the processed and unprocessed reports, but excluded from the fulfilled and unfulfilled reports.)

## Processed Requisitions



The diagram above shows the basic concepts of when approved requisitions are considered processed (on an approved purchase order) and fulfilled (received or invoiced). See: Fulfilled Requisitions, page 9-54 for details on fulfillment.

**Note:** For complete details on the impact of canceled or modified purchase orders, invoices, or receipts, see Common Concepts for Procurement Status and Procurement Performance Management, page 9-14.

## Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Operating Unit**
- **Currency**
- **Buyer**
- **Requester**
- **Supplier**
- **Category**
- **Item**
- **Organization**
- **Aging:** This parameter appears in some reports. Select a value to see requisition lines that took a certain number of days to process, from last requisition approval date and time to last purchase order or release shipment approval date and time - for example, requisitions that took 0-2 days to process. See the next section for details on the Aging buckets.

For more information on how parameters (including rolling time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

See also Data Obtained First from Purchase Orders, page 9-16.

## Report Headings and Calculations

The Processed Requisitions reports use the processed date (latest purchase order or release approval date) to determine in which time period to report the processed requisition information. Therefore, the reports show you the requisitions in the time period that they were processed. If a purchase order or release is modified (unapproving it and placing it in a Requires Reapproval status), then the corresponding requisition line is no longer considered processed. Once the modified purchase order or release is reapproved, the requisition line is once again considered processed; the requisition line now appears in the time period according to this new (latest) approval date.

In the reports, Price is the price on the purchase order for the item being purchased. Quantity is the distribution quantity from the purchase order line for the item being purchased, adjusted for any quantity that has been canceled.

### Processed Requisitions (Report)

This report contains the following columns:

- **Buyer** from the purchase order or release. See DBI for Procurement Parameters, page 9-1.
- **Processed Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, that are on an approved purchase order or release.

**Note:** Lines are not considered processed until the corresponding purchase order or release has been approved.

- **Change:**  $((\text{Current Processed Lines} - \text{Prior Processed Lines}) / \text{Absolute Value of Prior Processed Lines}) * 100$ .

Percent change in the number of processed lines between the current and previous time periods. For complete information on change comparisons, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Manual Lines:** Number of processed requisition lines that were manually turned into purchase orders or releases in Oracle Purchasing.

Manual methods in Oracle Purchasing are manually entering the standard purchase order or release, using the Copy Document functionality to create the purchase order, using AutoCreate, and creating the document as an award in Oracle Sourcing.

Automatic methods in Oracle Purchasing are a purchase order or release that was created through the Purchasing Documents Open Interface, a release that was created by the Create Releases process, a purchase order or release that was created by the PO Create Documents workflow, and a purchase order or release that was created by the Create Consumption Advice process in Oracle Inventory for consigned inventory.

- **Manual Lines Rate:** Manual Lines / Processed Lines.

Percentage of processed lines that were manually turned into purchase orders or releases in Oracle Purchasing.

- **Change:** Current Manual Lines Rate - Prior Manual Lines Rate.





## Processed Requisition Lines Summary

Access this report by clicking a Processed Lines value in the Processed Requisitions report. For information on the columns in this report, see Processed Requisitions (Report), page 9-48.

## Processed Requisitions Amount

Access this report by clicking a Processed Amount value in the Processed Requisitions report. This report contains the following columns:

- For information on the **Processed Amount** and **Change** columns, see Processed Requisitions (Report), page 9-48.
- **Manual Amount:** Price \* Quantity.  
Sum of the amounts on each purchase order or release shipment, for each processed requisition line that was manually turned into a purchase order or release in Oracle Purchasing.  
Manual methods in Oracle Purchasing are manually entering the standard purchase order or release, using the Copy Document functionality to create the purchase order, using AutoCreate, and creating the document as an award in Oracle Sourcing.
- **Manual Amount Rate:** (Manual Amount / Processed Amount) \* 100.  
Percentage of the processed line amount that was a manually created amount.
- **Change:** Current Manual Amount Rate - Prior Manual Amount Rate.  
Change in the manual amount rate between the current and previous time periods. For complete information on change comparisons, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.
- **Processed Amount by Age 0-2 Days:** Price \* Quantity.  
Processed Amount where the number of days between the last requisition approval date and the last purchase order or release shipment approval date is between 0 and 2 days.  
Both date and time are taken into account. For example, the last requisition approval date and time for a processed line is 01-January 13:00. The last approval date of the corresponding purchase order shipment is 04-January 10:00. In this example, the line took 2 days, 21 hours, or 2.875 days, to process. In this example, the processed line is placed in the 0-2 Days bucket.  
**Note:** Oracle Daily Business Intelligence enables your administrator to configure the days buckets. By default, the buckets are 0-2, 3-13, and 14+; however, your company may have set up different buckets. Information on buckets setup is in the *Oracle Daily Business Intelligence Implementation Guide*.  
See also Last Approval Dates, page 9-53.
- **Processed Amount by Age 3-13 Days:** Price \* Quantity.  
Processed Amount where the number of days between the last requisition approval date and time and the last purchase order or release shipment approval date and time is between 3 and 13 days. See the description above.
- **Processed Amount by Age 14+ Days:** Price \* Quantity.

Processed Amount where the number of days between the last requisition approval date and time and the last purchase order or release shipment approval date and time is 14 or more days. See the description above.

### Processed Requisitions Aging

Access this report by clicking an Average Age (Days) value in the Processed Requisitions report. This report contains the following columns:

- For information on the **Average Age (Days)**, **Change**, **Processed Lines**, **Change**, **Manual Lines**, **Manual Lines Rate**, and **Change** columns, see Processed Requisitions (Report), page 9-48.
- **Processed Lines by Age 0-2 Days:** Number of processed requisition lines where the number of days between the last requisition approval date and time and the last purchase order or release shipment approval date and time is between 0 and 2 days. These lines correspond to the Processed Amount by Age 0-2 Days, above.
- **Processed Lines by Age 3-13 Days:** Number of processed requisition lines where the number of days between the last requisition approval date and time and the last purchase order or release shipment approval date and time is between 3 and 13 days. These lines correspond to the Processed Amount by Age 3-13 Days, above.
- **Processed Lines by Age 14+ Days:** Number of processed requisition lines where the number of days between the last requisition approval date and time and the last purchase order or release shipment approval date and time is 14 or more days. These lines correspond to the Processed Amount by Age 14+ Days, above.

### Processed Lines Automation Trend

This report contains the following columns:

- For information on the **Processed Lines**, **Change**, **Manual Lines**, and **Change** columns, see Processed Requisitions (Report), page 9-48.
- **Automated Lines:** Number of processed requisition lines that were automatically turned into purchase orders or releases in Oracle Purchasing.

Automatic methods in Oracle Purchasing are a purchase order or release that was created through the Purchasing Documents Open Interface, a release that was created by the Create Releases process, a purchase order or release that was created by the PO Create Documents workflow, and a purchase order or release that was created by the Create Consumption Advice process in Oracle Inventory for consigned inventory.

- **Change:**  $((\text{Current Automated Lines} - \text{Prior Automated Lines}) / \text{Absolute Value of Prior Automated Lines}) * 100$ .

Percent change in the number of automated lines between the current and previous time periods. For complete information on change comparisons, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

### Processed Requisitions Amount Trend

Access this report by clicking the Processed Amount Trend graph title on the Procurement Performance Management dashboard. This report contains the following columns:

- For information on the **Processed Amount** and **Change** columns, see Processed Requisitions (Report), page 9-48.

- For information on the **Manual Amount**, **Manual Amount Rate**, and **Change** columns, see Processed Requisitions Amount, page 9-50.

### Processed Average Age Trend

For information on the columns in this report, see Processed Requisitions (Report), page 9-48.

### Processed Requisition Lines

This report lists each processed requisition line. This report contains the following columns:

- **Requisition Number** for the processed requisition line. Click the Requisition Number to view the requisition. (Click Back on your browser to return to the report.)
- **Line Number** of the processed requisition line.
- **Operating Unit** in which the requisition was created.
- **Requester** on the requisition. (This is the requester from the Requester field, who is not always the same person as the requisition preparer.)
- **Requisition Approval Date:** Last approval date of the requisition line.
- **Processed Date:** Last approval date of the purchase order or release shipment corresponding to the requisition line. If the requisition line is not yet on an approved purchase order or release shipment, then this measure displays N/A.
- **Fulfilled Date:** Date that the purchase order or release shipment corresponding to the requisition line was fully received within the receipt close tolerance percentage (if 3-Way or 4-Way matching is used in Oracle Purchasing), fully invoiced within the invoice close tolerance percentage (if 2-Way matching is used), or closed. The status of a fulfilled shipment is Closed for Receiving, Closed for Invoicing, or Closed. Specifically, the Receipt Date of the final receipt is used for 3-Way or 4-Way matching; the Invoice Date is used for 2-Way matching; or the date the shipment was closed manually. If the purchase order or release shipment corresponding to the requisition line has not yet been fulfilled (received or invoiced), then this measure displays N/A.
- **Item** number from the item master for master items. For non-master items, this is the item number from the purchase order or release, if available; otherwise, the item is taken from another purchase order or release that uses the same supplier item number and supplier. If no purchase order or release is available, then the item number is taken from the requisition.
- **Supplier** from the purchase order.
- **Amount:** Price \* Quantity.  
Purchase order or release shipment amount corresponding to the processed requisition line.
- **PO Number:** Number of the purchase order or release on which the requisition line has been placed. For releases, the PO Number is the blanket purchase agreement number, appended with the release number. For example, if the PO Number is 504-1, the blanket purchase agreement number is 504; the release against that agreement is numbered 1. Click the PO Number to view the purchase order or release.

If you have trouble viewing the document, then see Viewing Purchase Orders, Requisitions, and Sourcing Documents, page 9-18.

- **Operating Unit** in which the purchase order or release was created. (For purchase orders that reference global blanket agreements, the purchase order may be created in a different operating unit than the requisition.)

### Processed Requisition Lines - Manual

Access this report as follows:

1. In the Processed Requisitions report, click a Processed Lines value to open the Processed Requisition Lines Summary report.
2. In the Processed Requisition Lines Summary report, click a Manual Lines value.

This report lists each requisition line that was processed manually. For a definition of Manual Lines, see Processed Requisitions (Report), page 9-48. For information on the columns in the Processed Requisition Lines - Manual report, see Processed Requisition Lines, above.

### View By Item

To view reports by item, select a View By of Item in the report parameters, or click a category link in the report to see the items in that category. When viewing the reports by item, the following columns display:

- **Item, Description:** For master items, the item information is taken from the item master. For non-master items, the item information is taken from the purchase order or release.
- **UOM:** Unit of measure is taken from the purchase order or release shipment. For information on how units of measure are handled, see Units of Measure (UOM), page 9-10.
- **Quantity:** Quantity is taken from the purchase order or release shipment.

For information on how items are grouped for display purposes, see Items, page 9-4.

### Related Reports and Links

Procurement Status Dashboard, page 9-21

Procurement Performance Management Dashboard, page 9-43

Common Concepts for DBI for Procurement, page 9-1

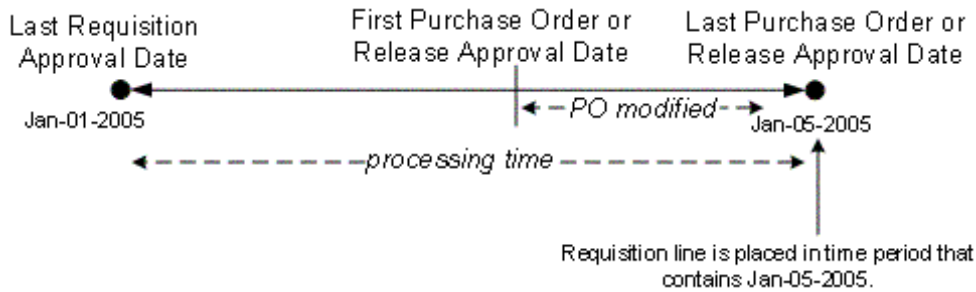
### Additional Information

Common Concepts for Procurement Status and Procurement Performance Management, page 9-14

### Last Approval Dates

In the average age (days) calculations, both the latest purchase order or release approval date and latest requisition approval date are taken into account. For example, a modified requisition, which becomes unapproved, may take time waiting for approval in the requester's approval hierarchy. This time should not be (and is not) included in the buyer's processing time. Once the requisition is reapproved, then it assumes the later approval date.

### Processing Time



The diagram above shows that the latest requisition approval date is used to determine the start of the processing time. The latest purchase order or release approval date is used to determine the completion of the processing time. The processed requisition is placed in the time period of the processed date (last purchase order or release approval date).

## Fulfilled Requisitions

The Fulfilled Requisitions reports answer the following questions:

- What volume of requisitions, in amount and number of requisition lines, have been fulfilled (received or invoiced)?
- How long on average did the requisitions take to be fulfilled?
- Did the average fulfillment time occur faster in the last 30 days than in the previous 30 days?
- What percentage of requisition lines were fulfilled late (past their need-by or promised date)?
- What percentage of the requisitions were processed manually? For example, was AutoCreate in Oracle Purchasing used to create the purchase order from the requisition line manually, rather than workflow creating the purchase order automatically?

The Fulfilled Requisitions reports show approved requisition lines in Oracle iProcurement and Oracle Purchasing that have been fulfilled by a receipt or invoice. (How the receipt or the invoice qualifies for fulfillment is discussed in detail later below.) These reports enable procurement managers to measure the productivity of their organization by seeing how long it took on average to fulfill requisitions, from requisition approval to rendering of the goods or services. If managers have a target fulfillment time, they can compare the actual average fulfillment time with the target. By viewing the volume of requisitions processed manually, they can also determine whether increased automation might help fulfillment time.

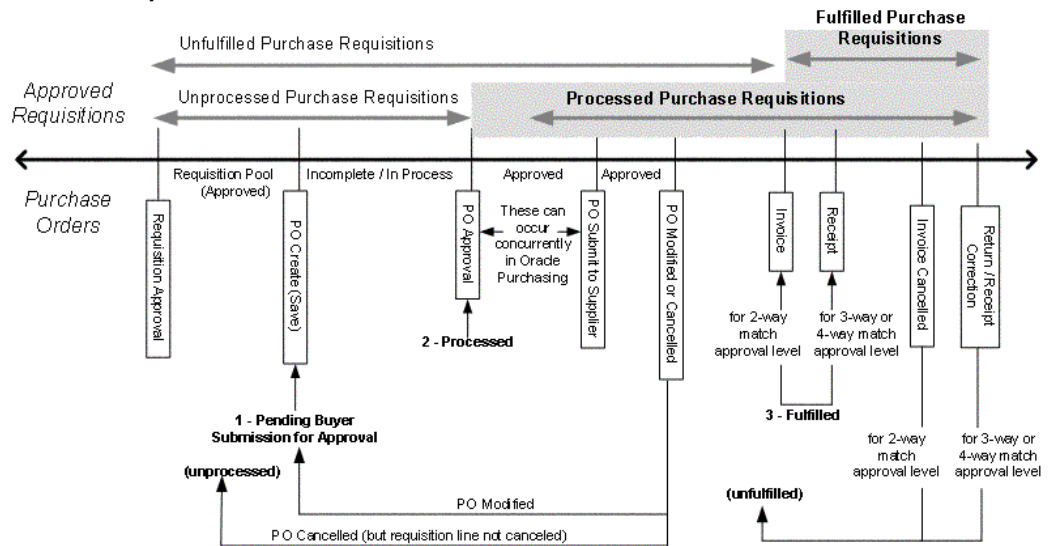
All approved purchase requisitions are included in the reports, including requisitions imported through Requisition Import, such as requisitions from Oracle Master Scheduling/MRP, Oracle Advanced Supply Chain Planning, or an external system. Internal requisitions and canceled, returned, or rejected requisitions are not included in the reports. Purchase orders or releases that were not created from a requisition do not display in these reports.

**Note:** Processed requisitions are a subset of fulfilled requisitions. Therefore, the number of processed requisitions and fulfilled requisitions do not add up to the total number of such requisitions. For example, the

number of fulfilled requisitions includes processed requisitions. (There are a few exceptions to this subsetting: Oracle Services Procurement line types and consigned purchase order lines are included in the processed and unprocessed reports, but excluded from the fulfilled and unfulfilled reports.)

The terms "purchase order" and "release" in this report refer to standard purchase orders, planned purchase orders, and blanket purchase agreement releases.

### Fulfilled Requisitions



The diagram above shows the basic concepts of when approved requisitions are considered processed (on an approved purchase order) and fulfilled (received or invoiced). See: Processed Requisitions, page 9-45 for details on those requisitions.

**Note:** For complete details on the impact of canceled or modified purchase orders, invoices, or receipts, see Common Concepts for Procurement Status and Procurement Performance Management, page 9-14.

### Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- Operating Unit
- Currency
- Buyer
- Requester
- Supplier
- Category
- Item

- **Organization**
- **Aging:** This parameter appears in some reports. Select a value to see requisition lines that were fulfilled past their expected date (Promised Date or Need-By date on the purchase order or release, or Need-By date on the requisition, whichever is available) - for example, past the expected date by 0-7 days. See the next section for details on the Aging buckets and the Expected Date.

For more information on how parameters (including rolling time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

See also Data Obtained First from Purchase Orders, page 9-16.

## Report Headings and Calculations

The Fulfilled Requisitions reports use the fulfilled date to determine in which time period to report the fulfilled requisition information. The fulfilled date is the date that the corresponding receipt or invoice was created. (See description of Fulfilled Date in Fulfilled Requisition Lines, page 9-61.) Therefore, the reports show you the requisitions in the time period that they were fulfilled. For example, if an invoice is canceled, then the corresponding requisition line is no longer considered fulfilled if a 2-way match approval level is used. Once the corresponding purchase order or release shipment is invoiced, the requisition line is once again considered fulfilled; however, the requisition line appears in the time period according to this new (latest) fulfilled date.

In the reports, Price is the price on the purchase order for the item being purchased. Quantity is the distribution quantity from the purchase order line for the item being purchased, adjusted for any quantity that has been canceled.

### Fulfilled Requisitions (Report)

This report contains the following columns:

- **Buyer** from the purchase order or release. See DBI for Procurement Parameters, page 9-1.
- **Fulfilled Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, that have been received or invoiced. For purchase order or release shipments for which a 2-Way match approval level is selected, the corresponding requisition line is fulfilled when the shipment is fully invoiced within the invoice close tolerance percentage (it is in a Closed for Invoicing status) or the shipment is closed (it is in a Closed status). For purchase order or release shipments for which a 3-Way or 4-Way match approval level is selected, the corresponding requisition line is fulfilled when the shipment is fully received within the receipt close tolerance percentage (it is in a Closed for Receiving status) or the shipment is closed (it is in a Closed status). For example, the shipment is for a quantity of 10, the receipt close tolerance is 10%, and the match approval level on the shipment is 3-way or 4-way. Receiving 9 of the 10 fulfills the shipment; receiving 8 of 10 does not.

The following table provides a summary:



Match Approval Level	Closed for Receiving?	Closed for Invoicing?	Closed?	Fulfilled?
3-Way or 4-Way	Yes	No	No	Yes
3-Way or 4-Way	No	Yes	No	No
3-Way or 4-Way	Yes *	Yes	No	Yes
3-Way or 4-Way	No	No	Yes	Yes
2-Way	Yes	No	No	No
2-Way	No	Yes	No	Yes
2-Way	Yes	Yes *	No	Yes
2-Way	No	No	Yes	Yes

\* The line is considered fulfilled because this value is Yes.

The Match Approval Level comes from the purchase order shipment, which in turn is defaulted from other levels in Oracle Purchasing, such as the Suppliers window. The invoice and receipt close tolerance percentages come from the purchase order shipment, which in turn are defaulted from other levels such as the Purchasing Options window in Oracle Purchasing. For details, see *Entering Purchase Order Shipments*, *Oracle Purchasing User's Guide* and *Receiving Controls, Options, and Profiles*, *Oracle Purchasing User's Guide*.

- **Change:**  $((\text{Current Fulfilled Lines} - \text{Prior Fulfilled Lines}) / \text{Absolute Value of Prior Fulfilled Lines}) * 100$ .

Percent change in the number of fulfilled requisition lines between the current and previous time periods. For complete information on change comparisons, see: *General Dashboard Behavior*, *Oracle Daily Business Intelligence User Guide*.

- **Manual Lines:** Number of fulfilled requisition lines that were manually turned into purchase orders or releases in Oracle Purchasing.

Manual methods in Oracle Purchasing are manually entering the standard purchase order or release, using the Copy Document functionality to create the purchase order, using AutoCreate, and creating the document as an award in Oracle Sourcing.

Automatic methods in Oracle Purchasing are a purchase order or release that was created through the Purchasing Documents Open Interface, a release that was created by the Create Releases process, a purchase order or release that was created by the PO Create Documents workflow, and a purchase order or release that was created by the Create Consumption Advice process in Oracle Inventory for consigned inventory.

- **Manual Lines Rate:** Manual Lines / Fulfilled Lines.

Percentage of fulfilled lines that were manually turned into purchase orders or releases in Oracle Purchasing.

- **Change:** Current Manual Lines Rate - Prior Manual Lines Rate.

Change in the manual lines rate between the current and previous time periods. For complete information on change comparisons, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Percent Past Expected Date:** (Fulfilled Lines Past Expected Date / Fulfilled Lines) \* 100.

Percentage of fulfilled requisition lines that were fulfilled past the Promised Date and time on the corresponding purchase order or release shipment. If there is no Promised Date, then the Need-By Date on the purchase order or release shipment is used. If there is no Promised Date or Need-By Date, then the Need-By Date on the requisition line is used. If none of these dates is available, then the requisition line is not counted in this measure. (A purchase order for a non-master item, for example, does not require a Promised Date or Need-By Date. Need-By Date is optional on a requisition in Oracle Purchasing.)

Specifically, this is the percentage of fulfilled lines whose fulfilled date is past the expected date. (See Fulfilled Requisition Lines, page 9-61 for a complete description of Fulfilled Date.)

- **Fulfilled Amount:** Price \* Quantity.

Sum of the amounts on each purchase order or release shipment referenced by each fulfilled requisition line. This amount corresponds to the number of Fulfilled Lines.

- **Change:** ((Current Fulfilled Amount - Prior Fulfilled Amount) / *Absolute Value of Prior Fulfilled Amount*) \* 100.

Percent change in the fulfilled amount between the current and previous time periods. For complete information on change comparisons, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Average Age (Days):** Number of Days to Fulfill / Fulfilled Lines.

Number of Days to Fulfill is the sum of the number of days between the fulfilled requisition line's last approval date and the fulfilled date of the corresponding purchase order or release shipment, taking time (hours, minutes, seconds) into account. This number is divided by the number of fulfilled requisition lines, and the resulting number is rounded to one decimal place. See Fulfilled Requisition Lines, page 9-61 for a complete description of Fulfilled Date.

For example, the following fulfilled requisition lines have the following approval dates and times:

Fulfilled Requisition Line	Last Requisition Approval Date	Fulfilled Date	Day/Time Difference
1	10-May 08:00	12-May 13:00	2 days, 5 hours = 2.2083
3	12-May 12:00	12-May 10:00	0 days, 22 hours = .9166
5	13-May 14:00	17-May 06:00	3 days, 16 hours = 3.6666

Time is converted into decimals of a day. In this example, the average age in days is (2.2083 + .9166 + 3.6666) / 3 Fulfilled Lines = 6.7915 / 3 = 2.2638 = 2.3.

**Note:** To simplify this example, the time difference is truncated to the fourth decimal place; however, in the actual calculations, only the final result is rounded. For example, the actual calculations use .91666666666666666666666666666667, but this example uses .9166.

See also *Average Age*, page 9-20.

### Fulfilled Requisition Lines Summary

Access this report by clicking a Fulfilled Lines value in the Fulfilled Requisitions report. This report contains the following columns:

- For information on the **Fulfilled Lines, Change, Manual Lines, Manual Lines Rate, and Change** columns, see Fulfilled Requisitions (Report), page 9-56.
- **Past Expected Date:** Number of fulfilled lines that were fulfilled (received or invoiced) past the Promised Date on the corresponding purchase order or release shipment. If there is no Promised Date, then the Need-By Date on the purchase order or release shipment is used. If none of these dates is available, then the requisition line is not counted in this measure. (A purchase order for a non-master item, for example, does not require a Promised Date or Need-By Date. Need-By Date is optional on a requisition in Oracle Purchasing.)

Specifically, these are the fulfilled lines whose fulfilled date is past the expected date. (See Fulfilled Requisition Lines, page 9-61 for a complete description of Fulfilled Date.)

- **Percent Past Expected Date** (see Fulfilled Requisitions (Report), page 9-56).

### Fulfilled Requisitions Amount

Access this report by clicking a Fulfilled Amount value in the Fulfilled Requisitions report. This report contains the following columns:

- For information on the **Fulfilled Amount** and **Change** columns, see Fulfilled Requisitions (Report), page 9-56.
- **Manual Amount:** Price \* Quantity.

Sum of the purchase order or release shipment amounts corresponding to fulfilled lines that were manually placed on the purchase order or release. This amount corresponds to the number of Manual Lines described in Fulfilled Requisitions (Report), page 9-56.

- **Manual Amount Rate:**  $(\text{Manual Amount} / \text{Fulfilled Amount}) * 100$ .

Percentage of the fulfilled line amount that was a manually created amount.

- **Change:** Current Manual Amount Rate - Prior Manual Amount Rate.

Change in the manual amount rate between the current and previous time periods. For complete information on change comparisons, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Fulfilled Amount by Age 0-7 Days:** Price \* Quantity.

Purchase order or release shipment amount of fulfilled lines that took between 0 and 7 days to fulfill. That is, the number of days between the last requisition approval date and time and the fulfilled date and time was between 0 and 7 days. See Fulfilled Requisition Lines, page 9-61 for a complete description of Fulfilled Date.

Both date and time are taken into account. For example, the last requisition approval date and time is 01-January 13:00. The fulfilled date is 09-January 10:00. In this example, the line took 7 days, 21 hours, or 7.875 days, to fulfill. In this example, the fulfilled line is placed in the 0-7 Days bucket.

**Note:** Oracle Daily Business Intelligence enables your administrator to configure the days buckets. By default, the buckets are 0-2, 3-13, and 14+; however, your company may have set up different buckets. Information on buckets setup is in the *Oracle Daily Business Intelligence Implementation Guide*.

- **Fulfilled Amount by Age 8-13 Days:** Price \* Quantity.

Fulfilled Amount where the number of days between the last requisition approval date and time and the fulfilled (receipt or invoice) date and time is between 8 and 13 days. See the description above.

- **Fulfilled Amount by Age 14+ Days:** Price \* Quantity.

Fulfilled Amount where the number of days between the last requisition approval date and time and the fulfilled (receipt or invoice) date and time is 14 or more days. See the description above.

#### Fulfilled Requisitions Aging

Access this report by clicking an Average Age (Days) value in the Fulfilled Requisitions report. This report contains the following columns:

- **Average Age (Days)** (see Fulfilled Requisitions (Report), page 9-56).
- **Change:** Current Average Age (Days) - Prior Average Age (Days).  
Change in the average age between the current and previous time periods. For complete information on change comparisons, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.
- For information on the **Fulfilled Lines**, **Change**, **Manual Lines**, **Manual Lines Rate**, and **Change** columns, see Fulfilled Requisitions (Report), page 9-56.
- **Fulfilled Lines by Age 0-7 Days:** Number of fulfilled lines that took between 0 and 7 days to fulfill. That is, the number of days between the last requisition approval date and time and the fulfilled date and time was between 0 and 7 days. This number of lines corresponds to Fulfilled Amount by Age 0-7 Days, above.
- **Fulfilled Lines by Age 8-13 Days:** Number of fulfilled lines that took between 8 and 13 days to fulfill. That is, the number of days between the last requisition approval date and time and the fulfilled date and time was between 8 and 13 days. This number of lines corresponds to Fulfilled Amount by Age 8-13 Days, above.
- **Fulfilled Lines by Age 14+ Days:** Number of fulfilled lines that took 14 or more days to fulfill. That is, the number of days between the last requisition approval date and time and the fulfilled date and time was 14 or more days. This number of lines corresponds to Fulfilled Amount by Age 14+ Days, above.

#### Fulfilled Lines Automation Trend

This report contains the following columns:

- For information on the **Fulfilled Lines**, **Change**, **Manual Lines**, and **Change** columns, see Fulfilled Requisitions (Report), page 9-56.

- **Automated Lines:** Number of fulfilled requisition lines that were automatically turned into purchase orders or releases in Oracle Purchasing.

Automatic methods in Oracle Purchasing are a purchase order or release that was created through the Purchasing Documents Open Interface, a release that was created by the Create Releases process, a purchase order or release that was created by the PO Create Documents workflow, and a purchase order or release that was created by the Create Consumption Advice process in Oracle Inventory for consigned inventory.

- **Change:**  $((\text{Current Automated Lines} - \text{Prior Automated Lines}) / \text{Absolute Value of Prior Automated Lines}) * 100$

Percent change in the number of automated lines between the current and previous time periods. For complete information on change comparisons, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

### Fulfilled Requisitions Amount Trend

Access this report by clicking the Fulfilled Amount Trend graph title on the Procurement Performance Management dashboard. This report contains the following columns:

- For information on the **Fulfilled Amount** and **Change** columns, see Fulfilled Requisitions (Report), page 9-56.
- For information on the **Manual Amount**, **Manual Amount Rate**, and **Change** columns, see Fulfilled Requisitions Amount, page 9-59.

### Percent Fulfilled Past Expected Date Trend

This report contains the following columns:

- **Percent Fulfilled Past Expected Date** (see Percent Past Expected Date in Fulfilled Requisitions (Report), page 9-56).
- **Change:**  $\text{Current Percent Fulfilled Past Expected Date} - \text{Prior Percent Fulfilled Past Expected Date}$

Change in the average age between the current and previous time periods. For complete information on change comparisons, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

### Fulfilled Requisition Lines

This report contains the following columns:

- **Requisition Number** for the fulfilled requisition line. Click the Requisition Number to view the requisition. (Click Back on your browser to return to the report.)
- **Line Number** of the fulfilled requisition line.
- **Operating Unit** in which the requisition was created.
- **Requester** on the requisition. (This is the requester from the Requester field, who is not always the same person as the requisition preparer.)
- **Requisition Approval Date:** Last approval date of the requisition line.
- **Processed Date:** Last approval date of the purchase order or release shipment corresponding to the requisition line.
- **Fulfilled Date:** Date that the purchase order or release shipment corresponding to the requisition line was fully received within the receipt close tolerance percentage

(if 3-Way or 4-Way matching is used in Oracle Purchasing), fully invoiced within the invoice close tolerance percentage (if 2-Way matching is used), or closed. The status of a fulfilled shipment is Closed for Receiving, Closed for Invoicing, or Closed. Specifically, the Fulfilled Date is the Receipt Date of the final receipt that fully receives the shipment within the tolerance, if 3-Way or 4-Way matching is used; the Invoice Date of the purchase order-matched invoice, if 2-Way matching is used; or the date the shipment was closed manually.

- **Item** number from the item master, for master items. For non-master items, this is the item number from the purchase order or release, if available; otherwise, the item is taken from another purchase order or release that uses the same supplier item number and supplier. If no purchase order or release is available, then the item number is taken from the requisition.
- **Supplier** from the purchase order or release.
- **Amount:** Price \* Quantity.

Purchase order or release shipment amount corresponding to the fulfilled requisition line.

- **PO Number:** Number of the purchase order or release on which the requisition line has been placed. For releases, the PO Number is the blanket purchase agreement number, appended with the release number. For example, if the PO Number is 504-1, the blanket purchase agreement number is 504; the release against that agreement is numbered 1. Click the PO Number to view the purchase order or release.

If you have trouble viewing the document, then see Viewing Purchase Orders, Requisitions, and Sourcing Documents, page 9-18.

- **Operating Unit** in which the purchase order or release was created. (For purchase orders that reference global blanket agreements, the purchase order may be created in a different operating unit than the requisition.)

#### Fulfilled Requisition Lines - Manual

Access this report by clicking a Manual Lines value in the Fulfilled Requisitions report.

This report lists each requisition line that was fulfilled manually. See the description of Manual Lines in Fulfilled Requisitions (Report), page 9-56 for what constitutes manual requisition lines.

For information on the columns in this report, see Fulfilled Requisition Lines, above.

#### Fulfilled Lines - Past Expected Date

Access this report by clicking a Percent Past Expected Date value in the Fulfilled Requisitions report.

This report lists each requisition line that was fulfilled past its expected date.

This report contains the following columns:

- For information on the **Requisition Number, Line Number, Operating Unit, Requester, Requisition Approval Date, Processed Date, and Fulfilled Date** columns, see Fulfilled Requisition Lines, page 9-61.
- **Expected Date:** Promised Date on the corresponding purchase order or release shipment. If there is no Promised Date, then the Need-By Date on the purchase order or release shipment is used. If there is no Promised Date or Need-By Date, then the

Need-By Date on the requisition line is used. If none of these dates is available, then the requisition line is not included in this report. (A purchase order for a non-master item, for example, does not require a Promised Date or Need-By Date. Need-By Date is optional on a requisition in Oracle Purchasing.)

- For information on the **Item, Supplier, Amount, PO Number, and Operating Unit** columns, see Fulfilled Requisition Lines, page 9-61.

### View By Item

To view reports by item, select a View By of Item in the report parameters, or click a category link in the report to see the items in that category. When viewing the reports by item, the following columns display:

- **Item, Description:** For master items, the item information is taken from the item master. For non-master items, the item information is taken from the purchase order or release.

For information on how items are grouped for display purposes, see Items, page 9-4.

- **UOM:** Unit of measure is taken from the purchase order or release shipment. For information on how units of measure are handled, see Units of Measure (UOM), page 9-10.
- **Quantity:** Quantity is taken from the purchase order or release shipment.

### Related Reports and Links

Procurement Status Dashboard, page 9-21

Procurement Performance Management Dashboard, page 9-43

Common Concepts for DBI for Procurement, page 9-1

### Additional Information

Common Concepts for Procurement Status and Procurement Performance Management, page 9-14

If a shipment is first closed for receiving (in a 3-way or 4-way match) or closed for invoicing (in a 2-way match), and then the shipment is closed manually, then the earlier of the two dates is the Fulfilled Date. For example:

1. Invoice a 2-Way matched shipment completely. The shipment is Closed for Invoicing. It is included in the Fulfilled Requisitions reports. Its Fulfilled Date is the date that the shipment became Closed for Invoicing.
2. Close the shipment manually. Shipment status is now Closed, which implicitly means that the shipment is also Closed for Receiving. The Fulfilled Date is still the date corresponding to step 1, when the shipment was originally Closed for Invoicing.
3. Cancel the invoice. Shipment status is now Closed for Receiving (since the Closed for Invoicing status is no longer true).
4. Since it is a 2-way match shipment, the shipment is no longer considered fulfilled. (The shipment is neither Closed nor Closed for Invoicing.) The shipment is included in the Unfulfilled Requisitions reports.
5. If this shipment is later matched to another invoice within tolerance, then it again becomes fulfilled and displays in the Fulfilled Requisitions reports. In this case the later Fulfilled Date is used.

This example demonstrates that if a shipment is closed twice, but is still considered fulfilled, then the earlier date is used as the Fulfilled Date. Alternatively, if for any reason the shipment becomes unfulfilled, but fulfilled again later, then the later Fulfillment Date is used.

## Procurement Management Dashboard

Use the Procurement Management reports for the following:

- Monitor key performance measures, such as the percentage of non-contract purchases to total purchases, and compare them across operating units.
- Observe purchasing trends including top suppliers, categories, and items.
- Identify maverick purchases (contract leakage) to manage compliance.
- Measure the percentage of the total invoice amount that is processed and controlled by the purchasing organization.

These reports are available to the Procurement Manager role.

## Dashboard Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Operating Unit**
- **Currency**

For more information on how parameters (including time periods) affect the results on dashboards, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

This dashboard contains the following report regions:

- Procurement KPIs, page 9-65
- Non-Contract Purchases, page 9-66
- Contract Leakage, page 9-69
- PO Purchases, page 9-78
- Payables Leakage, page 9-80

## Additional Information

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

See also: Common Concepts for DBI for Procurement, page 9-1.



## Procurement KPIs

Key performance indicators (KPIs) in procurement are described in this section.

If you select the primary currency in the Currency parameter, each KPI graphically compares all operating units using the primary currency. (If your company set up a secondary currency, that currency is additionally available for comparing data in a secondary currency.) If you choose a functional currency, which is associated with an operating unit, the KPIs show data only for the selected operating unit, in that currency. When you choose the functional currency, the comparison between operating units is not displayed.

For more information on operating unit and currency, see DBI for Procurement Parameters, page 9-1. For more information on the KPIs, see Key Performance Indicators, *Oracle Daily Business Intelligence User Guide*.

### Report Headings and Calculations

- **Non-Contract Purchases Rate:**  $(\text{Non-Contract Purchases Amount} / \text{PO Purchases Amount}) * 100$ .

Percent of non-contract purchases to the total purchase amount. Non-contract purchases occur when, for an item purchased on a standard purchase order, there was no negotiated pricing (no blanket purchase agreement or Oracle iProcurement catalog item entry) in place. See also: Non-Contract Purchases, page 9-66, PO Purchases, page 9-78.

Use this KPI to measure the percentage of purchases made without any contract being in place. A lower rate is desirable.

- **Contract Leakage Rate:**  $(\text{Leakage Amount} / \text{PO Purchases Amount}) * 100$ .

Percentage of contract leakage to the total purchase amount. Contract leakage occurs when, for an item purchased on a standard purchase order, a blanket purchase agreement was in effect that could have been used instead. See also: Contract Leakage, page 9-69, PO Purchases, page 9-78.

Use this KPI to measure the percentage of purchases that are made off-contract. A lower rate is desirable.

- **PO Purchases Growth Rate:**  $((\text{PO Purchases Amount Current Period} - \text{PO Purchases Amount Previous Period}) / \text{PO Purchases Amount Previous Period}) * 100$ .

Percent increase or decrease in the total purchase amount between the current and previous time periods. See also: PO Purchases, page 9-78.

Use this KPI to identify increases or decreases in the total purchase amount.

- **Payables Leakage Rate:**  $(\text{Leakage Amount} / \text{Invoice Amount}) * 100$ .

Invoice amount for invoices that were not matched to a purchase order or receipt, as a percentage of the total invoice amount. See also: Payables Leakage, page 9-80.

Use this KPI to identify how much of your invoice amount has not gone through your procurement organization. A lower rate is desirable.

Change is given between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Procurement Management Dashboard, page 9-64. See: Procure-to-Pay Management Dashboard, page 9-82.

See Payables Management Dashboard, *Oracle Daily Business Intelligence User Guide*.

See also: Common Concepts for DBI for Procurement, page 9-1.

## Non-Contract Purchases

The Non-Contract Purchases report can be used to answer the following questions:

- How much does the company spend on purchases for which there are no contracts, meaning pricing has not been negotiated with the supplier?
- What are the top items or categories for which there is no contract in place?
- What is the percentage of non-contract purchases to the total purchase amount, and has this percentage increased or decreased over time?
- Which buyers and suppliers are responsible for the most non-contract purchases?

The Non-Contract Purchases report displays the amount for all approved standard purchase orders where, for the items purchased, there was no negotiated pricing in place. This report defines negotiated pricing as the following:

- Any item that is on a release or that references a global blanket purchase agreement. Releases against blanket purchase agreements or planned purchase orders are considered contract purchases. Standard purchase orders that reference a global blanket purchase agreement are also considered contract purchases.
- Master items with negotiated pricing. If the purchase order is for a master item (an item defined in Oracle Inventory), and no effective blanket purchase agreement for the item exists, the item is considered a non-contract purchase.
- Non-master items with negotiated pricing. If the purchase order is for a non-master item (an item not defined in Oracle Inventory), the system checks if the item exists in the Oracle iProcurement catalog or was obtained through a "punchout" from the Oracle iProcurement catalog to an external supplier site. If so, the item is a contract purchase. If not, the item is a non-contract purchase.
- If Oracle Services Procurement is implemented, then fixed price services, fixed price temporary labor, and rate-based temporary labor lines types are negotiated pricing if the following are true:
  - The fixed price services line exists on a blanket purchase agreement release or on a standard purchase order that references a global blanket purchase agreement.
  - The fixed price or rate-based temporary labor line is requested through Oracle iProcurement and either has a contractor assigned to it or is placed on a purchase order that references a global blanket purchase agreement.

Once the top non-contract purchases, including redundant, large purchases, are identified, you can achieve more savings by creating and using contracts for the purchases. Supplier, item, and category information in the report can also help you initiate the sourcing process with specific suppliers and commodities.

**Note:** The Non-Contract Purchases report displays items for which *no* blanket purchase agreement (or non-master item with negotiated pricing) existed when the purchase order was created. The Contract

Leakage report, by comparison, displays items that were ordered using a standard purchase order, *even though* a blanket purchase agreement was in effect and could have been used.

For a demonstration of the differences between contract purchases, non-contract purchases, and leakage, see the diagram later below.

## Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Non-Contract Purchases report uses the first approval date for the purchase order distribution to determine in which time period to report the purchase. Although the information taken from the purchase order always includes the latest approved changes, the first approval date is used to report the purchase in a specific time period.

- **Non-Contract Purchases Amount:** Price \* Quantity.

Amount for all approved standard purchase orders where, for the items being purchased, no long-term contract (blanket purchase agreement or non-master item with negotiated pricing) was in place when the purchase order distribution was created. Price is the price on the purchase order for the item being purchased. Quantity is the distribution quantity from the purchase order line for the item being purchased, adjusted for any quantity that has been canceled.

- **Change:**  $((\text{Non-Contract Purchases Amount Current Period} - \text{Non-Contract Purchases Amount Previous Period}) / \text{Absolute Value of Non-Contract Purchases Amount Previous Period}) * 100$ .

Percent change in non-contract purchases between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

A negative change means a decrease in non-contract purchases.

- **PO Purchases Amount:** Price \* Quantity.

Total purchases. Price is the price on the purchase order for the items being purchased. Quantity is the distribution quantity from the purchase order line for

the items being purchased, adjusted for any quantity that has been canceled. See also PO Purchases, page 9-78.

- **Non-Contract Rate:** (Non-Contract Purchases Amount / PO Purchases Amount) \* 100.

Percent of non-contract purchases to the total purchase amount.

If Oracle Services Procurement is implemented, the purchase order line Amount, rather than Price \* Quantity, is used for service and temporary labor line types. See information on line types in: Common Concepts for DBI for Procurement, page 9-1.

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Non-Contract Purchases Trend graph shows the total non-contract rate (percentage), over time.

Other Non-Contract Purchases graphs show the non-contract purchase amount by supplier, supplier site, buyer, item, or category. To view these graphs, click the Non-Contract Purchases report title on the Procurement Management dashboard.

## Related Reports and Links

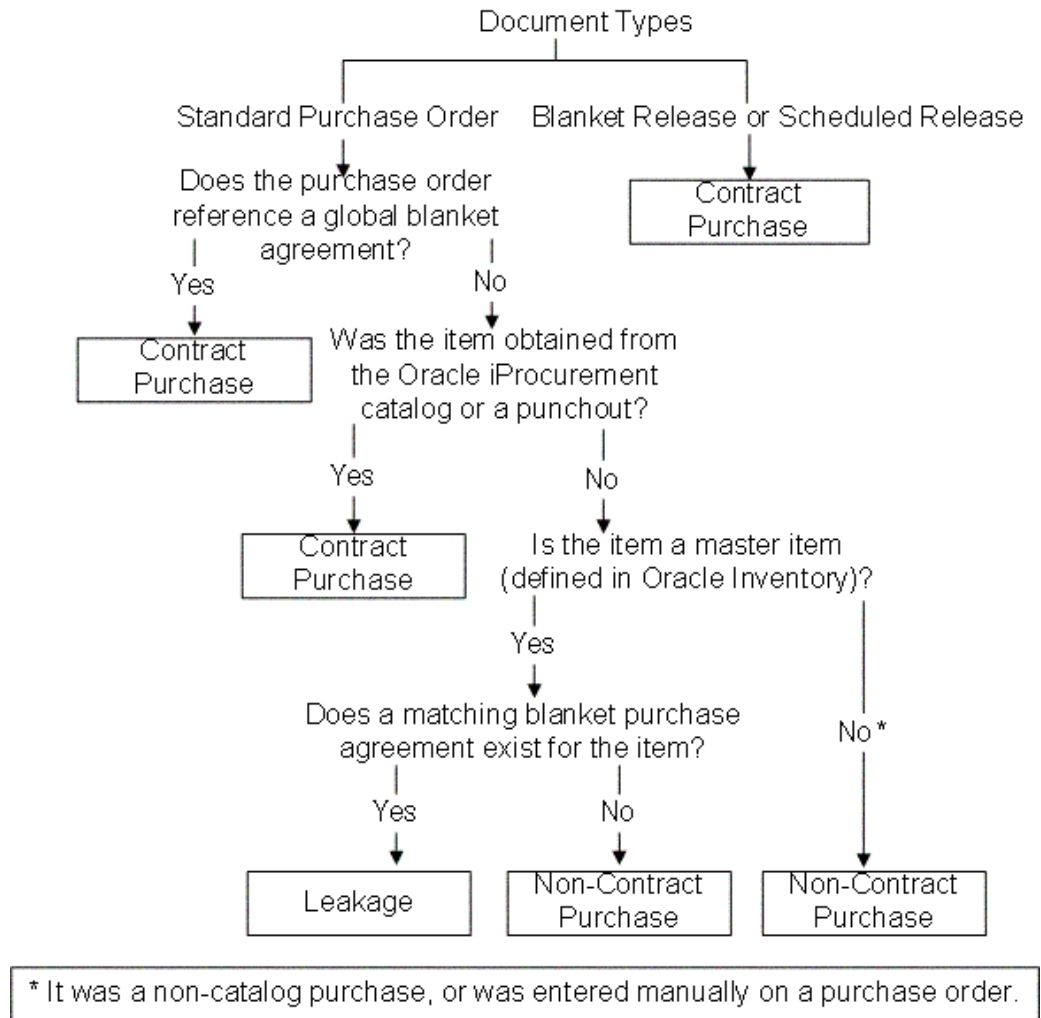
For information on the related reports see: Procurement Management Dashboard, page 9-64.

## Additional Information

The diagram below demonstrates the following:

- For master items (items defined in Oracle Inventory) on a standard purchase order, the system checks if a blanket purchase agreement exists. If one exists, then the item counts as *leakage*. (See: Contract Leakage, page 9-69.) If one does not, then the item counts as a *non-contract purchase*.
- For non-master items (items not defined in Oracle Inventory) on a standard purchase order, the system checks if the item meets the following criteria: the item was bulk loaded to the Oracle iProcurement catalog, or the item was obtained via a punchout from the Oracle iProcurement catalog to an external supplier site. An item that meets this criteria is a *contract purchase*. An item that does not meet this criteria is a *non-contract purchase*.

### Determining a Non-Contract Purchase



A purchase order that references a quotation or contract purchase agreement is considered a contract purchase only if the item on the purchase order was obtained from the Oracle iProcurement catalog or a punchout.

For a description of how an item is matched to a blanket purchase agreement in order to determine whether it is leakage, see *Contract Leakage*, page 9-69.

For information such as how consigned inventory and purchase order cancellations are handled, see: *Common Concepts for DBI for Procurement*, page 9-1.

## Contract Leakage

The Contract Leakage report can be used to answer the following questions:

- What was the amount purchased by the company that resulted in contract leakage?
- Has contract leakage increased or decreased over time?
- How much could have been saved if contract leakage had been prevented?

- Which buyers, suppliers, supplier sites, categories, or items are responsible for the contract leakage?

The Contract Leakage Report displays the amount for all standard, approved purchase orders where, for an item purchased, there was a blanket purchase agreement in effect that could have been used to purchase the same item, instead of the standard purchase order. The report also displays (as leakage impact) the potential savings that could have been realized had contract leakage been prevented. This report can be used to identify where contract leakage is occurring, and where the greatest savings opportunities can be achieved if contract leakage is eliminated.

For a demonstration of the differences between contract purchases, non-contract purchases, and leakage, see the diagram in Non-Contract Purchases, page 9-66.

## Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**

**Note:** Although all purchased items are displayed in the Item parameter, the report itself performs calculations only for master items.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Contract Leakage report uses the first approval date for the purchase order distribution to determine in which time period to report the leakage. Although the information taken from the purchase order always includes the latest approved changes, the first approval date is used to report the leakage in a specific time period.

- **Leakage Amount:** Price \* Quantity.

Amount originating from approved standard purchase orders where, for the item purchased, there was a blanket purchase agreement in effect that could have been used to purchase the same item, instead of the standard purchase order. (That is, the agreement could have validly been used to deliver the item to the ship-to organization on the standard purchase order. For complete details, see Additional Information, below.)

Price is the price on the purchase order for the item being purchased. Quantity is the distribution quantity from the standard purchase order line for the item being purchased, adjusted for any quantity that has been canceled.

- **Change:**  $((\text{Current Leakage Amount} - \text{Prior Leakage Amount}) / \text{Absolute Value of Prior Leakage Amount}) * 100$ .

Percent change in leakage between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

A negative change means that contract leakage has decreased since the last period.

- **Leakage Impact Amount:**  $\text{Quantity} * (\text{Price} - \text{Best Price})$ .

Potential savings that would have been realized if a blanket purchase agreement had been used instead of a standard purchase order. Quantity is the distribution quantity from the standard purchase order line for the item being purchased, adjusted for any quantity that has been canceled. Price is the price on the purchase order for the item being purchased. Best Price is the lowest price on any blanket purchase agreement that includes the item being purchased and that was effective at the time the standard purchase order was created. Price breaks are considered when determining the lowest price. Only items considered in the leakage amount are also counted in leakage impact.

**Note:** To calculate the best price, the terms and conditions between the purchase order and the agreement must match. If they do not, you may see cases in which a purchase counts as leakage, but its leakage impact is 0. See: Additional Information, below.

- **Leakage Rate:**  $(\text{Leakage Amount} / \text{PO Purchases Amount}) * 100$ .

Percentage of contract leakage to the total purchase amount. See also: PO Purchases, page 9-78.

A negative leakage impact means that better prices are being obtained through standard purchase orders, and agreements may need to be renegotiated.

In the leakage calculations, only master items (items defined in Oracle Inventory) are included in the amount. (For a report that takes into account non-master items, see Non-Contract Purchases, page 9-66.)

If Oracle Services Procurement is implemented, the purchase order line Amount, rather than Price \* Quantity, is used for service and temporary labor line types. See information on line types in: Common Concepts for DBI for Procurement, page 9-1.

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Contract Leakage Trend graph shows the leakage rate (percentage) over time.

Other Contract Leakage graphs show the leakage amount by supplier, supplier site, buyer, item, or category. To view these graphs, click the Contract Leakage report title on the Procurement Management dashboard.

## Related Reports and Links

For information on the related reports, see: Procurement Management Dashboard, page 9-64.

## Additional Information

A standard purchase order is considered leakage if one of the operating units in your enterprise could have created and fulfilled the same item.

### Determining Leakage

To determine whether an agreement could have been used to fulfill the item, the report checks whether a blanket purchase agreement (global or non-global) could have validly been used to deliver the item to the ship-to organization on the standard purchase order. To make this validation, the report does the following.

*First, determine a list of operating units that could have shipped to the destination operating unit:*

- Check the ship-to organization on the standard purchase order shipment. Check whether the operating unit that owns this ship-to organization is a destination operating unit in a transaction flow defined in Oracle Inventory. The transaction flow must meet the following requirements:
  - The creation date of the standard purchase order distribution must fall within the effective dates of the transaction flow, or the transaction flow has no effective dates.
  - The item's category on the standard purchase order must be a category for which the transaction flow is defined, or the transaction flow is defined for all categories.
  - The ship-to organization on the standard purchase order shipment must be the same as the organization for which the transaction flow is defined, or the transaction flow is not defined for a specific organization.

For more information, see Transaction Setup in the *Oracle Inventory User's Guide*.

- The operating unit that owns the ship-to organization on the purchase order shipment is also included in the list of valid operating units, even if it is not part of a transaction flow.

*Second, find valid agreements within those operating units:*

- Among the operating units identified in the previous step, check whether any of the operating units is designated as a Purchasing Org on a global blanket agreement. (The Purchasing Orgs are operating units that can use the agreement.) If so, that agreement could have been used (if the requirements in the third step below are met).
- For the operating unit that owns the ship-to organization on the purchase order shipment, check whether a blanket purchase agreement (one that is not global) exists. If so, that agreement could have been used to fulfill the item (if the requirements in the third step below are met).

*Third, ensure that the agreement could have been used for the item:*

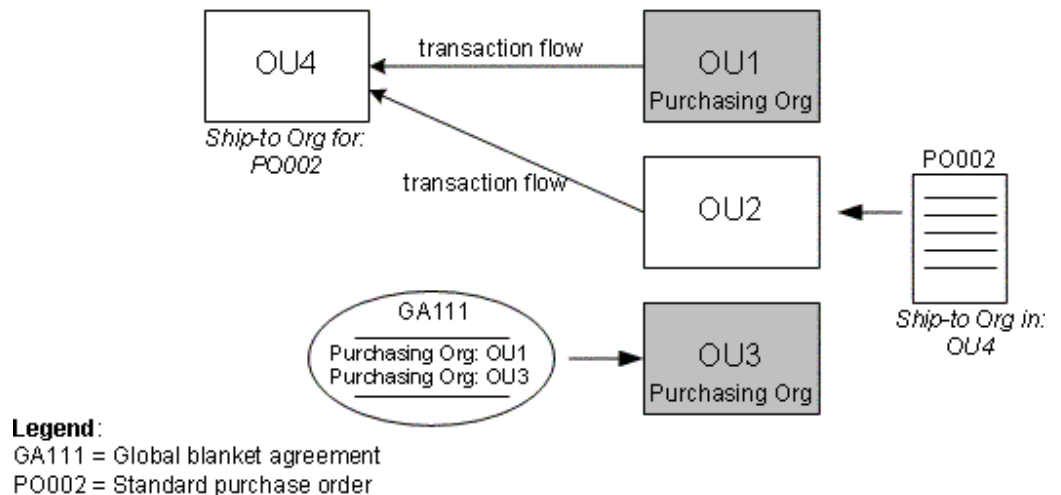
- The item on the purchase order and the agreement should be the same. It will always be a master item (defined in Oracle Inventory), and the defined item number must be the same between the two documents.
- The agreement must have a status of Approved or Requires Re-approval.
- The header, line, or shipment (price break) on the agreement cannot be canceled.



- The agreement should be effective at the time the purchase order distribution was created. (The agreement start and end dates and the line expiration date should indicate that it was effective.)
- The agreement line should have been created before the purchase order distribution. (This criteria shows that the agreement existed and could have been used when the purchase order was created.)

**Valid Global Blanket Agreement Could Have Been Used**

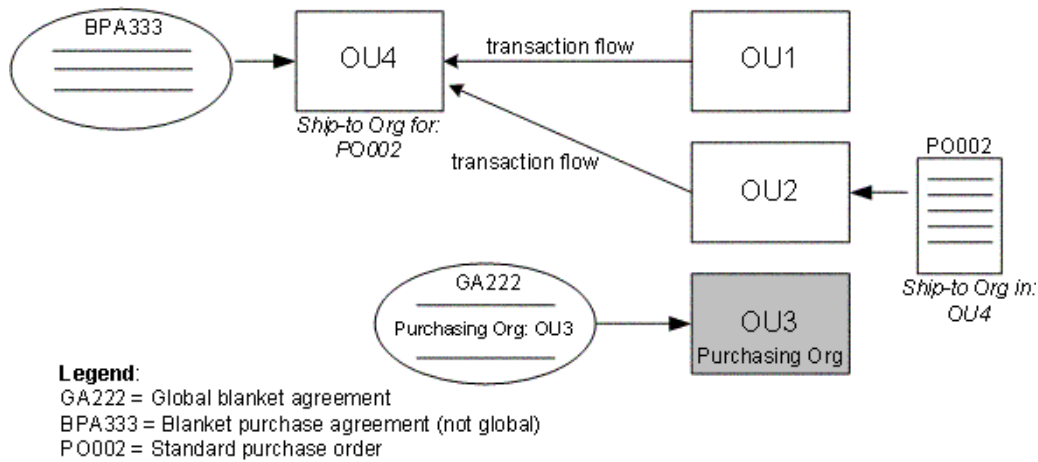
Your Enterprise's Operating Units (OU)



In the figure above, standard purchase order PO002 was created in operating unit OU2. The ship-to organization on the purchase order shipment exists in OU4. Global blanket agreement GA111 was created in OU3, with OU3 and OU1 specified as valid Purchasing Orgs (operating units) for the agreement. For OU4, transaction flows exist only for OU1 and OU2. In this example, PO002 in OU2 is considered leakage because you could have created the purchase order in OU1, referencing GA111, to ship the item to OU4.

**Valid Blanket Purchase Agreement (Not Global) Could Have Been Used**

Your Enterprise's Operating Units (OU)



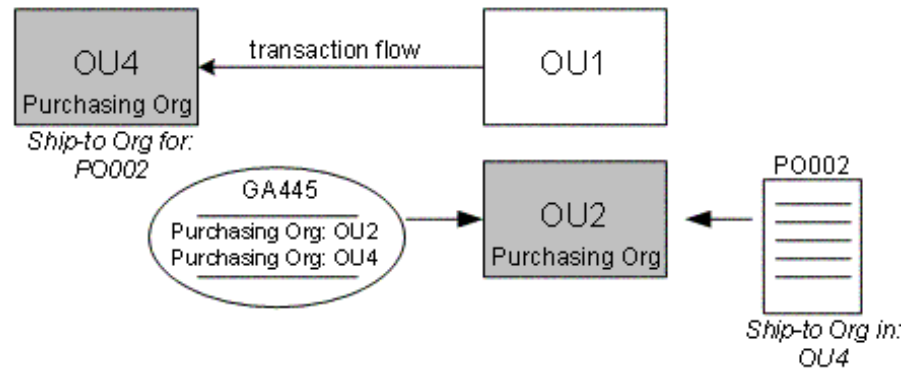
In the figure above, standard purchase order PO002 was created in operating unit OU2. The ship-to organization on the purchase order shipment exists in OU4. Global blanket agreement GA222 was created in OU3, with only OU3 specified as a valid Purchasing Org (operating unit) for the agreement. For OU4, transaction flows exist for OU1 and OU2. In this example, OU4 could not have used the global agreement because no transaction flow is defined for OU3; however, a blanket purchase agreement (not global) exists in OU4. PO002 in OU2 is considered leakage because you could have created a release in OU4 against blanket purchase agreement BPA333.

If blanket purchase agreement BPA333 existed in OU2 instead of OU4, then purchase order PO002 would not be leakage. PO002 is shipping to OU4. For non-global agreements, only an agreement in OU4 (where the ship-to organization is) would make the purchase leakage.

If more than one agreement makes the purchase leakage (for example, if GA222 included OU1 as a Purchasing Org in the figure above), then the best price is obtained from the better matching agreement, as described in *Determining Leakage Impact*, page 9-75.

### Valid Global Blanket Agreement, No Transaction Flow

Your Enterprise's Operating Units (OU)



#### Legend:

GA445 = Global blanket agreement  
PO002 = Standard purchase order

In the figure above, standard purchase order PO002 is created in OU2. The ship-to organization on the purchase order shipment is in OU4. Global agreement GA445 is created in OU2, with OU2 and OU4 specified as Purchasing Orgs (operating units) on the agreement. In this example, even though there is not a transaction flow between OU4 and OU2, the purchase order counts as leakage. The global agreement specifies OU4 as a valid Purchasing Org (operating unit) directly. Therefore, the purchase order could have been created in OU4, referencing the global agreement. (The transaction flows determine whether a purchase in one operating unit can validly be shipped to another operating unit. A transaction flow does not have to be defined between the operating unit that owns the global agreement and the Purchasing Org operating unit.)

#### Determining Leakage Impact

To determine whether there is a best price for the item on the purchase order, the report checks all of the following criteria until it finds the best price:

- The agreement must satisfy the conditions described above, showing that it could have been used instead of the standard purchase order.
- The item's unit of measure must match between the purchase order and blanket purchase agreement. If not, the item still counts towards leakage because a blanket purchase agreement exists, but because of the UOM difference, the leakage impact is not calculated (it is 0).
- To find the best price, the system finds all blanket purchase agreements with price breaks that have a ship-to location that matches the ship-to location on the purchase order. For example, the system finds two blanket purchase agreements that meet all of the criteria described here; however, one agreement has a blank ship-to location and the other has a ship-to location that matches the purchase order's. The system chooses the price on the agreement with the matching ship-to location, even if the price on the one with the blank ship-to location is lower. If no agreements with matching ship-to locations are found, the system extends its search to those with blank ship-to locations. If there are no agreements with matching price breaks that have blank ship-to locations—or if there are no matching price breaks—the system

searches for all blanket purchase agreement lines that match the criteria described here and chooses the one with the lowest price.

- Amount limits must reconcile. If the amount on the standard purchase order is outside the minimum and maximum release amounts specified on the blanket purchase agreement header or line, then that agreement is not considered in the best price calculation. (Since the purchase order amount is outside the limits, the agreement could not have been used.) In this case, the purchase order amount counts as leakage, but because the best price is not calculated, the leakage impact is 0. The amount limits include any previous releases that have been released against the agreement, until the date the purchase order distribution was created. For example, an agreement with a maximum release amount of 10,000 USD already has 8,000 USD released against it; a standard purchase order for the item for 3,000 USD is then created, falling outside the maximum release amount. In this example, the leakage is 3,000 USD, but the leakage impact is 0.
- Both cumulative and non-cumulative price breaks are taken into account when determining the lowest price. For example, a blanket purchase agreement line that matches the criteria above indicates a non-cumulative price break of 250 USD if the quantity is at least 100. If the purchase order quantity for the item is 100 or greater, the system uses the best price of 250 USD. (If not, it uses the price associated with a quantity less than 100.) For cumulative price breaks, the system takes into account the total quantity already released against the blanket purchase agreement, until the date the purchase order distribution was created. If the total released quantity up until that date, plus the purchase order quantity, is greater than or equal to the price break quantity, the system uses that price break as the best price.

Effective dates for price breaks are considered in obtaining the best price. The Need-By date on the purchase order (or the Created date, if no Need-By date was specified) must fall within the Effective From and To dates of the price break. If the price break has no Effective From date, the system uses the price break creation date as the start date. For example, one price break is effective from April 1 to April 30; another was created on May 1, with no Effective From date, but with an Effective To date of May 31. If the purchase order distribution was created in May, the May price break is used as the best price; if it was created in April, the April price break is used as the best price.

If there are identical price breaks on the matching blanket purchase agreement, the system uses the following order to choose the price break:

- The system chooses the price break with the highest quantity. For example, one price break specifies 250 USD for a quantity of 100. Another specifies 230 USD for a quantity of 200. The purchase order distribution quantity is 300. The system chooses 230 USD as the best price.
- If the quantities are the same, the system chooses the most recently created price break. Identical quantities can occur when effective dates overlap. For example, one price break specifies 250 USD for a quantity of 100 from April 1 to 15. Another specifies 185 USD for a quantity of 100 from April 1 to 30. The purchase order distribution was created on April 15. In this scenario, the system uses the most recently created price break.
- If the price breaks were created on the same day, with the same quantities, the system uses the price break with the lowest price.
- If multiple blanket purchase agreement prices match the criteria described here, the system picks the lowest price. For example, the system finds two matching blanket

purchase agreements. Using the criteria described above, it chooses the best price break or line price from each agreement. Between these two prices, the system picks the lower price. (If more than one line on a single agreement matches the criteria, the system also picks the line with the lowest price.)

- If the item's currency does not match between the purchase order and the blanket purchase agreement, then a currency conversion is performed. The agreement price is converted to the functional currency of the operating unit in which the standard purchase order was created, as follows:
  - The agreement price is converted to the functional currency of the operating unit in which the agreement was created, using the exchange rate on the agreement.
  - That price is converted to the primary currency established during the Daily Business Intelligence (DBI) setup. The conversion uses the rate type associated with the DBI primary currency and the rate date on the standard purchase order.
  - The converted agreement price is converted to the functional currency of the operating unit in which the standard purchase order was created, using the rate date and rate type from the purchase order.
  - The purchase order price is converted to the functional currency of the operating unit in which it was created, using the exchange rate on the purchase order.
  - With both the agreement and the purchase order price converted to the functional currency of the purchase order's operating unit, the prices are compared to see which is the better price.
- If more than one blanket purchase agreement exists with the same best price, then DBI for Procurement chooses any one of the blanket purchase agreements.

Some of the scenarios mentioned result in a leakage amount, but no (0) leakage impact. The impact is 0 because in these cases not all of the criteria listed above are satisfied in matching the purchase order to the blanket purchase agreement, and so a best price is not found. Because a best price is not found, it would not be accurate to calculate the leakage impact; however, a standard purchase order *was* created when an existing effective blanket purchase agreement could have been used (and the purchase order *could* have been adjusted to satisfy all of the matching criteria), so that amount is included in the leakage.

## Encumbrance

If your company uses encumbrance, which is turned on in some operating units, then the following conditions apply in addition to those described in Determining Leakage, page 9-72:

- Case 1. Encumbrance is turned on in the destination operating unit. (The destination operating unit owns the ship-to organization on the purchase order shipment—operating unit OU4 in the figures above.) In this case, either of the following could occur:
  - Option A. The destination operating unit is not a Purchasing Org on a global blanket agreement. In this case, even if there is a transaction flow to the destination operating unit, Oracle Purchasing does not allow the transaction, for accounting reasons. Therefore, the purchase that ships to the destination operating unit is not leakage.

- Option B. The destination operating unit is a Purchasing Org on a global agreement. In this case, a transaction flow is not needed. The purchase is leakage, if it meets the requirements described earlier.
- Case 2. Encumbrance is turned off in the destination operating unit, but turned on in the operating unit that can ship to it. For example, OU4 is the destination operating unit. OU1 can ship to OU4, as determined by the transaction flow. Because OU1 is encumbered, however, it is not included in the list of operating units that can ship to OU4, even if it is a Purchasing Org (operating unit) on a global agreement. Oracle Purchasing does not allow the transaction, for accounting reasons. Therefore, a purchase created in (for example) OU3 is not considered leakage, even if the purchase ships to OU4.
- Case 3. Encumbrance is turned on in the operating unit that created the global agreement. Encumbrance in this operating unit does not matter. The purchase is leakage, if it meets the requirements described earlier.

### Common Concepts

For information such as how consigned inventory and purchase order cancellations are handled, see: Common Concepts for DBI for Procurement, page 9-1.

### PO Purchases

The PO Purchases report can be used to answer the following questions:

- What is the total purchase amount, and has it increased or decreased over time?
- Who are my top ten suppliers from whom I purchase the greatest purchase order amount?
- What item categories represent my biggest purchases?
- What items represent my biggest purchases?

The PO Purchases report displays the amount for all approved standard purchase orders, blanket purchase agreement releases, and planned purchase order releases. This report can be used to determine with which suppliers and for which items money is being spent. It can be used to determine the largest suppliers for a specific item or category, as a tool to prepare for negotiations with suppliers, to identify purchasing trends, or to improve supplier performance and relationships. (The report lists suppliers in descending order by purchase amount. In this way, you can see the top suppliers to which you've issued the greatest purchase order amount.)

**Note:** The PO Purchases Amount will not necessarily be equal to the invoice amounts in the Payables Leakage report. Invoice and purchase order amounts do not necessarily equal in any business practice.

### Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Operating Unit**
- **Category**
- **Item**

- **Supplier**
- **Supplier Site**
- **Buyer**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The PO Purchases report uses the first approval date for the purchase order or release distribution to determine in which time period to place the purchase. Although the information taken from the purchase order always includes the latest approved changes, the first approval date is used to report the purchase in a specific time period.

- **PO Purchases Amount:** Price \* Quantity.

Amount of approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases. Price is the price on the purchase order or release for the items being purchased. Quantity is the quantity from the purchase order or release distribution for the items being purchased, adjusted for any quantity that has been canceled.

- **Growth Rate:**  $((\text{PO Purchases Amount Current Period} - \text{PO Purchases Amount Previous Period}) / \text{PO Purchases Amount Previous Period}) * 100$ .

Percent increase or decrease in the PO Purchases Amount between the current and previous time periods.

A negative growth rate means your total PO Purchases Amount with the supplier or within a category have decreased.

- **Percent of Total:** PO Purchases Amount for the category, item, supplier, supplier site, or buyer, divided by the total PO Purchases Amount for the selected operating unit.
- **Change:** Percent of Total Current Period - Percent of Total Previous Period.

Change in the Percent of Total between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

A negative change means your Percent of Total decreased since the prior period.

If Oracle Services Procurement is implemented, the purchase order line Amount, rather than Price \* Quantity, is used for service and temporary labor line types. See information on line types in: Common Concepts for DBI for Procurement, page 9-1.

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graph

The PO Purchases Trend graph shows the total purchase amount over time.

Bar and line graphs show the PO Purchases amount by supplier, supplier site, item, category, or buyer. Pie graphs show the Percent of Total (the PO Purchase amount as a percentage of the total PO Purchases) for each supplier, supplier

site, item, category, or buyer, for the selected operating unit. To view these graphs, click the PO Purchases report title on the Procurement Management dashboard.

## Related Reports and Links

For information on the related reports, see: Procurement Management Dashboard, page 9-64. See: Procure-to-Pay Management Dashboard, page 9-82.

## Additional Information

For information such as how consigned inventory and purchase order cancellations are handled, see: Common Concepts for DBI for Procurement, page 9-1.

## Payables Leakage

The Payables Leakage report can be used to answer the following questions:

- What portion of the total amount spent was processed by the purchasing organization? (That is, how much of the total amount is *not* leakage?)
- With which suppliers does the payables leakage occur?
- Which invoice creators within the payables organization processed the invoices that caused the payables leakage?
- How much has payables leakage increased or decreased over time?

The Payables Leakage report displays validated invoice amounts that have not been matched to a purchase order or receipt. These amounts are displayed as leakage. This report can be used to identify invoice amounts that are bypassing the purchasing organization, and to take action to decrease such purchases. Using the Payables Leakage report, you can monitor invoices that are bypassing the purchasing organization and not using suppliers that are preferred by the purchasing organization.

**Note:** The PO Purchases Amount in the PO Purchases report will not necessarily be equal to the invoice amounts in this report. Invoice and purchase order amounts do not necessarily equal in any business practice.

## Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Operating Unit**
- **Supplier**
- **Supplier Site**
- **Invoice Creator**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.



## Report Headings and Calculations

The Payables Leakage report uses the general ledger (GL) date on the invoice distribution to determine in which time period to report the invoice transaction.

- **Leakage Amount:** Total invoice distribution amount for all validated invoices, except expense and procurement card invoices, that have not been matched to either a purchase order or a receipt.
- **Change:**  $((\text{Leakage Amount Current Period} - \text{Leakage Amount Previous Period}) / \text{Absolute Value of Leakage Amount Previous Period}) * 100$ .

Percent change in leakage between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Invoice Amount:** Total invoice distribution amount for all validated invoices, except expense and procurement card invoices.
- **Leakage Rate:**  $(\text{Leakage Amount} / \text{Invoice Amount}) * 100$ .

Amount of invoices that were not matched to a purchase order or receipt, as a percentage of the total invoice amount.

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Payables Leakage Trend graph shows the leakage rate (percentage) over time.

Other Payables Leakage graphs show the leakage amount by supplier, supplier site, or invoice creator. A pie graph shows the Leakage Rate (percentage) by invoice creator, supplier, or supplier site. To view these graphs, click the Payables Leakage report title on the Procurement Management dashboard. Use the Supplier parameter to view the invoice creators by supplier, or for All suppliers.

## Related Reports and Links

For information on the related reports, see: Procurement Management Dashboard, page 9-64. See: Procure-to-Pay Management Dashboard, page 9-82.

## Additional Information

In detail, an invoice must meet all of the following criteria to be considered payables leakage:

- The invoice has not been matched to a purchase order or receipt.
- The invoice has been validated.
- The Match Approval Level for the supplier is set up to 2-Way, 3-Way, or 4-Way matching. (If the Match Approval Level is blank, then matching is not required and the payables leakage amount is appropriately zero.)
- The Purchasing option is selected in the Supplier Sites window for the supplier site.
- The invoice line type is not Expense.
- The supplier cannot also be an employee. (If defined as an employee, invoices from this supplier are excluded from payables leakage.)

Except for expense type and procurement card invoices, all invoice types are included in the invoice and leakage amounts, including debit memos, credit memos, and mixed invoices. For example:

- If a debit memo is matched to a return-to-supplier transaction, then it is not considered leakage.
- If a debit memo, credit memo, or mixed invoice is matched to a purchase order or receipt, then it is not considered leakage. If it is not matched to a purchase order or receipt, it is considered leakage.

To be considered matched, the invoice distribution has to have the matching purchase order distribution recorded directly on it in the database. An invoice that is matched directly to a purchase order or receipt typically meets this requirement. Sometimes, however, an invoice can be matched to an invoice, which in turn matches to a purchase order or receipt. Some (not all) of these cases are not considered a match and will show up as leakage, depending on their complexity and the sequence of operations.

Invoice creators display as Unassigned if their user setup in Oracle Applications is not associated with an employee. (The invoice creator must have an employee record in the Enter Person window in Oracle Applications, and that employee must be entered in the Person field in the Users window.)

For information on how invoice cancellations are handled, see: *Common Concepts for DBI for Procurement*, page 9-1.

## Procure-to-Pay Management Dashboard

Use the Procure-to-Pay Management reports for the following:

- Identify and resolve processing bottlenecks in the purchasing and payables organizations.
- Monitor key performance measures in the procure-to-pay lifecycle and compare them across operating units.

These reports are available to the Procurement Manager role.

## Dashboard Parameters

For information on the following parameters, see *DBI for Procurement Parameters*, page 9-1:

- **Currency**
- **Operating Unit**

The Manual Invoices report does not use the Currency parameter because the report displays the number and percentage of manually created invoice distributions, rather than amounts; however, related reports accessible from the Procure-to-Pay Management dashboard inherit the Currency selected on that dashboard.

For more information on how parameters (including time periods) affect the results on dashboards, see: *Dashboard Parameter Overview*, *Oracle Daily Business Intelligence User Guide*.

## Reports, and Graphs

This dashboard contains the following report regions:

- Procure-to-Pay KPIs, page 9-83
- Manual Invoices, page 9-83

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

## Procure-to-Pay KPIs

Key performance indicators (KPIs) in the procure-to-pay process are described in this section.

If you select the primary currency in the Currency parameter, each KPI graphically compares all operating units using the primary currency. (If your company set up a secondary currency, that currency is additionally available for comparing data in a secondary currency.) If you choose a functional currency, which is associated with an operating unit, the KPIs show data only for the selected operating unit, in that currency. When you choose the functional currency, the comparison between operating units is not displayed.

For more information on operating unit and currency, see Procure-to-Pay Management Dashboard, page 9-82. For more information on the KPIs, see Key Performance Indicators, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

**Manual Invoices Rate:** Manual Distributions / Distributions.

Percent of manual invoice distributions to the total number of invoice distributions. See also: Manual Invoices, page 9-83.

Use this KPI to determine the level of automation you are achieving in the invoicing process.

Change is given between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Procure-to-Pay Management Dashboard, page 9-82.

See Payables Management Dashboard, *Oracle Daily Business Intelligence User Guide*.

## Manual Invoices

The Manual Invoices report can be used to answer the following questions:

- How efficient is my invoicing process?
- With which suppliers can I automate my invoicing process?
- Which invoice creators are creating the most manual invoices?

- How is the percentage of manual invoice creation changing over time?

The Manual Invoices report displays the number and percentage of invoices that are created manually, as compared to automatically created invoices. This report can be used to determine which suppliers are still being invoiced manually, to help streamline the invoicing process by increasing the level of automation.

## Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Operating Unit**
- **Supplier**
- **Supplier Site**
- **Invoice Creator**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Manual Invoices Report uses the creation date on the invoice distribution to determine in which time period to report the invoice transaction.

- **Manual Distributions:** Number of validated invoice distributions that were created manually. Manual invoices are those created using the invoice gateway, invoice entry window, or expense report in Oracle Payables. (Internet Expenses are not considered manual invoices.)

Invoices that were created automatically and later updated are still considered automatically created invoices.

- **Change:**  $((\text{Manual Distributions Current Period} - \text{Manual Distributions Previous Period}) / \text{Absolute Value of Manual Distributions Previous Period}) * 100$ .

Percent change in the number of manual distributions between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

A negative change means the number of manual distributions has decreased since the last period.

- **Distributions:** Total number of validated distributions for the supplier, supplier site, or invoice creator.
- **Manual Distribution Rate:**  $\text{Manual Distributions} / \text{Distributions}$ .

Percent of manual invoice distributions to the total number of invoice distributions.

Procurement card invoices, and freight and tax line types, are excluded from this report.

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graph

The Manual Invoices Trend graph shows the manual distribution rate (percentage), over time.

Other Manual Invoices graphs show the number of manual distributions by supplier, supplier site, or invoice creator. To view these graphs, click the Manual Invoices report title on the Procure-to-Pay Management dashboard.

## Related Reports and Links

For information on the related reports, see: Procure-to-Pay Management Dashboard, page 9-82.

## Additional Information

Invoice creators display as Unassigned if their user setup in Oracle Applications is not associated with an employee. (The invoice creator must have an employee record in the Enter Person window in Oracle Applications, and that employee must be entered in the Person field in the Users window.)

## Commodity Spend Management Dashboard

Use the Commodity Spend Management reports for the following:

- View how much your company is spending, based on the invoice amount, for each commodity and supplier. See Invoice Amount, page 9-88.
- View a commodity's purchase order savings across all items and suppliers in an operating unit, in the selected period. These are savings that result from better purchase order prices, compared to the average price paid in the previous year. See: PO Price Savings and Quantity Change, page 9-90.
- View how much more or less the company is spending on purchases in a commodity because of the quantities it is buying. See: PO Price Savings and Quantity Change, page 9-90.
- View the total amount of contract purchases (for which negotiated contracts were used), non-contract purchases, and contract leakage (maverick purchases), by commodity. See: Contract Utilization, page 9-99.
- View contract purchases, non-contract purchases, and contract leakage rates as a percentage of the total PO Purchases Amount. If the total PO Purchases Amount for a commodity is increasing, you can determine whether the rate of contract utilization is increasing with it. See: Contract Utilization, page 9-99.
- View the purchasing documents that are responsible for contract purchases, non-contract purchases, and contract leakage. See: Contract Utilization, page 9-99.

Using the Commodity Spend Management reports, commodity managers can report the total cost of procuring goods and services in their commodities. They can analyze the reports to lower those costs. They can focus on negotiating contracts for the commodities that will yield the greatest savings.

The Commodity Spend Management reports are based on information in Oracle Purchasing.

The Commodity Spend Management reports are available to the Commodity Manager role.

## Dashboard Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Commodity**

This dashboard displays data for all operating units to which you have access as determined by security setup in Oracle Applications. (To view data for a specific operating unit, click a report title or KPI. Then select an operating unit in the report's parameters.)

In addition to the primary currency (and, if set up, the secondary currency) established for Daily Business Intelligence, the Currency parameter provides the functional currency associated with the operating units, if the same currency is used for all operating units and is different than the primary and secondary currencies.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Reports and Graphs

This dashboard contains the following reports, and graphs.

- Commodity Spend KPIs, page 9-86
- Invoice Amount, page 9-88
- PO Price Savings and Quantity Change, page 9-90
- Contract Utilization, page 9-99

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

## Commodity Spend Management KPIs

Key performance indicators (KPIs) for commodity spend management are described below.

For more information on the KPIs, see Key Performance Indicators, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

- **Invoice Amount Growth Rate:** [(Invoice Amount Current Period - Invoice Amount Previous Period) / Invoice Amount Previous Period] \* 100.

This is the amount more or less that is being invoiced for the selected commodity or commodities, compared to the previous period. See Invoice Amount, page 9-88.

- **Price Savings Amount:**  $\text{Sum of } [\text{Quantity} * (\text{Price} - \text{Benchmark Price})] * -1.$

Use this KPI to measure how much you are saving in a commodity because of better purchase order prices. The savings are measured by comparing today's prices with a benchmark price, which is the average purchase order unit price for the items in the previous enterprise year for all suppliers in a commodity, across all operating units. A negative price savings indicates a price increase.

See also: PO Price Savings and Quantity Change, page 9-90.

- **Quantity Change Amount at Benchmark:**  $\text{Sum of } [\text{Benchmark Price} * (\text{Quantity Ordered Current Period} - \text{Quantity Ordered Previous Period})].$

Use this KPI to track whether an increase in spending in a commodity is the result of an increase in the purchased quantity, based on a benchmark price. The benchmark price is the average purchase order unit price for the items in the previous enterprise year for all suppliers in a commodity, across all operating units. A positive number indicates an increase in the quantity purchased as compared to the prior period.

For example, a price savings amount of -31 (in thousands) indicates that your price increased compared to the benchmark price. If the quantity change at the benchmark price also indicates an increase, the commodity manager can determine whether the increased volume indicates a need to negotiate volume-discount prices or indicates market price increases in that commodity.

See also: PO Price Savings and Quantity Change, page 9-90.

- **Contract Purchases Rate:**  $(\text{Contract Purchases Amount} / \text{PO Purchases Amount}) * 100.$

The Contract Purchases Amount is the amount on all approved blanket purchase agreement releases, standard purchase orders that reference a global blanket purchase agreement, or standard purchase orders for items that were purchased from the Oracle iProcurement catalog or via a punchout from the catalog (also known as Oracle iProcurement catalog item entries).

Use this KPI to determine what percentage of your total purchasing amount in the commodity was purchased on contract. A higher rate is desirable.

See also: Contract Utilization, page 9-99.

- **Non-Contract Purchases Rate:**  $(\text{Non-Contract Purchases Amount} / \text{PO Purchases Amount}) * 100.$

The Non-Contract Purchases Amount is the amount on all approved standard purchase orders where, for the items being purchased, no negotiated pricing (no blanket purchase agreement or Oracle iProcurement catalog item entry) was in place.

Use this KPI to determine the percentage of purchases in the commodity that were made without any contract being in place. A lower rate is desirable.

See also: Contract Utilization, page 9-99.

- **Contract Leakage Rate:**  $(\text{Leakage Amount} / \text{PO Purchases Amount}) * 100.$

The Leakage Amount is the amount on all approved standard purchase orders where, for the item purchased, there was a blanket purchase agreement in effect that could have been used to purchase the same item, instead of the standard purchase order.

Use this KPI to measure the percentage of purchases in a commodity that are made off-contract. A lower rate is desirable.

See also: Contract Utilization, page 9-99.

## Related Reports and Links

For information on the related reports, see Commodity Spend Management Dashboard, page 9-85.

See Payables Management Dashboard, *Oracle Daily Business Intelligence User Guide*.

For information such as how consigned inventory and purchase order cancellations are handled, see: Common Concepts for DBI for Procurement, page 9-1.

## Invoice Amount

The Invoice Amount report can be used to answer the following questions:

- How much has total spending (based on the invoice amount) changed between the current and previous periods?
- For the commodities I manage, which purchasing categories show the highest spending based on invoice amount?
- Based on invoice amount, how much is my company spending for a given commodity, category, item, supplier, or supplier site?

The Invoice Amount report provides commodity managers information on how commodity spending (based on the supplier invoiced amount) is changing. It helps identify trends with suppliers and commodities, potential demand aggregation opportunities, and key suppliers.

This report displays amounts only from invoices that were matched to a purchase order or receipt. By using matched invoices, the report can link an invoice amount to the commodity, purchasing category, item, or buyer from the purchase order, so that you can analyze where the spending occurred. Invoices that are not matched are not included in the invoice amount.

**Note:** The Invoice Amount in this report will not necessarily be equal to the PO Purchases Amounts in the Commodity Spend Management and Commodity Supplier Management reports. Invoice and purchase order amounts do not necessarily equal in any business practice.

## Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Operating Unit**
- **Organization**
- **Commodity**
- **Category**
- **Item**
- **Supplier**



- **Supplier Site**
- **Buyer**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: *Dashboard Parameter Overview, Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Invoice Amount report uses the general ledger (GL) date on the invoice distribution to determine in which time period to report the invoice transaction.

- **Invoice Amount:** Total invoice distribution amount for all validated invoices, except expense and procurement card invoices, that have been matched to an approved purchase order or to a receipt.

All invoice distributions with an item line type are included in the invoice amount. Invoice distributions with a line type of freight or tax are not included in the invoice amount.

Except for expense type and procurement card invoices, all invoice types are included in the invoice amount, including debit memos, credit memos, and mixed invoices.

The invoice amount is the sum of all debits and credits, including invoice corrections. That is, if a debit memo, credit memo, or mixed invoice is matched to a purchase order or receipt, it is included in the invoice amount. For example, a debit memo that is matched to a return-to-supplier transaction is included in the invoice amount. Invoice cancellations are also taken into account in the invoice amount.

- **Growth Rate:**  $[(\text{Invoice Amount Current Period} - \text{Invoice Amount Previous Period}) / \text{Invoice Amount Previous Period}] * 100$ .

This is the amount more or less that is being invoiced for the selected commodity or commodities, compared to the previous period.

- **Percent of Total:** Invoice amount as a percentage of the total, based on the parameters selected.

For example, if the View By is Commodity and all other parameters are set to All, the percent of total shows each commodity's invoice amount as a percentage of the total invoice amount for all commodities. In another example, you select an item in the Item parameter. All other parameters are set to All, and the View By is Supplier. In this example, Supplier 1 displays a Percent of Total of 62%. Of all suppliers of this item, Supplier 1 is responsible for 62% of the invoice amount.

- **Change:** Percent of Total Current Period - Percent of Total Previous Period.

Difference in the Percent of Total between the current and previous time periods. For complete information on how change comparisons work, see: *General Dashboard Behavior, Oracle Daily Business Intelligence User Guide*.

You can also click a category in the reports to display the item number and description. For information on how the items are grouped for display purposes, see *Items*, page 9-4.

For information on factoring, what N/A means, and other general information, see: *General Dashboard Behavior, Oracle Daily Business Intelligence User Guide*.

## Graphs

The Invoice Amount Trend graph shows the invoice amount over time.

## Related Reports and Links

For information on the related reports, see Commodity Spend Management Dashboard, page 9-85. See also Payables Leakage, page 9-80.

## Additional Information

Invoices that have not been matched to a purchase order or receipt are not included in the Invoice Amount report. These invoices can be either of the following:

- Invoices that do not require a purchase order. For example, electricity bills may be paid without a matching purchase order. Typically, these kinds of invoices are not the responsibility of a commodity manager and do not need to be represented in the invoice amount.
- Invoices that do require matching, but have not been matched to a purchase order or receipt. These invoices have bypassed the procurement process and are considered payables leakage. Use the Payables Leakage report to track these invoices. See: Payables Leakage, page 9-80.

**Note:** Both the Invoice Amount and Payables Leakage reports display information for the operating units to which you have access. The Invoice Amount report, however, displays information only for your assigned commodities; the Payables Leakage report displays information for all invoiced items, not just those in your assigned commodities. For this and other reasons, the Invoice Amounts in these reports will not match.

Items for which no invoices were created do not display in the Invoice Amount report.

To be considered matched, the invoice distribution has to have the matching purchase order distribution recorded directly on it in the database. An invoice that is matched directly to a purchase order or receipt typically meets this requirement. Sometimes, however, an invoice can be matched to an invoice, which in turn matches to a purchase order or receipt. Some (not all) of these cases are not considered a match, depending on their complexity and the sequence of operations.

If an invoice is matched to a purchase order, which is then canceled, the invoice amount does not reflect the canceled purchase order amount. Invoice cancellations, however, are taken into account. For example, a purchase order is created for 5,000 USD, approved, and then matched to a validated invoice for 5,000 USD. After the match, the purchase order is canceled. The Invoice Amount report still shows 5,000 USD in the invoice amount. If the invoice were canceled, however, then the invoice amount would no longer show 5,000 USD. See: Common Concepts for DBI for Procurement, page 9-1.

## PO Price Savings and Quantity Change

The PO Price Savings and Quantity Change reports can be used to answer the following questions:

- For the commodities I manage, am I saving money through lower purchase order prices this period compared to the average price (benchmark price) in the previous year?

- Based on the average purchase order price that I paid last year, and comparing the quantity this period with last period, how much more am I spending because I am buying more?
- Are reductions in purchase order price being facilitated by increased volume for the commodities I manage? Am I reducing purchase order prices even during flat or decreasing volume for the commodities I manage?

The PO Price Savings and Quantity Change reports provide commodity managers with two key measurements—price savings and quantity change—that help indicate whether an increase in the total PO Purchases Amount is due to an increase in volume (quantity) or purchase order prices. Both measurements use a benchmark price (described below) to determine the increase or decrease.

For example, a price savings amount of -31 (in thousands) indicates that your purchase order price increased compared to the benchmark price. If the quantity change at the benchmark price also indicates an increase, the commodity manager can determine whether the increased volume indicates a need to negotiate volume-discount prices or indicates market price increases in that commodity.

Typically, an increase in volume should be accompanied by a reduction in price. A decrease in volume associated with a price increase may indicate that the commodity is not being managed properly.

**Note:** Price savings and quantity change, together, do not equal the total change in the PO Purchases Amount. Rather, they are indicators. Price savings indicates whether the PO Purchases Amount changed because of price. Quantity changed indicates whether the PO Purchases Amount changed because of quantity.

The PO Price Savings and Quantity Change report obtains data from all approved standard purchase orders, blanket purchase agreement releases, and planned purchase order releases. The Price Savings by PO Number report displays the purchasing documents that are responsible for the savings.

## Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**
- **Organization**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Dashboard Parameter Overview, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The PO Price Savings and Quantity Change reports use the first approval date for the purchase order distribution to determine in which time period to place the purchase. Although the information taken from the purchase order always includes the latest approved changes, the first approval date is used to report the purchase in a specific time period.

### PO Price Savings and Quantity Change (Report)

This report contains the following columns:

- **Price Savings Amount:** Sum of [Quantity \* (Price - Benchmark Price)] \* -1.
  - Quantity = Total distribution quantity for the item on the approved standard purchase order, planned purchase order release, or blanket purchase agreement release for which the price savings is being calculated, adjusted for any quantity that has been canceled.
  - Price = Unit price for the item on the approved standard purchase order, planned purchase order release, or blanket purchase agreement release this period for which the price savings is being calculated.
  - Benchmark Price = Average unit price on the purchase order for the same item in the previous enterprise year (based on the Daily Business Intelligence Enterprise Calendar) for all suppliers in a commodity, in the same operating unit in which the purchase took place. If the item was not purchased in the previous enterprise year, then the average unit price in this enterprise year is used.

The Price Savings Amount is the amount, more or less, that you are paying for purchases in a commodity compared to the previous period, because of an increase or decrease in price. A negative price savings indicates a price increase. (You are paying more than you did based on the average price for purchases made in the previous year.)

For examples, see Additional Information, page 9-95.

- **Savings Rate:** (Price Savings Amount / PO Purchases Amount) \* 100.

Percentage of the PO Purchases Amount (Price \* Quantity) for the category that the price savings represents.

The savings rate reveals the magnitude of the price reduction offered by the supplier. For example, if the savings rate is -50%, then half of your PO Purchases Amount this period is due to an increase in price. The following demonstrates more examples:

Example	Quantity	Price	Bench- mark Price	PO Purchases	Price Savings	Savings Rate
1	100	10	30	1,000	2,000	200%
2	100	500	600	50,000	10,000	20%
3	100	30	10	3,000	-2,000	-66.7%

In Example 1, the Savings Rate is 200%. By contrast, the Savings Rate in Example 2 is 20%. Example 2 has a greater price savings amount, but the supplier has not reduced the price as significantly as the price reduction in Example 1. The price savings amount helps you identify the greatest amount of savings, due to higher prices or greater quantities. The savings rate helps you identify those suppliers that have most significantly reduced their prices.

- **Current Amount at PO Price:** Sum of (Quantity \* Price).

This measure is the aggregation of all current purchase order distribution amounts for the category on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases this period, to the selected date, based on the current purchase order price.

- **Benchmark Price Current Amount:** Sum of (Quantity Ordered Current Period \* Benchmark Price).

- Benchmark Price = See description above.

- Quantity Ordered Current Period = Total purchase order distribution quantity of the item ordered on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases this period, to the selected date, adjusted for any quantity that has been canceled.

The current amount at the benchmark price is the aggregation of all purchase order distribution amounts for the category, based on the quantities purchased in the current period and the benchmark price for each item.

This measure, subtracted from the PO Purchases Amount, is equal to the Price Savings Amount.

- **Benchmark Price Prior Amount:** Sum of (Quantity Ordered Previous Period \* Benchmark Price).

- Benchmark Price = See description above.

- Quantity Ordered Previous Period = Total distribution quantity ordered last period, up to the selected date from last period, on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases, adjusted for any quantity that has been canceled.

The prior amount at the benchmark price is the aggregation of purchase order distribution amounts for the category, based on the quantities purchased in the previous period and the benchmark price for each item.

This measure, subtracted from the Benchmark Price Current Amount, is equal to the Benchmark Price Quantity Change Amount.

- **Benchmark Price Quantity Change Amount:** Sum of [Benchmark Price \* (Quantity Ordered Current Period - Quantity Ordered Previous Period)].

This measure is the amount, positive or negative, that you are paying for purchases in a commodity compared to the previous period, because of an increase or decrease in quantity, based on the benchmark price. A negative amount signifies the quantities are decreasing (buying less). A positive amount signifies the quantities are increasing (buying more).

You can also click a category in the reports to display item-level information. When you do, the following columns display:

- **Item, Description, UOM:** For information on how the items are grouped for display purposes, see Items, page 9-4. For information on how units of measure are handled, see Units of Measure (UOM), page 9-10.
- **Current Quantity:** Same as Quantity Ordered Current Period, above. This is the item quantity associated with the **Benchmark Price Current Amount**.
- **Prior Quantity:** Same as Quantity Ordered Previous Period, above. This is the item quantity associated with the **Benchmark Price Prior Amount**.
- **Quantity Change:** Current Quantity - Prior Quantity.
- **Quantity Change Amount at Benchmark:** Same as **Benchmark Price Quantity Change Amount**, above.

### Price Savings by PO Number

This report contains the following columns:

- **PO Number:** Number of the purchase order or release that contributed to the savings. For releases, the PO Number is the contract number, appended with the release number. For example, if the PO Number is 504-1, the blanket purchase agreement number is 504; the release against that agreement is numbered 1. For standard purchase orders that reference a global blanket purchase agreement, the standard PO Number is given. Click the PO Number to view the purchase order or release.  
  
Only purchase orders and releases that influenced the price savings are displayed. (To see all purchasing documents in the period, use the Contract Utilization report, also on the Commodity Spend Management dashboard.)
- **Line Number** for the item on the purchase order or release that contributed to the savings.
- **Operating Unit** in which the purchase order or release was created.
- **Item, UOM:** For information on how the items are aggregated for display purposes, see Items, page 9-4. For information on how units of measure are handled, see Units of Measure (UOM), page 9-10.
- **Quantity:** Sum of the distribution quantities for the purchase order or release line, adjusted for any quantity that has been canceled. This is the quantity associated with the PO Price.
- **Benchmark Price:** For this item, the average price you paid last year was this Benchmark Price. See the description of Benchmark Price in PO Price Savings and Quantity Change (Report), page 9-92.
- **PO Price:** Price of the item on the purchase order or release line.
- **Price Difference:** Benchmark Price - PO Price.  
  
Difference between the Benchmark Price and the PO Price.
- **Price Savings Amount** for this purchase order or release. See description of Price Savings Amount in PO Price Savings and Quantity Change (Report), page 9-92. This is the amount specifically from this purchase order or release that contributed to the Price Savings Amount.
- **Current Amount at PO Price** for this purchase order or release. See description of Current Amount at PO Price in PO Price Savings and Quantity Change (Report) ,

page 9-92. This is the amount specifically from this purchase order or release that contributed to the Current Amount at PO Price.

See also information on viewing purchase orders in: Common Concepts for DBI for Procurement, page 9-1.

For information on factoring, what None or N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Cumulative Price Savings graph shows the cumulative price savings over time in the selected period, to date. For example, your price savings in January were 10 thousand USD; in February, they were 5 thousand USD. In February, the graph would show a cumulative price savings of 15 thousand USD (10 thousand + 5 thousand). If in March the savings are - 5 thousand, then the cumulative price savings in March are 10 thousand USD (10 thousand + 5 thousand - 5 thousand). This graph shows how much you have saved so far this period and whether purchase order savings are showing a downward or upward trend. If downward, you can investigate reducing prices. The graph helps you monitor how well you are meeting your target price reduction. (Price savings are displayed by month if a Year time period is selected, or by day if a Quarter, Month, or Week time period is selected. For example, if the time period is Quarter, then each day in the quarter is displayed, from -91, the first day of the quarter if your quarter is 91 days, to 0, the last day of the quarter. Month and Week time periods start with 1, the first day of the period, and end with the last day of the period, such as 7 for Week or 30 for Month.)

The Top Price Savings graph highlights the categories that have had the greatest savings due to purchase order price reductions. It helps you identify the areas where the greatest success has been achieved. You can also sort the categories from the least to greatest savings. (Click the graph title to display the report, then click the Price Savings column to change the sorting.) You can then focus on negotiating better contracts for categories with the least savings.

The Top Quantity Change graph highlights the categories that have had the greatest quantity increase, based on the benchmark price. It helps you see which categories experienced the greatest swings in quantity and how these changes affect purchase order prices. It helps you identify the categories that have the greatest potential for price reductions based on volume.

## Related Reports and Links

For information on the related reports, see Commodity Spend Management Dashboard, page 9-85. See also Payables Leakage, page 9-80.

## Additional Information

Three benchmark prices are calculated: one in the functional currency associated with the selected operating unit; one in the primary currency established for Daily Business Intelligence when viewing data in the primary currency; and one in the secondary currency established for Daily Business Intelligence when viewing data in the secondary currency, if a secondary currency has been set up. You see the savings expressed in the currency that you select. Both benchmark prices use the rate date from the purchase order to perform the conversion. (For more information on operating units and currencies, see: DBI for Procurement Parameters, page 9-1.)

If the purchase order or release is approved in one enterprise year, but reapproved in another, then the benchmark price is calculated based on the year in which the document was first approved. For example, the current enterprise year is January 1 through December 31, 2004. For an item purchased in 2004, the benchmark price is obtained from the previous enterprise year, January 1 through December 31, 2003. The item exists on a purchase order in 2003, but the purchase order was first approved in 2002. Therefore, that purchase order is not used to calculate the 2003 benchmark price. (Instead, it would be used to calculate a 2002 benchmark price.)

See also Comparing Procurement Management and Commodity Reports, page 9-13.

For information such as how consigned inventory and purchase order cancellations are handled, see: Common Concepts for DBI for Procurement, page 9-1.

### Price Savings and Quantity Change if No Data in Current or Previous Periods

If there is no quantity purchased in the previous period, 0 (zero) is used for the Quantity Ordered Previous Period. If there is no quantity purchased in the current period, 0 is used for the Quantity Ordered Current Period, and the Price Savings Amount is 0.

The Price Savings Amount is 0 (zero) if there is no data in the current period or if the benchmark price is equal to the price on the existing purchase order.

### Price Savings and Quantity Change Example 1

*In this example, no quantity of the item was ordered in the previous period (quarter). The Benchmark Price is able to use the average unit price from the previous enterprise year. The selected date on the report is July 28, 2003, the Period Type is Quarter, and the Compare To is Prior Period.*

In this example, the Enterprise Calendar used by Daily Business Intelligence begins on July 1 and ends on June 30 of the following calendar year. The quarters are as follows: Q1 is July - September, Q2 is October - December, Q3 is January - March, and Q4 is April - June.

Purchase Order	Purchase Order Approval Date	Price	Quantity
101	July 15, 2002 (Q1)	10	90
102	August 15, 2002 (Q1)	11	80
103	July 15, 2003 (Q1)	12	100

In this example, the following formula components are used:

- Quantity Ordered Current Period (to date) is 100. (The date is July 28, 2003. So far in that quarter, 100 items were ordered on purchase order 103.)
- Quantity Ordered Previous Period (to that date) is 0. (In the previous quarter, April - June 2003, no items were ordered.)
- Price on Purchase Order 103, for which the savings is being calculated, is 12. (This purchase was made in the current quarter.)
- Quantity on Purchase Order 103, for which the savings is being calculated, is 100.
- Benchmark Price (average of last year's price) is 10.5. Purchase order numbers 101 and 102 were made in the previous enterprise year:  $[(10 * 90) + (11 * 80)] / 170 = 10.5$ .



**Note:** To simplify these examples, the Benchmark Price is rounded; however, in the actual calculations, only the final result is rounded.

*Price Savings Amount:*

- Sum of [Quantity \* (Price - Benchmark Price)] \* -1  
 $100 * (12 - 10.5) * -1 = -150$

*Benchmark Price Quantity Change Amount:*

- Sum of [Benchmark Price \* (Quantity Ordered Current Period - Quantity Ordered Previous Period)]  
 $10.5 * (100 - 0) = 1,050$

Notice that this example shows that the quantity change is 1,050 because the comparison is Prior Period. If the comparison were Prior Year, then the quantity change would be:  $10.5 * (100 - 170) = -735$ . (In the Prior Period there was no quantity, but in the Prior Year the quantity was 170.)

### Price Savings and Quantity Change Example 2

*In this example, no purchase order exists for the item in the previous enterprise year. The Benchmark Price, therefore, is the average unit price from the current enterprise year. The selected date on the report is August 28, 2003, the Period Type is Quarter, and the Compare To is Prior Period.*

In this example, the Enterprise Calendar used by Daily Business Intelligence begins on July 1 and ends on June 30 of the following calendar year. The quarters are as follows: Q1 is July - September, Q2 is October - December, Q3 is January - March, and Q4 is April - June.

Purchase Order	Purchase Order Approval Date	Price	Quantity
101	July 15, 2003 (Q1)	10	90
102	August 15, 2003 (Q1)	11	80
103	September 15, 2003 (Q1)	12	100

In this example, the following formula components are used:

- Quantity Ordered Current Period (to date) is 270. (The date is August 28, 2003. So far in that quarter, 270 items were ordered on purchase orders 101, 102, and 103.)
- Quantity Ordered Previous Period (to that date) is 0. (In the previous quarter, April - June 2003, no items were ordered.)
- Price on each purchase order for which the price savings is being calculated is 12, 11, and 10 for purchase orders 103, 102, and 101 respectively. (These purchases were made in the current quarter.)
- Quantity on each purchase order for which the price savings is being calculated is 100, 80, and 90 for purchase orders 103, 102, and 101 respectively.

- Benchmark Price (average of this year's price) is 11. Purchase orders 101, 102, and 103 were made this enterprise year, averaging as follows:  $[(10 * 90) + (11 * 80) + (12 * 100)] / 270 = 11$ .

*Price Savings Amount:*

- Sum of [Quantity \* (Price - Benchmark Price)] \* -1  
 $[(100 * (12 - 11)) + [80 * (11 - 11)] + [90 * 10 - 11]] * -1$   
 $(100 + 0 - 90) * -1 = -10$

*Benchmark Price Quantity Change Amount:*

- Sum of [Benchmark Price \* (Quantity Ordered Current Period - Quantity Ordered Previous Period)]  
 $11 * (270 - 0) = 2,970$

### Price Savings and Quantity Change Example 3

*In this example, no purchase order exists for the item in the current period.* The Benchmark Price is the average unit price from the prior enterprise year. The selected date on the report is October 28, 2003, the Period Type is Quarter, and the Compare To is Prior Year.

In this example, the Enterprise Calendar used by Daily Business Intelligence begins on July 1 and ends on June 30 of the following calendar year. The quarters are as follows: Q1 is July - September, Q2 is October - December, Q3 is January - March, and Q4 is April - June.

Purchase Order	Purchase Order Approval Date	Price	Quantity
101	October 15, 2002 (Q2)	10	90
102	November 15, 2002 (Q2)	11	80
103	July 15, 2003 (Q1)	12	100
104	August 15, 2003 (Q1)	13	200

In this example, the following formula components are used:

- Quantity Ordered Current Period (to date) is 0. (The date is October 28, 2003. In that quarter, October - December 2003, no purchases were made.)
- Quantity Ordered Previous Period (to that date) is 170. (In the previous enterprise year, 170 items were ordered on purchase orders 101 and 102.)
- Price (to date) is 0. (No purchases were made in the current quarter.)
- Quantity (to date) is 0.
- Benchmark Price (average of last year's price) is 10.5. Purchase orders 101 and 102 were made in the previous enterprise year, averaging as follows:  $[(10 * 90) + (11 * 80)] / 170 = 10.5$ .

*Price Savings Amount:*

- Sum of [Quantity \* (Price - Benchmark Price)] \* -1  
 $0 * (0 - 10.5) = 0$

*Quantity Change Amount:*

- Sum of [Benchmark Price \* (Quantity Ordered Current Period - Quantity Ordered Previous Period)]  
 $10.5 * (0 - 170) = -1,785$

#### **Example of Price Savings Loss Due to Exchange Rate Fluctuation**

The PO Price Savings and Quantity Change report does not perform direct currency translation between the price savings. For example:

- View By = Category
- Operating Unit = Vision France
- Currency = USD at Corporate
- Current year is 2003, and the benchmark price is the average unit price from the enterprise year 2002.

The following table shows the data in USD:

<b>Category</b>	<b>Price Savings Amount (thousands)</b>	<b>Current Amount at PO Price (thousands)</b>
Miscellaneous (MISC.MISC)	-11	330
Finished Goods (PRODUCTN. FINGOODS)	-36	3417

The following table shows the data in EUR:

<b>Category</b>	<b>Price Savings Amount (thousands)</b>	<b>Current Amount at PO Price (thousands)</b>
Miscellaneous (MISC.MISC)	-8	348
Finished Goods (PRODUCTN. FINGOODS)	0	3635

The transaction that took place in 2003 used an exchange rate, from EUR to USD, of .94, which is higher than in 2002. Therefore, the price in USD in 2002 is lower because of exchange rate fluctuation. The functional currency price happens to be the same in 2002 and 2003.

Therefore, the price savings is zero in the functional currency (EUR). The euro appreciated in value over time; therefore, although the goods bought this year had a negative price savings in USD, your price savings is better when the data is viewed in EUR. You see a negative price savings in the primary currency (USD) because the USD price increased over the past year, and that translates to a "loss."

## **Contract Utilization**

The Contract Utilization and related reports can be used to answer the following questions:

- Are negotiated contracts, such as blanket purchase agreements, being used across the organization?

- What is the total amount of contract purchases, non-contract purchases, and contract leakage, by commodity?
- If the total purchase amount for a commodity is increasing, is the rate of contract utilization increasing with it?
- Which document types are used most frequently for contract purchases?
- Specifically, which purchasing documents contributed to the contract purchases, non-contract purchases, and contract leakage values?

The Contract Utilization and related reports show, for the selected commodity, the purchase amounts that were contract, non-contract, and contract leakage, as a percentage of the total PO Purchases Amount. You can view contract purchases by document type. You can also view the purchasing documents responsible for the contract, non-contract, and contract leakage purchases. For descriptions of contract and non-contract purchases, see *Non-Contract Purchases*, page 9-66. See also *Contract Leakage*, page 9-69 and *PO Purchases*, page 9-78.

The non-contract and contract leakage rates and amounts that are displayed in the Contract Utilization reports are the same as those given in the Procurement Management reports, except that they are displayed for one or more commodities. The Procurement Management reports show the information for all categories, for the operating units to which you have access. The Contract Utilization reports show the information for the operating units to which you have access, only for the commodities (groupings of categories) to which you have access.

Categories or commodities with a large percentage of non-contract purchases need to have more negotiated contracts put in place. Categories or commodities with a large percentage of contract leakage purchases need increased adherence to existing contracts.

## Report Parameters

For information on the following parameters, see *DBI for Procurement Parameters*, page 9-1:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: *Dashboard Parameter Overview*, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Contract Utilization reports use the first approval date for the purchase order distribution to determine in which time period to place the purchase or leakage. Although the information taken from the purchase order always includes

the latest approved changes, the first approval date is used to report the purchase in a specific time period.

In the calculations below:

- **Price** = Price on the purchase order or release for the items being purchased.
- **Quantity** = Quantity from the purchase order or release distribution for the items being purchased, adjusted for any quantity that has been canceled.

If Oracle Services Procurement is implemented, the purchase order line Amount, rather than Price \* Quantity, is used for service and temporary labor line types. See information on line types in: Common Concepts for DBI for Procurement, page 9-1.

### Contract Utilization Rates

This report contains the following columns:

- **PO Purchases Amount:** Price \* Quantity.  
Amount of approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases for items in the commodity. See PO Purchases, page 9-78 for more details.
- **Contract Purchases Rate:**  $(\text{Contract Purchases Amount} / \text{PO Purchases Amount}) * 100$ .  
Percentage of the total PO Purchases Amount that were purchased on contract in that commodity.
- **Change:** Contract Purchases Rate Current Period - Contract Purchases Rate Previous Period.  
For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.
- **Non-Contract Purchases Rate:**  $(\text{Non-Contract Purchases Amount} / \text{PO Purchases Amount}) * 100$ .  
Percentage of the total PO Purchases Amount that were non-contract purchases in that commodity.
- **Change:** Non-Contract Purchases Rate Current Period - Non-Contract Purchases Rate Previous Period.  
For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.
- **Contract Leakage Rate:**  $(\text{Contract Leakage Amount} / \text{PO Purchases Amount}) * 100$ .  
Percentage of the total PO Purchases Amount that were contract leakage purchases in that commodity.
- **Change:** Contract Leakage Rate Current Period - Contract Leakage Rate Previous Period.  
For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

### Contract Purchases

This report includes the following columns:

- **Contract Purchases Rate** (see Contract Utilization Rates, page 9-101).

- **Change** (see Contract Utilization Rates, page 9-101).
- **Contract Purchases Amount:** Price \* Quantity for master items on approved blanket purchase agreement or planned purchase order releases, master items on approved standard purchase orders that reference a global blanket purchase agreement, and non-master items purchased through the Oracle iProcurement catalog or "punchout" from the Oracle iProcurement catalog. See Non-Contract Purchases, page 9-66 for more details.
- **PO Purchases Amount** (see Contract Utilization Rates, page 9-101).

#### Non-Contract Purchases

This report includes the following columns:

- **Non-Contract Purchases Rate** (see Contract Utilization Rates, page 9-101 ).
- **Change** (see Contract Utilization Rates, page 9-101).
- **Non-Contract Purchases Amount:** Price \* Quantity on all approved standard purchase orders where, for the items being purchased, no negotiated pricing (no blanket purchase agreement or non-master item from the Oracle iProcurement catalog or "punchout") was in place when the purchase order distribution was created. See Non-Contract Purchases, page 9-66 for more details.
- **PO Purchases Amount** (see Contract Utilization Rates, page 9-101).

#### Contract Leakage

This report includes the following columns:

- **Contract Leakage Rate** (see Contract Utilization Rates, page 9-101).
- **Change** (see Contract Utilization Rates, page 9-101).
- **Contract Leakage Amount:** Price \* Quantity on all approved standard purchase orders, where for the item purchased, there was a blanket purchase agreement in effect that could have been used to purchase the same item, instead of the standard purchase order. See Contract Leakage, page 9-69 for more details.
- **Best Price Leakage Impact Amount:** Quantity \* (Price - Best Price).

Potential savings that would have been realized if a blanket purchase agreement had been used instead of a standard purchase order. Best Price is the lowest price on any blanket purchase agreement that includes the item being purchased and that was effective at the time the standard purchase order was created. See Contract Leakage, page 9-69 for more details.

Both the Below Contract Amount and Above Contract Amount measures are used to give the total, net Leakage Impact Amount.

- **Best Price Below Contract Amount:** Quantity \* (Price - Best Price).

Leakage Amount that is below the contracted amount. That is, the standard purchase order price is less than the Best Price (contract price). This amount means that better prices are being obtained through standard purchase orders, and contracts (agreements) may need to be renegotiated.

- **Best Price Above Contract Amount:** Quantity \* (Price - Best Price).

Leakage Amount that is above the contracted amount. That is, the standard purchase order price is greater than the Best Price (contract price). This amount indicates how much more you are paying because you did not use the contract.

- **PO Purchases Amount** (see Contract Utilization Rates, page 9-101).

You can also click a category in the reports to display item-level information. When you do, the following additional columns display:

- **Item, Description, UOM:** For information on how the items are grouped for display purposes, see Items, page 9-4. For information on how units of measure are handled, see Units of Measure (UOM), page 9-10.
- **Quantity:** Displayed at the item level only, this is the total quantity ordered of the item in the selected period, to the selected date, from the purchase order or release distributions, adjusted for any quantity that has been canceled.

### Contract Purchases Detail

To access this report, click the Contract Purchases link in the Contract Utilization report region. Then click a Contract Purchases Amount number. The Contract Purchases Detail report includes the following additional columns:

- **Document Type:** (Price \* Quantity). Price, multiplied by the distribution quantity, for all purchase orders or releases in the listed document type. The document type can be one of the following, which are qualified as a contract purchases:

**Blanket Releases.** All releases created against a blanket purchase agreement in Oracle Purchasing are aggregated under Blanket Releases.

**Scheduled Releases.** All releases created against a planned purchase order in Oracle Purchasing are aggregated under Scheduled Releases.

**Standard PO with Negotiated Pricing.** All non-master items purchased through the Oracle iProcurement catalog or through a "punchout" from the Oracle iProcurement catalog are considered to be items with negotiated pricing. These items are placed on requisitions in Oracle iProcurement, then converted to purchase orders in Oracle Purchasing. These purchases are aggregated under Standard PO with Negotiated Pricing.

**Standard PO Referencing Global Agreements.** All standard purchase orders that reference a global blanket purchase agreement are aggregated under Standard PO Referencing Global Agreements.

- **Contract Purchases Amount** (see Contract Purchases, page 9-101 ).
- **Percent of Total:** (Contract Purchases Amount for Document Type / Total Contract Purchases Amount) \* 100.

Amount purchased for the listed document type, as a percentage of the total Contract Purchases Amount for the selected parameters (for example, for an operating unit, commodity, or category).

- **Change:** Percent of Total Current Period - Percent of Total Previous Period.

Difference in the Percent of Total between the current and previous time periods, for the listed document type. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

### Contract Purchases by PO Number

Access this report by clicking its link in the Contract Utilization report region or by clicking the Contract Purchase Amount number in the Contract Purchases report.

This report lists the approved purchasing documents for each contract purchase document type. It includes the following columns:

- **PO Number:** Number of the purchase order or release that was a contract purchase. For releases, the PO Number is the contract number, appended with the release number. For example, if the PO Number is 504-1, the blanket purchase agreement number is 504; the release against that agreement is numbered 1. For standard purchase orders that reference a global blanket purchase agreement, the standard PO Number is given. Click the PO Number to view the contract purchase.
- **Operating Unit** in which the purchase order or release was created.
- **Contract Number:** Number of the blanket purchase agreement, planned purchase order, or global agreement against which the purchase order or release was created. Click the number to view the document.

For the Standard PO with Negotiated Pricing document type, the contract number is a contract purchase agreement number if the Oracle iProcurement requisition references a contract purchase agreement. (For details on how contract purchase agreements can be referenced in Oracle iProcurement, see information on contract sourcing setup in the *Oracle iProcurement Implementation Guide*.) If no contract purchase agreement was used, the term Catalog displays as the contract number.

- **Operating Unit** in which the contract was created. The operating unit in which the planned purchase order or blanket purchase agreement was created is the same operating unit in which the corresponding release occurred. The operating unit in which the global agreement was created may be different than the operating unit in which the corresponding purchase order was created. For the Standard PO with Negotiated Pricing document type, the operating unit of the agreement is displayed if the catalog item comes from or references a contract purchase agreement or blanket purchase agreement. If the catalog item has no backing agreement, then N/A is displayed.
- **Item, Description, and UOM:** For information on how the items are aggregated for display purposes, see Items, page 9-4. For information on how units of measure are handled, see Units of Measure (UOM), page 9-10.
- **Quantity:** Distribution quantity from the purchase order or release that is a contract purchase, adjusted for any quantity that has been canceled. This is the quantity associated with the Contract Purchases Amount, described next.
- **Contract Purchases Amount** for this purchase order. See Contract Purchases, page 9-101. This is the amount specifically from this purchase order that contributed to the Contract Purchases Amount.

See also information on viewing purchase orders in: Common Concepts for DBI for Procurement, page 9-1.

### Non-Contract Purchases by PO Number

Access this report by clicking its link in the Contract Utilization report region or by clicking the Non-Contract Purchases Amount number in the Non-Contract Purchases report.

This report lists all of the approved standard purchase orders where, for the items being purchased, no negotiated pricing (no blanket purchase agreement or non-master item from the Oracle iProcurement catalog or "punchout") was in place when the purchase order distribution was created. This report includes the following columns:

- **PO Number:** Number of the purchase order that was a non-contract purchase. Click the number to view the document.



- **Operating Unit** in which the purchase order was created.
- **Item, Description, and UOM:** For information on how the items are aggregated for display purposes, see Items, page 9-4. For information on how units of measure are handled, see Units of Measure (UOM), page 9-10.
- **Quantity:** Distribution quantity from the purchase order that is a non-contract purchase, adjusted for any quantity that has been canceled. This is the quantity associated with the Non-Contract Purchases Amount, described next.
- **Non-Contract Purchases Amount** for this purchase order. See Non-Contract Purchases, page 9-102, above). This is the amount specifically from this purchase order that contributed to the Non-Contract Purchases Amount.

See also information on viewing purchase orders in: Common Concepts for DBI for Procurement, page 9-1.

### Contract Leakage by PO Number

Access this report by clicking its link in the Contract Utilization report region or by clicking the Contract Leakage Amount number in the Contract Leakage report.

This report lists all of the approved standard purchase orders, where for the item purchased, there was a blanket purchase agreement in effect that could have been used to purchase the same item, instead of the standard purchase order. This report includes the following columns:

- **PO Number:** Number of the purchase order that was responsible for the contract leakage. Click the number to view the document.
- **Operating Unit** in which the purchase order was created.
- **Supplier** from the purchase order.
- **Item, Description, and UOM:** For information on how the items are aggregated for display purposes, see Items, page 9-4. For information on how units of measure are handled, see Units of Measure (UOM), page 9-10.
- **Quantity:** Distribution quantity from the purchase order responsible for the contract leakage, adjusted for any quantity that has been canceled. This is the quantity associated with the Contract Leakage Amount, described next.
- **Contract Leakage Amount** from the purchase order. See Contract Leakage, , page 9-102above. This is the amount specifically from this purchase order that contributed to the contract leakage.
- **Best Price Leakage Impact Amount** of the purchase order. See Contract Leakage, page 9-102, above. This is the amount specifically from this purchase order that contributed to the leakage impact amount. If the Best Price is the same as the price on the standard purchase, a Leakage Impact Amount of zero (0) is displayed.

When the Best Price cannot be determined, 0 is displayed as the Best Price Leakage Impact Amount, and the following three columns (Best Price Unused Contract Number, Best Price Operating Unit, and Best Price Unused Supplier) display N/A.

See Contract Leakage, page 9-69 for additional information on the Best Price.

- **Best Price Unused Contract Number:** Number of the blanket purchase agreement that could have been used for the purchase instead of the standard purchase order. This is the contract that contains the Best Price. Click the number to view the document.

- **Best Price Operating Unit:** Operating unit in which the blanket purchase agreement was created. For global blanket purchase agreements, this operating unit may differ from the one in which the standard purchase order was created.
- **Best Price Unused Supplier:** Supplier name from the header of the blanket purchase agreement that could have been used for the purchase. This is the supplier that provides the Best Price.

See also information on viewing purchase orders in: *Common Concepts for DBI for Procurement*, page 9-1.

If more than one blanket purchase agreement exists with the same best price, then DBI for Procurement chooses any one of the blanket purchase agreements.

For information on factoring, what N/A means, and other general information, see: *General Dashboard Behavior, Oracle Daily Business Intelligence User Guide*.

## Graphs

The Contract Utilization graph displays how the purchased commodities are bucketed into Contract Purchases, Non-Contract Purchases, or Contract Leakage, as percentages of the total PO Purchases Amount. The graph's underlying report (which displays when clicking the graph title on the Commodity Spend Management dashboard) also displays the change in the percentages between the current and previous periods.

The PO Purchases Amount Trend graph shows how the purchases amount is changing over time. It performs the same function as the PO Purchases Amount Trend graph on the Procurement Management dashboard, except that it displays the data only for the commodities to which you have access.

The Contract Utilization Trend graph displays the Contract Purchases Rate, Non-Contract Purchases Rate, and Contract Leakage Rate trends over time. Use this graph to see whether contract utilization and contract leakage are increasing or decreasing.

Using the PO Purchases Amount Trend graph and Contract Utilization Trend graphs, you can see whether contract utilization is increasing along with the PO Purchases Amount. If contract utilization is not increasing, then you might decide to negotiate additional contracts.

The Contract Purchases Detail graphs show the contract purchase amounts for each document type. The Percent of Total graph shows the document type as a percentage of the total contract purchases, for the parameters selected. For example, if you select a Category, the document type is displayed as a percentage of the total of all documents types, for the selected category.

## Related Reports and Links

For information on the related reports, see *Commodity Spend Management Dashboard*, page 9-85.

## Additional Information

For information such as how consigned inventory and purchase order cancellations are handled, see: *Common Concepts for DBI for Procurement*, page 9-1.

The reports that display the underlying purchasing documents use the first approval date for the purchase order distribution responsible for the contract purchase, non-contract purchase, or leakage to determine in which time period to place the amount, just like the other reports. They do not use the approval date of the document in the Contract

Number or Unused Contract Number heading to determine in which time period to place the amount.

When viewing the Contract Purchases by PO Number report, you may see the same purchase order number listed more than once, each with a different global agreement as the referenced contract. In this case, different lines on the purchase order reference different global agreements. The Contract Purchases Amount is totaled for each line or lines that reference the corresponding global agreement.

When viewing the Contract Leakage by PO Number report, an exception case occurs for purchase order prices of zero (0). The special case occurs when you are viewing the report by item, and the zero amount purchase order has a non-zero quantity. If this purchase is contract leakage, but has no leakage impact, then it displays in the Non-Contract Purchases by PO Number report, for technical reasons. If it is leakage and has leakage impact, then it displays in the Contract Leakage by PO Number report.

## Commodity Supplier Management Dashboard

Use the Commodity Supplier Management reports to judge suppliers' performance:

- See how much a supplier's prices have increased or decreased in a commodity, across all items and operating units for that supplier. See: PO Price Change, page 9-109.
- Use return rates and reasons to measure a supplier's quality and performance in a commodity. See which suppliers and commodities have the highest return amount or number of return transactions, and determine the most common return reasons. See: Returns, page 9-115.
- Measure how suppliers for a particular commodity are performing based on rejections during inspection. See: Rejections on Inspection, page 9-118.
- View the amount or number of transactions received early, within tolerance, or late for specific suppliers and commodities, based on your receiving options setup in Oracle Purchasing. See which suppliers and commodities have the highest receipt date exception amount or number of receipt date exception transactions. See: Receipt Date Exceptions, page 9-122.

The Commodity Supplier Management reports are based on information in Oracle Purchasing.

The Commodity Supplier Management reports are available to the Commodity Manager role.

## Dashboard Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Commodity**

This dashboard displays data for all operating units to which you have access as determined by security setup in Oracle Applications. (To view data for a specific operating unit, click a report title or KPI. Then select an operating unit in the report's parameters.)

In addition to the primary currency and, if set up, the secondary currency, established for Daily Business Intelligence, the Currency parameter provides the functional currency

associated with the operating units, if the same currency is used for all operating units and is different than the primary and secondary currencies.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Reports and Graphs

This dashboard contains the following reports, and graphs.

- Commodity Supplier Management KPIs, page 9-108
- PO Price Change, page 9-109
- Returns, page 9-115
- Rejections on Inspection, page 9-118
- Receipt Date Exceptions, page 9-122

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

See also: Common Concepts for DBI for Procurement, page 9-1 .

## Commodity Supplier Management KPIs

Key performance indicators (KPIs) for commodity supplier management are described below.

For more information on the KPIs, see Key Performance Indicators, *Oracle Daily Business Intelligence User Guide*.

### Report Headings and Calculations

- **Price Change Amount:** Sum of [Quantity \* (Price - Supplier Benchmark Price)].

Use this KPI to measure how much you are saving in a commodity because of better prices. The savings are measured by comparing today's prices with a supplier benchmark price, which is the average unit price for the items in the previous enterprise year for a supplier in a commodity, across all operating units.

A negative number indicates a price decrease.

See also: PO Price Change, page 9-109.

- **Return Amount:** Sum of (Price \* Return Quantity).

Price is the price on the purchase order. Return Quantity is the quantity on the return.

Use this KPI to see how much has been returned to suppliers, including the change in that amount between the current and previous periods.

See also: Returns, page 9-115.

- **Return Transactions:** Number of return transactions performed in Oracle Purchasing or Oracle iProcurement for the selected parameters. There can be multiple return transactions for each receipt.

See also: Returns, page 9-115.

- **Receipt Date Exception Amount Rate:**(Sum of Exception Amount / Sum of Receipt Amount) \* 100.

The Exception Amount is the price on the purchase order, multiplied by the receipt quantity, for all receipts whose receipt dates fall outside the days early or days late Receiving Options settings in Oracle Purchasing. The Receipt Amount is the price on the purchase order, multiplied by the receipt quantity, for all receipts.

Use this KPI to monitor the supplier's performance by evaluating receipt exceptions, both early and late. A lower rate is desirable.

See also: Receipt Date Exceptions, page 9-122.

- **Receipt Date Exception Transactions Rate:**(Sum of Exception Transactions / Sum of Receipt Transactions) \* 100.

Number of receipt date exception transactions as a percentage of all receipt transactions that occurred for the selected parameters and time period.

See also: Receipt Date Exceptions, page 9-122.

Change is given between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports see: Commodity Supplier Management Dashboard, page 9-107.

See Payables Management Dashboard, *Oracle Daily Business Intelligence User Guide*.

See also: Common Concepts for DBI for Procurement, page 9-1.

## PO Price Change

The PO Price Change reports can be used to answer the following questions:

- How much more am I purchasing for each commodity because of changes in purchase order price?
- Which suppliers have the highest purchase order price increases in each commodity or across all commodities?
- How much is my company spending, based on the PO Purchases Amount, on a commodity, category, or item? With which suppliers or supplier sites is that amount being spent?

The PO Price Change reports measure purchase order price increases or decreases in a commodity, for specific suppliers, by comparing today's prices with a supplier benchmark price. The supplier benchmark price is the average unit price for the items in the previous enterprise year for that supplier, across all operating units.

The PO Price Change reports measure how well a supplier is performing on price relative to the supplier's past performance. Ideally, suppliers should be reducing their prices as they become more efficient or as the volume of purchases increases. The Price Change by PO Number report displays the purchasing documents that are responsible for the price change.

**Note:** The PO Price Change reports show purchase order price increases or decreases for each supplier within a commodity, across all operating

units. The PO Price Savings and Quantity Change reports on the Commodity Spend Management dashboard, by comparison, show the price savings or loss for all suppliers in a commodity, in a selected operating unit. Both price measures are calculated the same, but across different parameters. (Also, one is expressed as a price increase or decrease, the other as a savings or loss.)

Use the PO Price Change reports to help you determine whether a purchase order price increase is a reflection of supplier performance or market price increases in that commodity. Use the PO Price Savings and Quantity Change report to further analyze the impact of quantity on those price changes.

## Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**
- **Organization**

**Note:** When calculating supplier benchmark prices, the PO Price Change report creates a benchmark price for each supplier, even if the suppliers provide the same item number.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The PO Price Change reports use the first approval date for the purchase order distribution to determine in which time period to place the purchase or supplier benchmark price. Although the information taken from the purchase order always includes the latest approved changes, the first approval date is used to report the purchase in a specific time period.

### PO Price Change (Report)

This and related reports include the following columns:

- **Price Change Amount:** Sum of [Quantity \* (Price - Supplier Benchmark Price)].
  - Quantity = Total distribution quantity for the item on the approved standard purchase order, planned purchase order release, or blanket purchase agreement release for which the price change is being calculated, adjusted for any quantity that has been canceled.

- Price = Unit price for the item on the approved standard purchase order, planned purchase order release, or blanket purchase agreement release this period for which the price change is being calculated.
- Supplier Benchmark Price = Average unit price on the purchase order for the same item in the previous enterprise year (based on the Daily Business Intelligence Enterprise Calendar) for a specific supplier in a commodity, across all operating units. If the item was not purchased in the previous enterprise year, then the average unit price in this enterprise year is used.

The Price Change Amount is the amount, more or less, that you are paying for a supplier's purchases in a commodity compared to the previous period, because of an increase or decrease in purchase order price. A negative price change indicates a price decrease. (You are paying less than you did based on the average item price for purchases made in the previous year from that supplier.)

- **Price Change Rate:**  $(\text{Price Change Amount} / \text{PO Purchases Amount}) * 100$ .

Percentage of the PO Purchases Amount that the price change amount represents.

For example, if the rate is 50%, then the price increase is half of your PO Purchases Amount for that period. In another example, the Price Change Amount is -500 (a decrease in price), and the PO Purchases Amount is 100,000. The Price Change Rate is as follows:  $(-500/100,000) * 100 = -1\%$ .

- **PO Purchases Amount:** Price \* Quantity.

Amount of approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases for items in the commodity. See PO Purchases, page 9-78 for more details.

Price is the price on the purchase order or release for the items being purchased. Quantity is the quantity from the purchase order or release distribution for the items being purchased, adjusted for any quantity that has been canceled.

- **Change:**  $((\text{PO Purchases Amount Current Period} - \text{PO Purchases Amount Previous Period}) / \text{Absolute Value of PO Purchases Amount Previous Period}) * 100$ .

Percent increase or decrease in the PO Purchases Amount between the current and previous time periods. A negative change means your total PO Purchases Amount with the supplier has decreased.

For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

When you view the PO Price Change report by item, the quantities of the item purchased in the selected period additionally display:

- **Item, Description, UOM:** For information on how the items are grouped for display purposes, see Items, page 9-4. For information on how units of measure are handled, see Units of Measure (UOM), page 9-10.
- **Quantity:** How many items contributed to the Price Change Amount.

For example, you ordered 5 items on a purchase order in the selected time period, for a unit price of 10. The Supplier Benchmark Price per unit was 15. Therefore, the Price Change Amount is as follows:  $[\text{Quantity} * (\text{Price} - \text{Supplier Benchmark Price})] = 5 * (10 - 15) = -25$ . For those 5 items, your price decreased by 25.

Now assume that you ordered 10 items for the same price (10) and supplier benchmark price (15). The Price Change Amount is as follows:  $10 * (10 - 15) = -50$ . For those 10 items, your price decreased by 50.

### Price Change by PO Number

This report contains the following columns:

- **PO Number:** Number of the purchase order or release that contributed to the price change amount. For releases, the PO Number is the contract number, appended with the release number. For example, if the PO Number is 504-1, the blanket purchase agreement number is 504; the release against that agreement is numbered 1. For standard purchase orders that reference a global blanket purchase agreement, the standard PO Number is given. Click the PO Number to view the purchase order or release.

Only purchase orders and releases that influenced the price change amount are displayed. (To see all purchasing documents in the period, use the Contract Utilization report on the Commodity Spend Management dashboard.)

- **Line Number** for the item on the purchase order or release that contributed to the price change amount.
- **Operating Unit** in which the purchase order or release was created.
- **Supplier** on the purchase order or release.
- **Item, UOM:** For information on how the items are grouped for display purposes, see Items, page 9-4. For information on how units of measure are handled, see Units of Measure (UOM), page 9-10.
- **Quantity:** Sum of the distribution quantities for the purchase order or release line, adjusted for any quantity that has been canceled. This is the quantity associated with the PO Price.
- **Supplier Benchmark Price:** For this item, the average price you paid last year was this Supplier Benchmark Price. See the description of Supplier Benchmark Price in PO Price Change (Report), page 9-110.
- **PO Price:** Price of the item on the purchase order or release line.
- **Price Difference:** Supplier Benchmark Price - PO Price.

Difference between the Supplier Benchmark Price and the PO Price.

- **Price Change Amount** for this purchase order or release. See description of Price Change Amount in PO Price Change (Report), page 9-110. This is the amount specifically from this purchase order or release that contributed to the Price Change Amount.
- **PO Purchases Amount** for this purchase order or release. See the description of PO Purchases Amount in PO Price Change (Report), page 9-110. This is the amount specifically from this purchase order or release that contributed to the PO Purchases Amount.

See also information on viewing purchase orders in: Common Concepts for DBI for Procurement, page 9-1.

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.



## Graphs

The Top Price Change graph shows the suppliers whose prices have increased the most. You can also sort the suppliers from least to greatest increases, to see your better performing suppliers. (Click the graph title to display the report, then click the Price Change Amount column to change the sorting.)

## Related Reports and Links

For information on the related reports see: Commodity Supplier Management Dashboard, page 9-107.

## Additional Information

The supplier benchmark price is always calculated in the primary currency established for Daily Business Intelligence. (If a secondary currency is also set up, then the supplier benchmark price is additionally calculated in the secondary currency.) The primary (or secondary) currency is used because the supplier benchmark price is calculated for each supplier across operating units, which may not share the same functional currency. You can still view the price change amount in an operating unit's functional currency. In that case, the supplier benchmark price is converted from the primary currency to the functional currency, using the inverse conversion rate.

If the purchase order or release is approved in one enterprise year, but reapproved in another, then the supplier benchmark price is calculated based on the year in which the document was first approved. For example, the current enterprise year is January 1 through December 31, 2004. For an item purchased in 2004, the supplier benchmark price is obtained from the previous enterprise year, January 1 through December 31, 2003. The item exists on a purchase order in 2003, but the purchase order was first approved in 2002. Therefore, that purchase order is not used to calculate the 2003 supplier benchmark price. (Instead, it would be used to calculate a 2002 supplier benchmark price.)

See also Comparing Procurement Management and Commodity Reports, page 9-13.

For information such as how consigned inventory and purchase order cancellations are handled, see: Common Concepts for DBI for Procurement, page 9-1.

### Supplier Benchmark Price Example 1

*In this example, the same master item is purchased from two different suppliers. All purchase orders were approved in 2002, the selected date is May 23, 2003, and the primary currency is USD. The currency conversion rate from EUR to USD is the same for all of 2002: 1 EUR = 1.2 USD. The Primary UOM is EA.*

PO Number	Supplier	Master Item (from PO)	PO Price	UOM	Quantity	Operating Unit
10	ABC Electronics	AS54888 (V1)	USD 200	EA	10	Vision Operations
20	Freedom AS IC LTD	AS54888 (V1)	EUR 250	DZ	10	Vision Services
30	ABC Electronics	AS54888 (V1)	USD 2250	DZ	10	Vision Operations

In this example, the UOM for the item is converted from dozen (DZ) to each (EA) because master items use the Primary UOM. (See Units of Measure (UOM), page

9-10.) One supplier benchmark price is calculated for ABC Electronics, and another for Freedom ASIC LTD.

- For ABC Electronics:

Supplier Benchmark Price (average of last enterprise year's price) =  $[(200 * 10) + (2250 * 10)] / [10 + (10 * 12)] = \text{USD } 188.$

- For Freedom ASIC LTD:

Supplier Benchmark Price (average of last enterprise year's price) =  $(250 * 1.2 * 10) / (10 * 12) = \text{USD } 25.$  (The currency conversion rate of 1.2 is multiplied by 250 EUR.)

### Supplier Benchmark Price Example 2

*In this example, a non-master item from the same supplier is purchased in two different units of measure. All purchase orders were approved in 2002, the selected date is May 23, 2003, and the primary currency is USD.*

PO Number	Supplier	Non-Master Item (from PO)	PO Price	UOM	Quantity	Operating Unit
40	ABC Electronics	Clarion 230i (ABC Electronics)	USD 100	EA	10	Vision Operations
50	ABC Electronics	Clarion 230i (ABC Electronics)	USD 4300	Box of 50	10	Vision Operations
60	ABC Electronics	Clarion 230i (ABC Electronics)	USD 120	EA	10	Vision Operations
70	ABC Electronics	Clarion 230i (ABC Electronics)	USD 4500	Box of 50	10	Vision Operations

Since the UOM for non-master items is not converted, a benchmark price is calculated for each UOM and supplier item number combination. (See also Units of Measure (UOM), page 9-10.)

- For ABC Electronics, Clarion 230i (ABC Electronics), UOM of EA:

Supplier Benchmark Price =  $[(100 * 10) + (120 * 10)] / (20) = \text{USD } 110.$

- For ABC Electronics, Clarion 230i (ABC Electronics), UOM of Box of 50:

Supplier Benchmark Price =  $[(4300 * 10) + (4500 * 10)] / (20) = \text{USD } 4400.$

### Price Change Amount Examples

See Additional Information, page 9-95 for the PO Price Savings and Quantity Change report. The Price Change Amount uses the same calculation as Price Savings Amount in the PO Price Savings and Quantity Change report. The only difference is that Price Change Amount is performed for each supplier across all operating units, and Price Savings Amount is performed across all suppliers for each operating unit. The other difference is that one is expressed as a savings and the other as a change.

## Returns

The Returns reports can be used to answer the following questions:

- Which suppliers have the highest return rate this period, and over time?
- How much—in amount, quantity, and number of return transactions—have I returned to a particular supplier over a period of time?
- Which commodities, purchasing categories, and items are these returns for?
- What is the return reason for each category and item? Is it the same return reason continuously?

The Returns reports enable you to see how suppliers are performing for a particular commodity, based on the purchase order return amount, return quantity, and number of returns, for return-to-supplier transactions only. The reports also display return rates and return reasons.

The reports include returns and receipts in both Oracle Purchasing and Oracle iProcurement. (Returns and receipts made in Oracle iProcurement are automatically recorded in Oracle Purchasing.)

### Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**
- **Organization**

The following additional parameter displays in this report:

- **Reason:** This parameter contains all of the available Reason codes (such as Broken Upon Delivery). These codes are defined in the Transaction Reasons setup window in Oracle Applications. The person entering the return selects a Reason code in the Details tabbed region in the Returns window when entering a return in Oracle Purchasing.

The Reason code field is optional on the return. Returns for which no Reason code is given display with a Reason of Unassigned in the Returns report.

The Reason parameter displays in all Returns reports; however, only the Returns Breakdown report allows you to specify a Reason in the View By parameter.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Returns reports use the return date on the return transaction to determine in which time period to report the return. The reports use the receipt date from the receipt transaction to determine in which time period to report the receipt, including the Receipt Returned Amount.

In the calculations below, Purchase Order Price is the unit price on approved standard purchase orders, planned purchase order releases, or blanket purchase agreement releases.

### Returns (Report)

The Returns report includes the following columns on the Commodity Supplier Management dashboard:

- **Return Amount:** (Purchase Order Price \* Return Quantity).  
Purchase order return amount for all returns that took place in the period, for the selected commodity and supplier.  
Only return-to-supplier transactions are included. For example, customer returns, internal returns, and return-to-receiving transactions are not included. Corrections to return quantities are included. The correction is included in the same time period as the return.
- **Change:**  $((\text{Return Amount Current Period} - \text{Return Amount Previous Period}) / \text{Absolute Value of Return Amount Previous Period}) * 100$ .  
Percent increase or decrease in the Return Amount between the current and previous time periods.  
For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.
- **Return Transactions:** Number of return transactions performed in Oracle Purchasing or Oracle iProcurement for the selected parameters (for example, for the selected commodity or supplier). There can be multiple return transactions for each receipt.  
Use both the return amount and the number of return transactions to determine a supplier's performance. For example, a low monetary amount may have been returned to a supplier, but that amount comprises a high number of returns. Alternatively, there may be a low number of returns for high-value items.

The following columns display when you click the Returns report title on the Commodity Supplier Management dashboard:

- **Description, UOM:** For information on how the items are grouped for display purposes, see Items, page 9-4. For information on how units of measure are handled, see Units of Measure (UOM) in Receiving, page 9-11.
- **Return Quantity:** Quantity of the item that was returned in the selected period. This is the quantity associated with the Return Amount.
- **Receipt Quantity:** Quantity of the item that was received in the selected period. This is the quantity associated with the Receipt Amount.
- **Return Amount** (see description above).
- **Change** (see description above).
- **Return Transactions** (see description above).

- **Change:**  $((\text{Return Transactions Current Period} - \text{Return Transactions Previous Period}) / \text{Absolute Value of Return Transactions Previous Period}) * 100$ .

Percent increase or decrease in the number of Return Transactions between the current and previous time periods.

For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Receipt Amount:** (Purchase Order Price \* Receipt Quantity).

Purchase order amount for all receipts that took place in the period, for the selected commodity and supplier. All receipts made in the Receipts, Match Unordered Receipts, or Corrections windows in Oracle Purchasing are included in the receipt amount, regardless of the destination type or receipt routing.

- **Receipt Returned Amount:** (Purchase Order Price \* Return Quantity).

Purchase order amount for all returns that have a corresponding receipt within the period. For example, the Return Amount for Quarter 1 to date is 5000 USD. 100 USD of those returns are for receipts that occurred in the previous quarter. In this example, the Receipt Returned Amount is 4900 USD.

In Oracle Purchasing, receipts must be created in order to create a return; therefore, for every return, there is a corresponding receipt.

By placing the Receipt Returned Amount in the same time period as the receipt, the Receipt Returned Amount is always less than or equal to the total Receipt Amount for the same period.

- **Return Rate:**  $(\text{Receipt Returned Amount} / \text{Receipt Amount}) * 100$ .

**Note:** The Return Rate is not based on the Return Amount, but on the Receipt Returned Amount. Therefore, the Return Rate is a true reflection of what has been returned, associated with the initial receipts.

When viewing reports at the item level, the quantities display so that you can determine how much of the Return Amount is due to the return of high-value items and how much is due to high-volume returns. See descriptions of these columns earlier above.

## Returns Breakdown

The Returns Breakdown report displays the return information by reason. The returns are aggregated by reason across all of the selected parameters—for example, across all items, categories, and suppliers, or across all items and categories for the supplier that you select. This report includes the following columns:

- **Return Amount** (see Returns (Report), page 9-116 ).
- **Change** (see Returns (Report), page 9-116).
- **Percent of Total:**  $(\text{Return Amount for Reason} / \text{Return Amount}) * 100$ .

Return Amount for the listed reason as a percentage of the total Return Amount for the selected parameters and time period.

- **Return Transactions** (see Returns (Report), page 9-116).
- **Change** (see Returns (Report), page 9-116).
- **Percent of Total:**  $(\text{Return Transactions for Reason} / \text{Return Transactions}) * 100$ .

Number of Return Transactions for the listed reason as a percentage of the total number of Return Transactions, for the selected parameters and time period.

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Returns Trend graphs show the Return Amount and number of Return Transactions over time. They show how suppliers are performing and fluctuating on returns for the selected parameters—for example, for a particular commodity.

## Related Reports and Links

For information on the related reports see: Commodity Supplier Management Dashboard, page 9-107. See: Rejections on Inspection, page 9-118.

## Additional Information

Unordered receipts are not included in the receipt amount, until they are matched to a purchase order. Matched receipts are included in the same time period as the receipt date that was entered on the unordered receipt.

If you see a return amount or quantity of zero (0), but a positive number of return transactions, then either the item's price on the purchase order was 0, or a return correction was made. For example, you may record a return of 250 items in Oracle Purchasing. Later, you and the supplier agree not to return the items, and you record a return correction of -250. The total amount and quantity returned is 0, but the number of return transactions (1) is still recorded.

For information such as how consigned inventory is handled, see: Common Concepts for DBI for Procurement , page 9-1.

**Note:** If you select a reason in the Reason parameter, the Receipt Amount and Receipt Quantity are zero (0), since a reason is never associated with a receipt. If you change the Reason to All, the appropriate receipt amount and quantity display.

## Rejections on Inspection

The Rejections on Inspection and Rejections by Reason reports answer the following questions:

- Which suppliers and categories have the highest rejection rate for this period, and over time?
- What quantity have I rejected for a particular item or items?
- What are the most common rejection reasons for each category and item? Is the same rejection reason occurring in multiple time periods?

The Rejections on Inspection report assists commodity managers in measuring how suppliers for a commodity are performing based on rejections during inspection for quality, engineering, and other requirements. Commodity managers can report the rejection measurement in this report to their suppliers. The measurement can be used to comprise a portion of the supplier's score when the commodity manager measures a supplier's performance.

The Rejections by Reason report enables the commodity manager to measure if the rejection reason for an item is recurring. It helps identify recurring supplier problems with quality.

By evaluating these reports for a supplier, commodity managers can monitor their commodities' performance and watch trends to achieve the best service and quality for their organization.

## Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**
- **Organization**

The following additional parameter displays in this report:

- **Reason:** This parameter contains all of the available Reason codes (such as Broken Upon Delivery). These codes are defined in the Transaction Reasons setup window in Oracle Applications. The person entering the inspection selects a Reason code in the Inspection Details window in Oracle Purchasing.

The Reason code field is optional on the inspection transactions. Inspections for which no Reason code is given display with a Reason of Unassigned in the reports.

The Reason parameter displays in the Rejections on Inspection report; however, only the Rejections by Reason report allows you to specify a Reason in the View By parameter.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Rejections on Inspection and Rejections by Reason reports use the following dates to determine in which time period to report the receipt or rejection:

- The Receipt Amount, Receipt Rejection Amount, and Rejection Rate are reported in the same time period as the receipt date of the receipt transaction.
- The Rejection Amount, Receipt Inspected Amount, and Receipts Inspected Rejection Rate are reported in the same time period as the inspection date of the inspection transaction.

In the calculations below, Purchase Order Price is the unit price on approved standard purchase orders, planned purchase order releases, or blanket purchase agreement releases.

Corrections (quantity adjustments) to inspection, rejection, and receipt quantities are reflected in the amounts.

### Rejections on Inspection (Report)

This report includes the following columns:

- **Rejection Amount:**  $(\text{Purchase Order Price} * \text{Rejection Quantity})$ .  
Purchase order amount of all receiving transactions that were marked with a Reject status during inspection in Oracle Purchasing. (In Oracle Purchasing, you select a receiving transaction in the Receiving Transactions window, then choose the Inspect button to accept or reject it.) Only supplier transactions are included. For example, customer and internal rejections are not included.
- **Change:**  $((\text{Rejection Amount Current Period} - \text{Rejection Amount Previous Period}) / \text{Absolute Value of Rejection Amount Previous Period}) * 100$ .  
Percent increase or decrease in the Rejection Amount between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.
- **Receipt Amount:**  $(\text{Purchase Order Price} * \text{Receipt Quantity})$ .  
Purchase order amount for all receipts that took place in the period, for the selected commodity and supplier. All receipts made in the Receipts, Match Unordered Receipts, or Corrections windows in Oracle Purchasing are included in the receipt amount, regardless of the destination type or receipt routing.
- **Receipt Rejection Amount:**  $(\text{Purchase Order Price} * \text{Rejection Quantity})$ .  
Purchase order amount for all rejections that have a corresponding receipt within the period. For example, the Rejection Amount for Quarter 1 to date is 5000 USD. 100 USD of those rejections are for receipts that occurred in the previous quarter. In this example, the Receipt Rejection Amount is 4900 USD.  
  
By placing the Receipt Rejection Amount in the same time period as the receipt, the Receipt Rejection Amount is always less than or equal to the total Receipt Amount for the same period.  
  
In Oracle Purchasing, receipts must be created in order to create a rejection; therefore, for every rejection, there is a corresponding receipt.
- **Rejection Rate:**  $(\text{Receipt Rejection Amount} / \text{Receipt Amount}) * 100$ .  
**Note:** The Rejection Rate is not based on the Rejection Amount, but on the Receipt Rejection Amount. Therefore, the Rejection Rate is a true reflection of what has been rejected, associated with the initial receipts.
- **Receipt Inspected Amount:**  $\text{Receipt Accepted Amount} + \text{Receipt Rejection Amount}$ .  
Of the amount received, this is the total amount that was inspected, including both accepted and rejected transactions during inspection. (Receipt Accepted Amount is  $\text{Purchase Order Price} * \text{Accepted Quantity}$ .)
- **Receipt Inspected Rejection Rate:**  $(\text{Rejection Amount} / (\text{Amount Accepted} + \text{Rejection Amount})) * 100$ .  
Amount that was rejected, as a percentage of the amount inspected.



When viewing reports at the item level, the following columns display. The quantities display so that you can determine how much of the rejection amount is due to the rejection of high-value items and how much is due to high-volume rejections:

- **Item, Description, and UOM:** For information on how the items are grouped for display purposes, see Items, page 9-4. For information on how units of measure are handled, see Units of Measure (UOM) in Receiving, page 9-11.
- **Reject Quantity:** Quantity of the item that was rejected in the selected time period, from the inspection transaction. This is the quantity associated with the Rejection Amount.
- **Receipt Quantity:** Quantity of the item that was received in the selected period. This is the quantity associated with the Receipt Amount.

### Rejections by Reason

To access the Rejections by Reason report, click the Rejections on Inspection report link. In the Links section at the bottom of the page, click the Rejections by Reason link. Alternatively, click the Rejection Amount number for a specific category in the Rejections on Inspection report.

This report contains the following columns:

- **Rejection Amount** (see Rejections on Inspection Report, page 9-120).
- **Change** (see Rejections on Inspection Report, page 9-120).
- **Percent of Total:**  $(\text{Rejection Amount for Reason} / \text{Rejection Amount}) * 100$ .

Rejection Amount for the listed reason as a percentage of the total Rejection Amount.

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

### Additional Information

Unordered receipts are not included in the receipt amount, until they are matched to a purchase order. Matched receipts are included in the same time period as the receipt date that was entered on the unordered receipt.

In Oracle Purchasing, rejecting items during inspection and returning items are two separate transactions. That is, rejecting an item does not automatically return it. Typically, an organization would create return transactions for items that it rejects, but it depends on your company's procedures.

The reason codes used during inspection are the same set of reason codes used when creating a return transaction. The person entering the return typically selects the same reason code that was selected during the inspection, but it is not required; one can select a different reason on the return. If so, the reason codes will differ between the Returns by Reason and Rejections by Reason reports.

**Note:** If you select a reason in the Reason parameter, the Receipt Amount and Receipt Quantity are zero (0), since a reason is never associated with a receipt. If you change the Reason to All, the appropriate receipt amount and quantity display.

Receipts for external drop shipments are excluded from this report. (They are, however, included in the Returns report. Therefore, if you see a different Receipt

Amount in the Returns report than in this report, part of that difference may be external drop shipments.)

## Receipt Date Exceptions

The Receipt Date Exceptions reports can be used to answer the following questions:

- Which suppliers have the highest receipt exceptions rate (items received early or late) for this period, and over time? What is the rate in purchase order amount and in number of transactions?
- For each supplier and commodity, what amount, quantity, and number of transactions have I received early or late?
- How many days early or late, on average, are my suppliers delivering?
- For which purchasing categories and items do the receipt exceptions occur?

The Receipt Date Exceptions reports display the purchase order amount, quantity, and number of transactions for items received outside the receipt days tolerance, as determined by the receiving options that are set up in Oracle Purchasing. If an item is received within the Days Early or Days Late allowed in the receiving options defined on the purchase order shipment, it is not a receipt date exception.

By evaluating receipt date exceptions, including the amount late or early and the average days late or early, you can monitor a supplier's performance to achieve the best service and on-time delivery for your organization.

The reports include receipts in both Oracle Purchasing and Oracle iProcurement. (Returns and receipts made in Oracle iProcurement are automatically recorded in Oracle Purchasing.)

## Report Parameters

For information on the following parameters, see DBI for Procurement Parameters, page 9-1:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**
- **Organization**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Receipt Date Exceptions reports use the receipt date from the receipt transaction to determine in which time period to report the receipt or exception.

In the calculations below, Purchase Order Price is the unit price on approved standard purchase orders, planned purchase order releases, or blanket purchase agreement releases.

### Receipt Date Exceptions (Report)

The Receipt Date Exceptions report includes the following columns on the Commodity Supplier Management dashboard:

- **Exception Amount:**  $\text{Purchase Order Price} * \text{Receipt Quantity}$ .

Purchase order amount of receipts received outside the Days Early or Days Late tolerances, as determined by the receiving options that are set up in Oracle Purchasing. These are any receipts received sooner than the Days Early tolerance or later than the Days Late tolerance. Specifically, this measure uses the tolerance specified on the purchase order shipment. (The tolerances set in the Receiving Options window in Oracle Purchasing and at other levels, such as in the Suppliers window, carry on to the purchase order shipment, which can also be updated.)

The date for determining early or late receipts is the Promised Date on the purchase order or, if no Promised Date is given, the Need-by Date or, if no Need-by Date is given, the Receipt Date. (That is, if promised or need-by dates are not specified on the purchase order, then all its receipts are considered within tolerance.)

Both date and time (hours, minutes, seconds) are used to determine whether a receipt is early or late. For example, the days late tolerance is .5 in the receiving options, translating to 12 hours. If the receipt is made 13 hours after the Need-by Date, then the receipt is considered late.

All receipts made in the Receipts, Match Unordered Receipts, or Corrections windows in Oracle Purchasing are included in the receipt and exception amounts. For example, if the receipt quantity is 100 and a correction of -25 is made, the receipt quantity is 75.

**Note:** If a receiving option's Action is set to Reject in Oracle Purchasing (the choices are None, Reject, or Warning), then items received outside the specified option or tolerance are rejected and cannot be received. These items are not included in the Receipt Date Exceptions report because they have no receipt transactions.

- **Change:**  $((\text{Exception Amount Current Period} - \text{Exception Amount Previous Period}) / \text{Absolute Value of Exception Amount Previous Period}) * 100$ .

Percent increase or decrease in the Exception Amount between the current and previous time periods. For complete information on how change comparisons work, see: *General Dashboard Behavior, Oracle Daily Business Intelligence User Guide*.

- **Exception Amount Rate:**  $(\text{Exception Amount} / \text{Receipt Amount}) * 100$ .

Exception Amount as a percentage of the total Receipt Amount.

- **Exception Transactions:** Number of receipt transactions that were made outside the Days Early or Days Late tolerances.

Each time a receipt is made that is an exception, an exception transaction is recorded. For example, a single receipt can consist of two transactions—one in which you received part of the shipment and another in which you received the remainder. If only one of these was an exception, then one exception transaction is recorded. If both were exceptions, then two exception transactions are recorded.

- **Change:**  $((\text{Exception Transactions Current Period} - \text{Exception Transactions Previous Period}) / \text{Absolute Value of Exception Transactions Previous Period}) * 100$ .

Percent increase or decrease in the Exception Transactions between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Exception Transactions Rate:**  $(\text{Exception Transactions} / \text{Receipt Transactions}) * 100$ .

Number of Exception Transactions as a percentage of all receipt transactions that occurred for the selected parameters and time period.

The following columns display when you click the Receipt Date Exceptions report title on the Commodity Supplier Management dashboard:

- **Exception Amount** (see description above).
- **Change** (see description above).
- **Receipt Amount:** Purchase Order Price \* Receipt Quantity.  
Purchase order amount of all receipts made in the selected period for the selected commodity and supplier.
- **Exception Amount Rate** (see description above).
- **Change:** Exception Amount Rate Current Period - Exception Amount Rate Previous Period.

Difference in the Exception Amount Rate between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Exception Transactions** (see description above).
- **Change** (see description above).
- **Exception Transactions Rate** (see description above).
- **Change:** Exception Transactions Rate Current Period - Exception Transactions Rate Previous Period.

Difference in the Exception Transactions Rate between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

#### Receipt Date Exception Amount

This report contains the following columns.

For descriptions of these columns, see Receipt Date Exceptions (Report), page 9-123:

- **Exception Amount**
- **Change**
- **Receipt Amount**
- **Exception Amount Rate**

This report also contains the following columns:

- **Early Amount:** Purchase Order Price \* Receipt Quantity.

Portion of the receipt exception amount that was received early. Early is defined as being received before the Promised Date (or Need-by Date if the Promised Date is

not available), minus the number of Days Early set in the receiving options. Both date and time (hours, minutes, seconds) are taken into account.

For example, if the Promised Date is March 15 12:00:00, and the Days Early is 2, any receipt made before March 13 12:00:00 is early.

- **Average Days Early:** Sum of ((Promised Date - Days Early) - Receipt Date) / Number of Early Receipts.

Average number of days early that receipts are made for the supplier.

*Example Transaction 1:*

Receipt Date = March 10 00:00:00

Promise Date = March 15 00:00:00

Days Early Tolerance = 2

$(15 - 2) - 10 = 13 - 10 = 3$  days early

*Example Transaction 2:*

Receipt Date = March 8 00:00:00

Promise Date = March 15 00:00:00

Days Early Tolerance = 2

$(15 - 2) - 8 = 13 - 8 = 5$  days early

For transactions 1 and 2, the average days early is  $(5 + 3) / 2 = 4$ .

Both date and time (hours, minutes, seconds) are taken into account. For example, you may average 3.2 days early.

- **Late Amount:** Purchase Order Price \* Receipt Quantity.

Portion of the receipt exception amount that was received late. Late is defined as being received after the Promised Date (or Need-by Date if the Promised Date is not available), plus the number of Days Late set in the receiving options. Both date and time (hours, minutes, seconds) are taken into account.

For example, if the Promised Date is March 15 12:00:00, and the Days Late is 2, any receipt made after March 17 12:00:00 is late.

- **Average Days Late:** Sum of (Receipt Date - (Promise Date + Days Late)) / Number of Late Receipts.

Average number of days late that receipts are made for the supplier.

*Example Transaction 1:*

Receipt Date = March 10 00:00:00

Promise Date = March 5 00:00:00

Days Late Tolerance = 2

$10 - (5 + 2) = 10 - 7 = 3$  days late

*Example Transaction 2:*

Receipt Date = March 18 00:00:00

Promise Date = March 15 00:00:00

Days Late Tolerance = 2

$18 - (15 + 2) = 18 - 17 = 1$  day late

For transactions 1 and 2, the average days late is  $(3+1) / 2 = 2$ .

Both date and time (hours, minutes, seconds) are taken into account. For example, you may average 3.2 days late.

## Receipt Item Quantities

This report includes the following columns:

- **Item, Description, UOM:** For information on how the items are grouped for display purposes, see Items, page 9-4. For information on how units of measure are handled, see Commodity Supplier Management UOMs, page 9-11.
- **Quantity Received Early:** Total receipt quantity of the item received early. (See the definition of early in Early Amount, above.)
- **Quantity Received in Tolerance:** Total receipt quantity of the item received within the days early and days late tolerances, including quantities whose Receipt Date matches the Promised Date or Need-by Date on the purchase order shipment.

For example, the Promised Date is March 15, the Days Early is 2, and the Days Late is 2. The range in tolerance is March 13 through March 17. Any quantity of the item from that purchase order that is received on or between March 13 and March 17 is in tolerance.

- **Quantity Received Late:** Total receipt quantity of the item received late. (See the definition of late in Late Amount, above.)
- **Quantity Received Total:** Quantity Received Early + Quantity Received in Tolerance + Quantity Received Late.

Total quantity received in the selected period. This is the same quantity used to get the Receipt Amount.

- **Exception Amount** (see Receipt Date Exceptions (Report), page 9-123).
- **Receipt Amount** (see Receipt Date Exceptions (Report), page 9-123).
- **Exception Transactions** (see Receipt Date Exceptions (Report), page 9-123).
- **Receipt Transactions:** Number of receipt transactions for the item, for the selected parameters and time period.

Each time something is received in Oracle Purchasing, a receipt transaction is recorded. For example, a single receipt can consist of two transactions—one in which you received part of the shipment and another in which you received the remainder. In this example, two receipt transactions are recorded.

## Receipt Date Exception Transactions

This report contains the following columns.

For descriptions of these columns, see Receipt Date Exceptions (Report), page 9-123:

- **Exception Transactions**
- **Change**
- **Receipt Transactions**
- **Exception Transactions Rate**

- **Average Days Early**
- **Average Days Late**

This report also contains the following columns:

- **Early Transactions:** Number of receipt transactions that were made early. (See the definition of early in Early Amount, above.)
- **Late Transactions:** Number of receipt transactions that were made late. (See the definition of late in Late Amount, above.)

For information on factoring, what N/A means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Receipt Date Exceptions Trend graphs show the Exception Amount and number of Exception Transactions over time. The Receipt Date Exception Amount graph shows the Exception Amount for each supplier as a percentage of the total (for the parameters selected). The Receipt Date Exception Rates Trend graph shows the Exception Amount Rate and Exception Transactions Rate over time.

## Related Reports and Links

For information on the related reports see: Commodity Supplier Management Dashboard, page 9-107.

## Additional Information

Unordered receipts are not included until they are matched to a purchase order. Matched receipts are included in the same time period as the receipt date that was entered on the unordered receipt. The receipt date is compared with the purchase order Promised Date or Need-by Date to determine whether it is a receipt exception.

For information such as how consigned inventory is handled, see: Common Concepts for DBI for Procurement, page 9-1.

In addition to the standard purchase order changes that are reflected in the reports (see the Common Concepts for DBI for Procurement section referenced above), the following purchase order changes are additionally reflected in the Receipt Date Exceptions reports:

- **Receiving options.** If you change the receiving options on a purchase order after some items have already been received, the change takes effect for both new and existing receipts. For example, a purchase order has a Days Late allowed of 2 days. Some of the items are received outside this limit, on day 3, and display in the report as late. Later, you change the Days Late on this purchase order to 3. The next time the request sets are run by the system administrator to populate the reports with the latest data, the already-received items no longer display in the report. Both new and existing receipts are affected by the change.
- **Promised Date or Need-by Date.** A change to the Promised Date or Need-by Date on the purchase order is reflected in the receipt amounts. For example, if the Promised Date on the purchase order changes to a date that no longer places the item outside its Days Late received tolerance, then the receipt amount no longer displays as a receipt exception amount.

The latest assigned information displays, even if you enter a past date. For example, the Promised Date changed since last week, removing the purchase from the receipt date

exception amount; therefore, it is no longer displayed as an exception even when you enter last week's date.

If you see an amount or quantity of zero (0), but a positive number of transactions, then either the item's price was 0 on the purchase order, or a receipt correction was made. For example, you may record a receipt of 50 items in Oracle Purchasing, all of them exceptions. Later, you enter a correction of -50. The total amount and quantity of receipt exceptions is 0, but the number of exception transactions (1) is still recorded.

Receipts for external drop shipments are excluded from this report. Since external drop shipments are received by the customer directly and not by the buying organization, their receipts in Oracle Purchasing are "logical" receipts created for accounting purposes. Therefore, the dates of these receipts cannot accurately be determined as receipt date exceptions. (External drop shipment receipts, however, are included in the Returns report. Therefore, if you see a different Receipt Amount in the Returns report than in this report, part of that difference may be external drop shipments.)

If you use Oracle Transportation Execution, you have the option of indicating whether a purchase order has its transportation arranged by the buying organization or by the supplier. If the Transportation Arranged option was set to Buying Organization in the Terms and Conditions window when entering a purchase order, then receipt of this shipment is always considered on time. This option can also be set in the Supplier Sites window, and defaulted onto purchasing documents based on the supplier site. (If the buyer arranges transportation, then an early or late receipt is not a reflection on the supplier's performance. Therefore, shipments arranged by the buying organization are included in the total receipt amounts, quantities, and transactions, but never in the exceptions.)



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# Using Daily Business Intelligence for Product Lifecycle Management

This chapter covers the following topics:

- Product Management - Engineering Dashboard
- Product Management Dashboard

## Product Management - Engineering Dashboard

The Product Management - Engineering dashboard allows you to monitor a product's engineering and manufacturing process, enabling you to make faster and better decisions.

Some of the key performance indicators in this dashboard are:

- Unit Cost
- Part Count
- Manufacturing Steps
- Change Orders
- BOM levels

Engineering managers and product managers can use the Product Management - Engineering dashboard and its associated reports to see if an item is complex to manufacture, or to see its change order creation and cycle time trends.

From this dashboard you can drill down to detailed reports on unit cost, part counts and manufacturing steps, as well as change orders. This dashboard also contains links to the HR Management and the Expense Management dashboards. To view these dashboards, your system administrator must complete the required setup for each dashboard (see: *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*).

The items that appear on the Product Management - Engineering dashboard are secured by Operating Unit. Your system administrator must ensure that items are secured according to specifications outlined in "Defining Organization Access", *Oracle Inventory User Guide* or in the Oracle Advanced Product Catalog online help. In addition, the system administrator must define the MO: Security Profile (see: "Operating Unit", *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*).

Use the Daily Product Intelligence responsibility or the Engineering Manager responsibility to view this dashboard.

For more information on Oracle Daily Business Intelligence and other intelligence products, see: *Daily Business Intelligence Overview, Oracle Daily Business Intelligence User Guide*.

## Parameters

The following parameters are unique to this dashboard. For more information on how dashboard parameters affect the results on a dashboard, see: *Parameter Overview, Oracle Daily Business Intelligence User Guide*

- **Item:** This parameter displays only the items that belong to both the selected organization and the selected item catalog category and its child categories. You must select an item to view data on the dashboard. Items are defined in Oracle Inventory or Oracle Advanced Product Catalog (see: "Define Items", *Oracle Inventory User Guide* or the Oracle Advanced Product Catalog online help).
- **Item Catalog Category:** The list of available item catalog categories. Item catalog categories are defined in Oracle Inventory or Oracle Advanced Product Catalog (see: "Define Item Catalog Groups", *Oracle Inventory User Guide*, or "Item Catalog" in the Oracle Advanced Product Catalog online help).
- **Organization:** The organizations that you have access to. The complete list of organizations that you can view is based on organization security (see: "Set Up Organization Security", *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*).

## Key Performance Indicators (KPI)

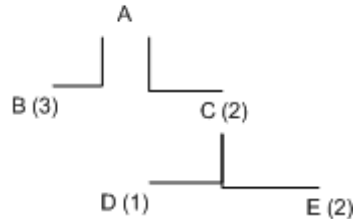
The following KPIs appear on this dashboard.

- **BOM Levels:** The maximum number of levels defined in an Item's primary Bill of material, indicating the depth of an assembly.
- **Change Order Cycle Time (Days):** The average time it takes to implement a change order. Only the distinct change order headers, line-level item associations, and revised items are considered in this calculation. All change order elements (priority, implementation date, need by date, creation date, status) are taken from the header level. For more information on change orders, see: "Engineering Change Orders", *Oracle Engineering User's Guide*.
- **Manufacturing Steps:** The number of operation sequences required to manufacture a product, as defined by the item's primary routing. Only operation sequences that are defined for the end assembly and effective on the as of date are considered. For more information on primary routing see: "Routings", *Oracle Bill of Materials User's Guide*.
- **New Change Orders:** The total number of change orders generated or raised for this product in the current period.
- **Open Change Orders:** The total number of change orders without a Implemented or Cancel date on the as of date. This number also includes change orders that have an Implemented or Cancel date that falls after the selected date.
- **Part Count:** Number of end-level components in an item's primary BOM. This count summarizes all of the individual components in the product's primary bill of materials without considering the quantity of each component. Only components that are effective on the as of date will be included in this value.

For example the following figure shows a product with 3 components (B, D, and E). Part C is not included in the part count because it is comprised of the individual components D and E. In addition, the the quantity of each part is not considered (B=3, D=1, E=2).

#### **Bill of Materials for Product A**

Bill of Materials for Product A



- Some items are counted differently. We include optional items for the Standard, ATO, and KITS item types. We exclude optional items for the PTO item type.

For more information on part counts, see: *Oracle Bill of Materials User's Guide*.

- **Unit Cost:** The cost of the selected item. It presents unit cost by the following cost elements: Materials, Material Overhead, Resources, Outsourcing, and Overhead. Only the valuation cost type of the organization is included in this cost (for example, Standard cost).

## **Related Reports**

You can drill down to the following reports from this dashboard.

- Unit Cost by Cost Element and Unit Cost Trend
- Part Count and Manufacturing Steps
- Part Count by Item Catalog Category
- Component Detail
- Change Order Summary
- Change Order List
- Change Order Cycle Time
- Change Order Aging
- Part Count and BOM Levels

## **Unit Cost by Cost Element and Unit Cost Trend**

Unit Cost by Cost Element report presents the elemental breakdown of the total unit cost. The elements are Materials, Material Overhead, Resources, Outsourcing, and Overhead.

Unit cost represents the cost to produce an item and is the sum of individual cost elements (Materials, Material Overhead, Resources, Outsourcing, and Overhead). The

cost of each cost element for an item are defined in Oracle Cost Management (see: "Define Item Cost", *Oracle Cost Management User's Guide*).

If any cost element is changed in Oracle Cost Management, you must run the Unit Cost Update concurrent program to reflect the cost changes in this report.

See: Product Management - Engineering Dashboard, page 10-1.

## Part Count and Manufacturing Steps

The Part Count and Manufacturing Steps report presents the number of components and the number of operation sequences required for the item selected. These numbers are generally regarded as a measure of the item's complexity.

Only components from the primary BOM and operation sequences from the primary routing, which are effective on the date selected, will be included in this report.

See: Product Management - Engineering Dashboard, page 10-1.

## Part Count by Item Catalog Category

The Part Count by Catalog Category report presents the part count of an item by the catalog categories its components have been assigned to. You can drill on the values in this report to view the Component Detail report.

See: Product Management - Engineering Dashboard, page 10-1.

## Component Detail

The Component Detail report presents the list of components used for an item's assembly. The components are filtered based on the catalog category they are assigned to.

The parameters in this report are passed from the Part Count by Item Catalog Category report and are read only.

Users can drill from the component description into additional component details in Oracle Advanced Product Catalog.

## Change Order Summary

The Change Order Summary report presents change order information for a selected item. It displays open, new, and implemented change order counts, as defined in Oracle Advanced Product Catalog. It also includes the corresponding change in change orders based on the Compare To period.

The report displays the following unique columns:

- **Cycle Time (Days):** The average time it takes for a change order to be implemented.

$$\text{Cycle Time (Days)} = \frac{\text{SUM of (Change Order Implementation Date - Creation Date + 1)}}{\text{Number of Implemented ECOs}}$$

Applicable ECOs are any engineering change orders that have a implemented date that is earlier than the selected date.

See: Product Management - Engineering Dashboard, page 10-1.

## Change Order List

The Change Order List report presents detailed information on change orders defined in Oracle Advanced Product Catalog. You can drill to this report from the Change Order Summary, Change Order Cycle Time, Past Due Change Order Aging, and Change Order Aging reports or from the Daily Business Intelligence for Product Lifecycle Management menu.

The name of the Change Order List report changes based on which report you drill from. The following table lists the variations of the Change Order List report based on where you drill from.

### *Change Order List Drill To Reports*

<b>Drill From . . .</b>	<b>To</b>
Change Order Summary (Cancelled column)	Cancelled Change Order List
Change Order Summary (Implemented column)	Implemented Change Order List
Cycle Time report	Implemented Change Order List
Aging report	Open Change Order List
Change Order Summary (Open Column)	Open Change Order List
Change Order Summary (New column)	New Change Order List
Past Due Change Order Aging	Past Due Change Order List

The number of change orders displayed in the drill-to report reflects the number of change orders displayed in the region or report you drilled from.

All change order attributes are taken from the header level. This includes Type, Status, Reason, Priority, Implementation Date, Need By Date, and Creation Date. Only distinct change order header- and line-level item associations and revised items will be considered for this report. For example if change order 1 (CO1) has Item1 associated at header-level and line-level, CO1 is only counted once for item1.

The following unique parameters appear in this report.

- **Priority (All):** Possible priorities are Other, Medium, High, or any priority defined in Oracle Advanced Product Catalog or Oracle Engineering.
- **Reason (All):** The list of reasons for change orders as defined in Oracle Advanced Product Catalog or Oracle Engineering.
- **Status (All):** The list of change order statuses defined in Oracle Advanced Product Catalog. Possible statuses are On Hold, In Trouble, Open, Closed.
- **Type (All):** The list of change order types defined in Oracle Advanced Product Catalog or Oracle Engineering.

This report displays the following unique column:

- **Cycle Time (Days):** The average time it takes for a change order to be implemented.  
$$\text{Cycle Time (Days)} = \frac{\text{SUM of (Change Order Implementation Date - Creation Date + 1)}}{\text{Number of Implemented ECOs.}}$$

Applicable ECOs are any engineering change orders that have a implemented date that is earlier than the selected date.

See: Product Management - Engineering Dashboard, page 10-1.

## Change Order Cycle Time

The Change Order Cycle Time report presents the count of implemented change orders, the time it takes from creation to approval, the time it takes from approval to implementation, and the cycle time with the corresponding change values based on the Compare To period over time.

The Change Order Cycle Time Trend report presents the change orders over time and prioritized. The possible priorities are:

- High (code 0)
- Medium (code 1)
- Other (any other priority code).

Priority codes are assigned to change orders in Oracle Advanced Product Catalog.

These reports display the following unique columns:

- **Approval to Implementation Time (Days):** The average time it takes to implement a change order after it is approved. Dates considered are from approval to implementation.

Approval to Implementation Time (Days) = SUM of (Implementation Date - Approval Date + 1) / Number of Approved Implemented Change Orders.

- **Creation to Approval Time (Days):** The average time it takes for a change order approval. Dates considered are from the change order creation to the change order approval.

Creation to Approval Time (Days) = SUM of (Approval Date - Creation Date + 1) / Number of Approved Implemented Change Orders.

- **Cycle Time (Days):** The average time it takes for a change order to be implemented.

Cycle Time (Days) = SUM of (Change Order Implementation Date - Creation Date + 1) / Number of Implemented ECOs.

Applicable ECOs are any engineering change orders that have a implemented date that is earlier than the selected date.

- **Implemented (Change Orders):** The count of change orders with an implementation date on or before the selected date in the selected period.

See: Product Management - Engineering Dashboard, page 10-1.

## Change Order Aging

The Change Order Aging report presents the open change order count, the average age of the open change orders, and the count of change orders distributed by age. The change for implemented count and the average age is also presented based on the Compare To period.

The Change Order Aging Trend report presents the same data, but over time.

This reports displays the following unique column:

- **Open:** The number of change orders without an Implemented or Cancelled date for the selected period, or if the Implemented or Cancelled dates are earlier than the selected date.

See: Product Management - Engineering Dashboard, page 10-1.

## Part Count and BOM Levels

The Part Count and BOM Levels report presents the number of components and levels in the bills of materials (BOM) for the item selected. These numbers are generally regarded as a measure of the item's complexity.

Only components and BOM levels from the primary BOM that are effective on the date selected will be included in this report.

The reports displays the following column:

- **BOM Levels:** The number of levels in the item's BOM. For more information on BOMs see: "Bills of Material", *Oracle Bill of Materials User's Guide*.

See: Product Management - Engineering Dashboard, page 10-1.

## Past Due Change Order Aging

The Past Due Change Order Aging report presents the change order count and the average age of the change orders, which have been open past the Need By date specified. The corresponding change values, based on the Compare To period, are also presented. Only Change Orders with a specified Need By date are taken into account. The report further distributes this Change Order count into buckets based on age.

The **Past Due Change Order Aging Trend** report is similar to the Past Due Change Order Aging report, but displays results over time.

See: Product Management - Engineering Dashboard, page 10-1.

## Product Management Dashboard

The Product Management dashboard allows users to monitor product profitability through several key performance indicators (KPIs), including Revenue, Product Margin, and Sales Forecast.

Use the Daily Product Intelligence or Product Manager responsibilities to access this Dashboard.

## Parameters

This dashboard uses the following unique parameter. For a description of common parameters see

- **Product Category:** The hierarchical structure of product categories. These are the categories that sellable products are classified under the default catalog of the Product Reporting functional area in Oracle Advanced Product Catalog.

## Key Performance Indicators

This dashboard displays the following measures. All the KPIs on this dashboard are aggregated and presented at the Master Item level (sellable product) after taking all the Child Organization transactions into account.

- **Booked Value:** Total value of items from customer (external) sales order lines that are booked. These sales orders can be fulfilled or unfulfilled and are aggregated based on the book date. Internal sales orders are excluded.  
$$\text{Booked Value} = (\text{Booked Quantity} * \text{Selling Price}).$$
- **Backlog Value:** Total value of items from customer (external) sales order lines that have been booked, but not yet fulfilled. This is also synonymous to the APICS definition of "Open Orders".
- **Cost of Goods Sold:** Total item costs associated with the shipped product. Cost of goods sold is the cost of goods shipped as booked to the COGS account in Oracle Shipping.
- **Gross Margin:**  $(\text{Revenue} - \text{Cost of Goods Sold}) / \text{Revenue} * 100$
- **Inventory Value:** Total cost of ending inventory, including on-hand, intransit, and work in process (WIP) inventory, excluding expense items, asset items in expense sub-inventories, and OPM non-inventory items.
- **Other Expenses:** All expenses attributable to any financial category, except Cost of Goods Sold, for a selected Product Category within the selected Period. For example: Marketing Expenses, General Administration, usually along the Line of Business.
- **Product Margin:** Net revenue generated by the product after taking expenses into account for a selected Product Category within the selected period.  
$$\text{Product Margin} = (\text{Revenue} - (\text{Cost of Goods Sold} + \text{Other Expenses}) / \text{Revenue} * 100$$
- **Revenue:** Revenue generated by a product in the period selected. Sales of all items sold and processed by Oracle Order Management. This is revenue attributed directly to a product, taken from the final invoice in Oracle Receivables.
- **Sales Forecast:** The last submitted forecast of the subordinate managers of the selected sales group
- **Open Opportunity:** Sum of the sales credit amount of all open opportunities.
- **Open Leads:** Count of leads that have not been closed, converted to opportunity, or marked as dead in the period selected based on the "As of date".
- **Active Service Contract Balance:** The sum of the value of all service contract lines in "Active" status on the "As of date".
- **New Service Requests:** Count of all new Service Requests opened in the selected period.

## Common Report Parameters

The following are common parameters for reports linked to this dashboard.

- **Customer:** The customer on the order line in Oracle Order Management.
- **Line of Business:** The line of business as defined by the line of business dimension, which is set up when you implement Daily Business Intelligence. For



more information see: "Set Up Financial Dimensions", *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

- **Organization:** The organizations that you have access to, which is based on the organization security that is set up when you implement Daily Business Intelligence. For more information see: "Set Up Organization Security", *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.
- **Product:** A sellable item in the master organization. The values in this LOV depend on the choice of the Product Category and Organization parameter. Data associated with this product are aggregated across all child organizations of the master organization. This parameter is not available for the Product Other Expenses report, and all Sales reports.

For example, you can choose item1 in a child org and see only the data for the item in the child org. However, if you choose an item in a master org, you'll see all the data for the item in the master and child orgs.

- **Product Category:** The product category in the default catalog of the Product Reporting functional area in Oracle Inventory.

## Related Reports

You can drill down to the following reports from this dashboard.

- Product Revenue and Costs
- Product Other Expenses
- Product Inventory Value
- Product Fulfillment Performance
- Product Return Value
- Product Returns by Reason
- Product Returns Detail
- Top Order Backlog
- Top Open Opportunities
- Customer and Product Activity
- New and Renewal Support Comparison

## Product Revenue and Costs

The Product Revenue and Costs report presents the Revenue, Cost of Goods Sold, Other Expenses, and Product Margin KPIs with their respective change based on the Compare To period. This report displays recognized revenue in Oracle Receivables.

When the View By is Product Category, the user can drill to the next level categories and all the way to the sellable product.

The user can also drill from Other Expenses value and go to Product Other Expenses report.

The **Product Revenue and Costs Trend** report, is the same as the Product Revenue and Costs report, but the KPIs are presented over Time. You cannot drill to the Product Other Expense report from the Trend report.

See: Product Management Dashboard, page 10-7.

## Related Topics

Product Management - Engineering Dashboard

"Security" in *Oracle System Administrator Guide*

## Product Other Expenses

The Product Other Expenses report presents the Other Expenses key performance indicator and the corresponding change based on the Compare To period. Other expenses are all expenses that are directly attributable to the Product Expenses financial category and do not include cost of good sold.

The **Product Other Expenses Trend** report is similar to the Product Other Expenses report, but the key performance indicators are presented over Time. Each KPI has a change column based on the Compare To period selected.

When the View By is Product Category, the user can drill to the next level categories.

See: Product Management Dashboard, page 10-7.

## Product Inventory Value

The Product Inventory Value report presents the ending inventory value for selected products across all organizations and the corresponding change based on the Compare To period. It represents the snap shot of inventory that is on-hand, intransit, and work in process. The list of available products depends on the product category value.

The **Product Inventory Value Trend** report is similar to the Product Inventory Value report but all KPIs are presented over Time. Each KPI has a change column based on the Compare To period selected.

The report displays the following unique columns:

- **Intransit Value:** Value of inventory that is being shipped between inventory organizations.
- **Total Value:** Ending inventory value, including on-hand, intransit, and WIP.
- **WIP Value:** Value of inventory issued to shop floor for production and assembly operations.

See: Product Management Dashboard, page 10-7.

## Product Fulfillment Performance

The Product Fulfillment Performance report presents Booked Value, Fulfilled Value, and Book to Fulfill ratio with corresponding change based on the Compare To period. The values are from customer order lines that are booked and fulfilled independently from each other. To elaborate, the order lines booked in a given period may not be the same set of order lines fulfilled in the same period. Internal orders are excluded to provide a true potential revenue source from external customers. Booked and fulfilled values only include order lines for items that are products and do not include service items. The booked and fulfilled values do not take any retrobilling into account.

When the View By is Product Category, the user can drill to the next level categories and to the corresponding Products classified under them.

The **Product Fulfillment Performance Trend** report is similar to the Fulfillment Performance report, but the KPIs are presented over Time. Each KPI has a change column based on the Compare To period selected. This is a report in the related links section of Fulfillment Performance region.

See: Product Management Dashboard, page 10-7.

## Product Return Value

The Product Return Value report presents the value of all products from fulfilled return order lines, with the exception of service items. (Service items are not returnable through the Order Management application.) The report also presents the return rate with corresponding change from Compare To period.

Users can drill on the Return Value and go to the Product Returns by Reason report, which presents return value by the return reason. Users can also drill on the return lines count and go to the Product Returns Detail report, which presents a list of all orders, lines, or both, accounting for the return value.

When the View By is Product Category, the user can drill to the next level categories and to the corresponding Products classified under them.

The **Product Return Value Trend** report is similar to the Product Return Value report but the KPIs are presented over Time. Each KPI has a change column based on the Compare To period selected.

The report displays the following unique column:

- **Return Rate:** The Return Value as a percent of the fulfilled value of all items except for service items.

See: Product Management Dashboard, page 10-7.

## Product Returns by Reason

The Product Returns by Reason report presents information on why products are returned. It is available as a drill from Product Return Value report. The report presents Return value, its change based on the Compare To period, the % contribution of each reason towards the total return value, and the number of return lines.

Users can also drill on the return lines count and go to the Product Returns Detail report, which presents a list of all orders, lines, or both, accounting for the return value.

See: Product Management Dashboard, page 10-7.

## Product Returns Detail

The Product Returns Detail report presents the return line numbers with their associated order numbers. This is a drill down report from the Product Return Value report as well as from the Product Returns by Reason report. It includes the order number, line number, customer, fulfilled return date, and return value.

By clicking on the Order Number, you can drill directly to the Order Information Portal (OIP), in Oracle Order Management.

This report does not show the Compare To parameter.

See: Product Management Dashboard, page 10-7.

## Top Order Backlog

The Top Order Backlog report presents the top 25 open orders. The order backlog value is derived from the order lines and presents the value of orders (lines) that have not been fulfilled. The information enables users to know the pipeline of order backlog and pro-actively work at reducing the backlog to ensure customer satisfaction. The report also provides a sales perspective by presenting the sales person and sales group information for each order.

The data presented in the report is always current and is based on the as of date. The Period Type and Compare To parameters are not applicable to this report.

See: Product Management Dashboard, page 10-7.

## Top Open Opportunities

The Top Open Opportunities report presents the top 25 open opportunities (by opportunity value) for product categories, products, or both, by customer. The opportunity value is derived from opportunity lines and represents the opportunities that have a 'close date' in the current period. This information enables Product Managers to pro-actively work on leading opportunities to successful completion, to secure opportunities at risk, or both by defining a counter strategy to prevent future loss to aggressive competition.

The data presented in the report is always current and is based on the 'As of Date' in the dashboard. The Period Type and Compare To parameters are not applicable to this report.

See: Product Management Dashboard, page 10-7.

## Customer and Product Activity

The Customer and Product Activity report presents an overview of a product from the order management and service side of the business. The report presents the net booked value on order lines in current period, number of service requests raised in current period, the total value of the active service contracts, and the percent of grand total of the active service contract value, along with the corresponding change based on the Compare To period. The report takes sellable products, which are not Service Items, into account. The new service request count is presented for the products serviced and the active service contracts information is presented for the products on the service contract lines.

Users can drill on the Active Service Contracts value to drill to the New and Renewal Support Comparison report.

The **Customer and Product Activity Trend** report is similar to the Customer and Product Activity report, but the KPIs are presented over Time. Each KPI has a change column based on the Compare To period selected. You cannot drill from the Trend report to the New and Renewal Support Comparison report.

See: Product Management Dashboard, page 10-7.

## New and Renewal Support Comparison

The New and Renewal Support Comparison report presents the active service contracts value by new or renewal business value. The report presents the active service contracts value, new business - value of new service contracts, renewal business - value of renewed service contracts and the corresponding change based on the Compare To period. The

report takes sellable products, which are not service items into account. Contract value is presented for the products on the service contract lines.

This report has the following additional parameter.

- **Leaf Category:** The last level of categories for the Product Category hierarchy. This parameter enables users to choose products directly instead of the higher level product categories. It also represents the level to which items are assigned.



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## Using Daily Business Intelligence for Projects

This chapter covers the following topics:

- Overview of Daily Business Intelligence for Projects
- Common Project Intelligence Concepts
- Projects Profitability Management Dashboard
- Projects Operations Management Dashboard
- Capital Projects Cost Management Dashboard
- Contract Projects Cost Management Dashboard

### Overview of Daily Business Intelligence for Projects

Project executives can use Oracle Project Intelligence to monitor project performance by performance indicators related to cost and revenue. You can generate reports to find available resources, monitor utilization of resources, and check trends in project performance, resource availability, and resource utilization for the project.

Project Intelligence reports can be grouped into the four key management areas of profitability, operations, and cost for capital projects and for contract projects. These reports are available via the following dashboards:

- Projects Profitability Management Dashboard
- Projects Operations Management Dashboard
- Capital Projects Cost Management Dashboard
- Contract Projects Cost Management Dashboard

A dashboard contains a set of reports that you can access either by drilling down from one to another or by using links that you can configure. You can also use links to access reports from another functional area. For more information on the features of dashboards, see Dashboards. For information on configuring links on a dashboard or report see Customize Links.

Oracle Project Intelligence also offers a single click access to related content from Financials Intelligence and Human Resources Intelligence.

## Common Project Intelligence Concepts

This section explains the concepts that are common to Oracle Project Intelligence dashboards and reports. These include:

- Responsibility, page 11-2
- Report Parameters, page 11-2
- Report Viewing Options, page 11-4
- Quantities and their Calculation, page 11-5

For detailed information, see the respective dashboard or report.

### Responsibility

Oracle Project Intelligence provides the Daily Project Intelligence and the Project Intelligence Super User responsibilities to access the Project Intelligence dashboards and reports. In addition to this, for the Project Executive, Oracle Project Intelligence provides a Project Executive responsibility.

**Note:** You can set up either the Project Executive or the Daily Project Intelligence responsibility and the Project Intelligence Superuser responsibility reflects the content of it. If you set up the Project Executive responsibility, the Project Intelligence Superuser responsibility will have access to HR reports from the HR Management dashboard and financial reports from the Expense Management dashboard.

Other stakeholders of the project dealing with finances, day-to-day operations, resources and staffing, and procurement can use Project Intelligence reports that may be useful if given access.

### Report Parameters

Parameters are used across Oracle Project Intelligence reports to filter information that is reported. Each report has its own set of filters. However, the primary dimension is either the project / resource organization or the operating unit.

Possible report filters for Oracle Project Intelligence reports include:

- **Availability Days:** The number of full-time employee days, based on confirmed assignments, for which resources are available.
- **Availability Threshold:** The minimum percentage of time in a workday for which no task is assigned to the resource and the resource is considered available. For example, if your workday is defined as 8 hours and you enter 50% in this parameter, the report displays resources with 4 or more hours of availability in a workday.
- **Category:** You can select the category to which the project belongs such as contract, indirect, or capital.
- **Classification:** You can further select a sub-category for a project. For example, if you selected contract as the category, sub categories can be engineering and construction, consultancy, product manufacturing. Or if you selected indirect as the category, subcategories can be research, training, and computer usage.



- **Compare To:** You can compare the values of the current reporting period with values from another reporting period. The other reporting period can be the preceding or prior period, an identical period in the prior year, or the current period in the budget. To enable comparison, you must first define the period type and then select the comparison parameter.
- **Currency:** You can select global currency to analyze data for a single operating unit and across operating units. Select project functional currency to analyze data for a specific operating unit.
- **Duration Type:** You can select a consecutive or cumulative duration type for x number of days that a resource is available. You must define the value for x while implementing Oracle Project Intelligence.

For example x can be defined as 1-5 days, 6-10 days, 11-15 days, 16-20 days, and more than 20 days. If a resource is available for the first 8 days in a month, has been assigned tasks the next 4 days, and is free for the next 7 days, the report will reflect consecutive availability of the resource under 6-10 days and cumulative availability under the 16-20 day column.

- **Expenditure / Event Type:** Irrespective of the revenue category selected, you can select to enter either an expenditure type (airfare, effort or accommodation) or an event (bonuses, or the foundation, elevation, floors, and interiors for a construction project). The expenditure type you select may belong to an expenditure category and not to a revenue category.
- **Job Level:** When viewed by job level, the report shows utilization of selected resources for each job level.
- **Operating Unit:** You can select to report information for a single operating unit of the organization or across all its operating units. Each operating unit has its own set of books. The default value is All.
- **Period Type:** You can select to view data for a week, the period of a month, or a quarter. If the report is not a trend report, you can further select the comparison parameter to compare data of the current period with that of the preceding or same period in the budget or in a preceding year.

The following table applies to trend reports:

If you select a Period Type of...	The report shows...
Enterprise Month	The current month and eleven previous months
Enterprise Quarter	The current quarter and three previous quarters
Enterprise Week	The current week and twelve previous weeks
Enterprise Year	The current year and previous year
Fiscal Month	The current month and eleven previous months
Fiscal Quarter	The current quarter and three previous quarters
Fiscal Year	The current year and previous year
PA Period	The current PA period and twelve previous PA periods

- **Revenue Category:** You can select a revenue category such as labor, fees, taxable income, or real estate.
- **Utilization Category:** You can choose to view reported resource utilization for each utilization category.
- **Work Type:** You can choose to view resource utilization on scheduled assignments or by actual time cards for each project work type. Examples of project work types are training, development, billable, non-billable, and commercial.

## Report Viewing Options

A report may have one or more of the following View By options. Select a viewing option to organize the data in the report that is filtered by the parameters.

- **Expenditure Category:** Select to view information for each category or group of expenditure types assigned to the project. Examples of expenditure categories are department, equipment, employee, fees, and overheads.
- **Expenditure / Event Type:** Select to view information for each expenditure type or event type assigned to the project. Examples of event types are milestones, scheduled payments, and write-offs. Examples of expenditure types are labor, air travel, books, electricity, and rentals.
- **Project Classification:** Select to view information for all the projects of a type in a selected project category. You must first select a project category before you can select a project type in that category.

For example if you select the project category of construction, you can choose to view information for all construction projects doing renovations, or all of those involved in constructing new buildings, or all of the projects involved in merely constructing annexes or adding additional wings to existing buildings. Alternatively, if you select the project category of funding, you can choose to view information for all the projects which deal with federal funding, or all those dealing with international funding, or all those dealing with funding from private sponsors.

- **Project Job Level:** Select to view resource utilization by job level. Job levels are used to rank jobs on a project by the competence and skills required or expected of the resource.
- **Project Organization:** Select to view informant for each sub-organization within the selected organization.
- **Project Work Type:** Select to view resource utilization on scheduled assignments or by time cards for each project work type. Examples of project work types are training, marketing, presales, production, and warranty.
- **Revenue Category:** Select to view information for each expenditure or event type in a revenue category.
- **Utilization Category:** Select to view resource utilization on assignments for each utilization category. A utilization category comprises a group of work types and has defined weighting percentages at individual resource level and at organization level.

## Quantities and their Calculation

An Oracle Project Intelligence dashboard or report displays quantities and calculations in graphs and in tables. All table column headings with a numeric value or percentage represent quantities. Table column headings with numeric values or percentages represent quantities. Quantities can be directly picked up from transactions or be derived or calculated using hard-coded formula and available transaction information.

## Projects Profitability Management Dashboard

You can access the Projects Profitability Management dashboard via the Project Executive, Daily Project Intelligence, or Project Intelligence Superuser responsibility. This dashboard summarizes project performance in terms of actual and forecast profitability, trends in profitability, and costs.

This section comprises the following topics:

- Profitability KPIs, page 11-5
- Quantities in Project Performance Reports, page 11-6
- Projects Profitability Reports, page 11-7
- Projects Cost Reports, page 11-13

## Profitability KPIs

The key performance measures (KPI) for profitability reports are:

- Margin
- Margin Percent
- Revenue

For the calculation of each of the KPIs see Quantities in Project Performance Reports below.

The Actual Profitability, Cost Summary, Cost Trend, and Profitability Trend portlets provide details on the above KPIs.

The report compares the key performance measures of revenue, margin, and margin percent for the organization, currency, the period type, period, and compare to values given. For more information on filtering data for reports see Report , page 11-2.

For more information on Daily Business Intelligence, see: Overview of Daily Business Intelligence, *Oracle Daily Business Intelligence User Guide*.

## Quantities in Project Performance Reports

The following table lists profitability quantities and describes the way in which they are calculated.

### ***Column Headings and Calculations in Profitability Reports***

<b>Heading (quantity name)</b>	<b>Description (Formula)</b>
Budgeted Margin	= Budgeted revenue - budgeted cost
Forecast Margin	= Forecast revenue - forecast cost
Change	Displayed either as amount or percent. It is the difference between the previous duration and the current duration, depending on the Period Type and Compare To parameters selected. For Trend reports the Compare To is prior year.
Forecast Margin Variance	(Forecast revenue - forecast cost) as a percentage of forecast revenue
Forecast Revenue	Forecasted revenue on selected projects for the period (week, period, quarter, year).
Margin	= Revenue - cost
Margin Percent	Is the margin as a percent of revenue or margin / revenue
Prior Year	The prior year and prior year% columns show the amounts or percents for the same duration (week, period, quarter, year) in the prior year to the as of date in the prior year.
Revenue	Accrued revenue on selected projects for the period (week, period, quarter, year) to the As Of Date selected

### **Column headings and Calculations in Project Cost Reports**

<b>Heading</b>	<b>Description (Formula)</b>
Budgeted Cost	Budgeted cost for the period (week, period, quarter, year)
Capital Cost	Capitalizable cost for the duration (week, period, quarter, year) to the as of date.
Change	Displays the change from the previous duration to the current duration as an amount. The durations compared depends on the Period Type and Compare To parameters selected. On Trend reports the Compare To is prior year.
Cost	Total project cost for the duration (week, period, quarter, year) to the as of date.
Expense	Expense (non capitalizable cost) for the duration (week, period, quarter, year) to the as of date.
Forecast Cost	Forecast Cost for the period (week, period, quarter, or year)
Forecast Cost Variance	$(\text{Forecast Cost} - \text{Budgeted Cost}) / \text{Budgeted Cost}$
Percent Cost	$\text{Capital Cost} / \text{Cost}$ on projects for the duration (week, period, quarter, year) to the as of date.
Prior Year	The prior year and prior year% columns show the amounts or percents for the same duration (week, period, quarter, year) in the prior year to the as of date in the prior year.

## **Projects Profitability Reports**

Profitability reports show actual profit against budgeted and forecasted profit and profitability trends. These reports include:

- Projects Actual Profitability Report, page 11-7
- Projects Forecast Profitability Report, page 11-9
- Projects Profitability Overview Report, page 11-10
- Projects Profitability Trend Report, page 11-11
- Projects Profitability Cumulative Trend Report, page 11-11
- Projects Profitability Detail Report, page 11-12

### **Projects Actual Profitability Report**

This report shows the project profitability of the organization over a given time period for the key performance measures of revenue, margin, and margin percent. You can compare the actual profit in a period with that of a previous period or with that budgeted for the entire period of the project.

The business questions answered in this report are:

- How profitable are the projects in my organizations?

- How does project profitability compare to the budget?
- How does project profitability compare to last year or the previous period?
- How profitable are the projects of the selected category and type (such as Renovation projects in a construction project category)?
- How does project profitability compare across different expenditure categories or across different revenue categories?

### **Parameters**

You can limit profitability information by:

- Organization
- Operating Unit
- Period Type
- Compare To period
- Currency
- Category of the project
- Classification of the project
- Revenue Category
- Expenditure / Event Type

For more information, see Report Parameters, page 11-2.

### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification
- Project Revenue Category
- Expenditure / Event Type

For more information, see Report Viewing Options, page 11-4.

### **Quantities**

The quantities for this report are:

- Period-to-date revenue, margin, margin percent
- Change between the current and prior year periods for each of the above quantities

For information on how quantities are calculated, see Quantities in Project Performance Reports, page 11-6.

**Note:** Budget amounts are shown as full period amounts. When you select Budget as the Compare To parameter, period-to-date actual amounts are shown compared with the full period budget amounts.

### **Related Reports and Links**

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-5.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations.
- Click on revenue, margin, or margin percent to view the Projects Profitability Overview Report, page 11-10.

### **Projects Forecast Profitability Report**

This report shows forecast project profitability of an organization across selected time periods for the key performance measures of revenue, margin, and margin percent. You can compare forecast profit in a selected time period with that of a previous period or with the profit budgeted for the entire project.

The business questions answered in this report are:

- What is the forecast profitability of projects in my organizations?
- How does forecast project profitability compare to the budget?
- How does forecast project profitability compare to last year or the previous period?
- What is the forecast profitability across projects of the selected type and category (such as Renovation projects in a construction project category)?
- How does forecast profitability compare across the different expenditure categories or different revenue categories?

#### **Parameters**

You can limit forecast profitability information by:

- Organization
- Operating Unit
- Period Type
- Compare To period
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

#### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification

For more information, see Report Viewing Options, page 11-4.

#### **Quantities**

The quantities for this report are:

- Period forecast revenue, forecast margin, and forecast margin percent
- Change between the comparison and current periods for each of the above quantities

For information on how quantities are calculated, see Quantities in Project Performance Reports, page 11-6.

### **Related Reports and Links**

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-5.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations.
- Click on revenue, margin, or margin percent to view the Projects Profitability Overview Report, page 11-10.

## **Projects Profitability Overview Report**

This report shows the change in actual profitability and in forecast profitability for the key performance measures of revenue, cost, margin, and margin percent.

The business questions answered in this report are:

- What are the revenue, cost, and margin on projects compared to the budget?
- Is revenue or cost the source of margin variance?

### **Parameters**

You can limit profitability information by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Revenue Category
- Expenditure / Event Type

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Period-to-date and prior year actual profitability
- Period and prior year forecast profitability
- Changes for actual and forecast profitability between the current and prior year period

For information on how quantities are calculated, see Quantities in Project Performance Reports, page 11-6.

### **Related Reports and Links**

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-5.

You can drill down to the following detailed information:



- Click on a period-to-date Revenue, Margin or Margin Percent amount to view the related Projects Profitability Detail Report, page 11-12 that lists the projects comprising these amounts.
- Click on a period-to-date Cost amount to view the related Projects Cost Detail , page 11-16Report that lists the projects comprising these amounts.

## **Projects Profitability Trend Report**

This report compares revenue and margin percent for each period in the current and in the prior year to display trends in organization profits.

The business questions answered in this report are:

- What is the growth trend in revenue and margin percent compared to last year?

### **Parameters**

You can limit profitability information over time by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Revenue Category
- Expenditure / Event Type

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Period and prior year revenue
- Current and prior year margin percent
- Changes between the current and prior year periods for revenue and for margin percent

For information on how quantities are calculated, see Quantities in Project Performance Reports, page 11-6.

### **Related Reports and Links**

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-5.

## **Projects Profitability Cumulative Trend Report**

This report compares total revenue and margin percent across periods of the current and prior year to display the cumulative trend in profitability of the organization. While the Project Profitability Trend report shows profit amounts for each period in the current and in the prior year, this report displays the profit accumulated across the periods of a year.

The business questions answered in this report are:

- What is the cumulative growth trend in revenue and margin percent compared to last year?

#### **Parameters**

You can limit cumulative profitability information across the periods of a year by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Revenue Category
- Expenditure / Event Type

For more information, see Report Parameters, page 11-2.

#### **Quantities**

The quantities for this report are:

- Period and prior year revenue
- Period and prior year margin percent
- Changes between the current and prior year periods for revenue and for margin percent

For information on how quantities are calculated, see Quantities in Project Performance Reports, page 11-6.

#### **Related Reports and Links**

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-5.

### **Projects Profitability Detail Report**

This report shows the details of the information that is summarized in the Projects Actual Profitability, Projects Forecast Profitability, and Projects Profitability Overview reports.

The business questions answered in this report are:

- What is the profitability of each project during the selected period?
- How does the actual profitability of individual projects compare with their forecast profitability?
- How does the actual profitability of each project compare with its budgeted profitability?

#### **Parameters**

You can limit profitability details by:

- Organization
- Operating Unit
- Period Type

- Currency
- Category of the project
- Classification of the project
- Project Name
- Revenue Category
- Expenditure / Event Type

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Period-to-date cost, revenue, and margin
- Period forecast cost, revenue, and margin
- Period budgeted margin
- Period forecast margin variance

For information on how quantities are calculated, see Quantities in Project Performance Reports, page 11-6.

### **Related Reports and Links**

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-5.

## **Projects Cost Reports**

Projects Cost reports compare actual costs with budgeted and forecasted costs, and displays trends. These reports include:

- Projects Cost Summary Report, page 11-13
- Projects Cost Trend Report, page 11-14
- Projects Cost Cumulative Trend Report, page 11-15
- Projects Cost Detail Report, page 11-16

### **Projects Cost Summary Report**

This report compares actual costs with forecast and budgeted cost across selected time periods for the current and previous years.

The business questions answered in this report are:

- What is the cost on projects in my organizations?
- What are the costs on projects compared to the budget?
- How do forecast costs compare with actual project costs across periods?
- How do project costs compare to last year or the previous period?
- What is the cost across projects of a given type and category?

### **Parameters**

You can limit project cost information by:

- Organization
- Operating Unit
- Period Type
- Compare To period
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Project Work Type

For more information, see Report Parameters, page 11-2.

### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification
- Expenditure Category
- Expenditure Type
- Project Work Type

For more information, see Report Viewing Options, page 11-4.

### **Quantities**

The quantities for this report are:

- Period-to-date actual cost
- Period forecast cost
- Changes between the comparison and current periods for each of the above quantities

For information on how quantities are calculated, see Quantities in Project Performance Reports, page 11-6.

### **Related Reports and Links**

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-5.

You can drill down to the following detailed information:

- Click on a period-to-date Actual amount to view the related Projects Cost Detail , page 11-16Report that lists the projects comprising these amounts.

## **Projects Cost Trend Report**

This report compares costs for projects across the periods of the current year with the periods of the previous year to display trends in cost.

The business questions answered in this report are:

- What is the trend in costs this year compared to that of last year?

#### **Parameters**

You can limit cost trends by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Project Work Type

For more information, see Report Parameters, page 11-2.

#### **Quantities**

The quantities for this report are:

- Current and prior year cost over time and the change between them

For information on how quantities are calculated, see Quantities in Project Performance Reports, page 11-6.

#### **Related Reports and Links**

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-5.

### **Projects Cost Cumulative Trend Report**

This report compares the total costs of projects for the current and the previous year to show cumulative trends. While the Projects Cost Trend report shows cost amounts for each period, this report sums up the costs across periods to show cumulative cost.

The business questions answered in this report are:

- What is the cumulative cost trend this year in comparison to that of last year?

#### **Parameters**

You can limit cumulative cost trends by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type

- Project Work Type

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Current and prior year cumulative cost over time and the change between them

For information on how quantities are calculated, see Quantities in Project Performance Reports, page 11-6.

### **Related Reports and Links**

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-5.

## **Projects Cost Detail Report**

This report shows in detail, the information that is summarized in the Projects Cost , page 11-13.

The business questions answered in this report are:

- What are the detailed costs on projects for the period?

### **Parameters**

You can limit cost details by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Project Work Type
- Project Name

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Period-to-date cost, and cost variance
- Period budgeted cost, forecasted cost, and forecasted cost variance

For information on how quantities are calculated, see Quantities in Project Performance Reports, page 11-6.

### **Related Reports and Links**

For a list of related reports, see: Projects Profitability Management Dashboard, page 11-5.

## Projects Operations Management Dashboard

You can access the Projects Operations Management dashboard via the Project Executive, Daily Project Intelligence, or Project Intelligence Superuser responsibility. This dashboard summarizes bookings and backlog amounts, resource utilization, and resource availability.

This section comprises the following topics:

- Operation Management KPIs, page 11-17
- Quantities in Operation Management, page 11-17
- Projects Bookings and Backlog Reports, page 11-23
- Projects Utilization Reports, page 11-32
- Projects Resource Availability Reports, page 11-41

### Operation Management KPIs

The key performance measures (KPI) for operation reports are:

- Billable Utilization Percent
- Total Utilization Percent
- Available Resources Percent
- Bookings
- Backlog
- Book to Bill ratio

For the calculation of each of the KPIs see Quantities in Operation Management below.

### Quantities in Operation Management

These quantities can be divided into the two broad areas of bookings and backlog and resource management as given below:

- Quantities in Bookings and Backlog Reports, page 11-17
- Quantities in Project Resource Management Reports, page 11-19

### Quantities in Bookings and Backlog Reports

The formulas used to calculate amounts in the booking and backlog reports are shown below:

#### ***Headings and Calculations***

<b>Heading</b>	<b>Description (Formula)</b>
Active Backlog	Backlog on active, ongoing projects
Additional Bookings Amount	Total funding classified as "additional"
Additional Bookings Count	Number of funding lines entered as "additional"
Average Additional Booking	Additional Bookings Amount / Additional Bookings Count

Heading	Description (Formula)
Average Original Booking	Original Bookings Amount / Original Bookings Count
Backlog	Project funding not yet accrued as revenue; unrecognized funding
Backlog Not Started	Backlog on projects that have not yet started (where there is no billable transaction activity to date)
Backlog Percent of Total Bookings	Total Ending Backlog / Total Bookings, Inception to Date
Beginning Backlog	Funding not yet accrued as of the beginning of the period
Book to Bill Ratio	Period-to-Date Bookings / Period-to-Date Revenue (where Period-to-Date is the number of days you specify in your Project Intelligence setup)
Bookings	Project funding allocated during the period
Bookings Adjustments	Funding lines classified as "Correction" or "Transfer"
Cancellations	Funding lines classified as "Cancellation"
Dormant Backlog	Backlog on projects that have had no revenue accrual for a specified period of time (time period is specified in Project Intelligence setup)
Lost Backlog	Backlog remaining on projects that have been closed. Also termed "money on the table".
Original Bookings Amount	Funding lines classified as "Original"
Original Bookings Count	Number of funding lines classified as "Original"
Prior Year Total Net Bookings	Previous year bookings amount for the given period (= Previous Year Original Bookings + Previous Year Additional Bookings)
Revenue at Risk	Accrued revenue in excess of funding (= Accrued revenue - Total Funding). Can also be revenue exceeding backlog on a project if the result of the total ending backlog formula is negative.
Total Bookings Count	= Original Bookings Count + Additional Bookings Count
Total Bookings ITD	= Original Bookings + Additional Bookings + Bookings Adjustments - Cancellations (from inception till date)



Heading	Description (Formula)
Total Ending Backlog	Beginning backlog + Total net bookings for the period - Accrued revenue - Revenue at risk at the beginning of the period (if the result of this formula is negative, zero is displayed)
Total Net Bookings Amount	= Original Bookings + Additional Bookings + Bookings Adjustments - Cancellations (for the given period)

#### ***Change Calculations***

Heading	Description (Formula)
Change in Backlog	= (Total Ending Backlog - Prior Period-to-Date Backlog) / Prior Period-to-Date Backlog
Change in Book to Bill Ratio	= Book to Bill Ratio - Prior Period-to-Date Book to Bill Ratio
Percent Change in Bookings from the previous year	The increase or decrease in total net bookings from the previous year as a percent of previous year net booking. This is for the given period.  = (Current Total Net Bookings Amount - Previous Year Net Bookings Amount) / Previous Year Net Bookings Amount
Percent Change in Original Bookings from the previous year	The increase or decrease in original bookings from the previous year as a percent of previous year original booking. This is for the given period.  = (Period-to-Date Original Bookings- Prior Period-to-Date Original Bookings) / Prior Period-to-Date Original Bookings

### **Quantities in Project Resource Management Reports**

The formulas used to calculate amounts in the Project Resource Management reports are shown below:

#### ***Headings and Calculations***

Heading	Description (Formula)
Actual Hours	Total unweighted actual hours
Actual Weighted Hours	Weighted actual hours based on the work type
Available Days	Number of full-time employee days the resources are available based on only confirmed assignments (Capacity Days - Confirmed Days)
Available Hours	Capacity Hours - Confirmed Hours
Available Since*	Date the resource became available

Heading	Description (Formula)
Available x Days (x = 1-5, 6-10, 16-20, and Greater than 20)	<p><b>If Duration Type is Consecutive:</b> The number of resources available for x consecutive days within the specified time boundary.</p> <p><b>If Duration Type is Cumulative:</b> The number of resources available for a total of x days within the specified time boundary.</p>
Billable Hours	Total actual billable work type hours
Billable Weighted Hours	Billable hours weighted based on the work type
Capacity Hours	Total hours based on the resource's calendar less hours with a work type that reduces capacity
Confirmed Billable Hours	Scheduled billable hours with confirmed assignment status
Confirmed Hours	see: Confirmed Scheduled Hours
Confirmed Non-Billable Hours	Scheduled non-billable hours with confirmed assignment status
Confirmed Scheduled Hours	Scheduled assignment hours with confirmed status
Current Available Resources	The number of available resources on the specified Date
Current Available Resources Percent	Available resources as a percent of total resources (Current Week Available Resources / Total Resources)
Current/Last Project	Name of current billable project, or name of last billable project or projects the resource was working on before becoming available.
Current Week Available Resources	Number of resources available in the current week
Expected Hours	Actual hours through the last summarization date + Scheduled hours from the last summarization date to the end of the period
Job Level	Job level of the resource
Missing Hours	Capacity Hours - Total actual hours worked reported on timecards
Next Project*	Project number of next assignment
Next Assignment Date*	Start date of next billable assignment
Non-Billable Hours	Total actual non-billable work type hours
Percent of Days Available	Percentage of time the resource is available to capacity (Available Days / Capacity Days)
Provisional Billable Hours	Scheduled billable hours with provisional assignment status
Provisional Hours	see: Provisional Scheduled Hours

Heading	Description (Formula)
Provisional Non-Billable Hours	Scheduled non-billable hours with provisional assignment status
Provisional Scheduled Hours	Provisionally scheduled assignment hours
Scheduled Capacity Hours	Total Scheduled Capacity hours - Hours on Assignments with Work Types That Reduce Capacity
Scheduled Hours	see: Confirmed Scheduled Hours
Scheduled Utilization Hours	Confirmed scheduled hours weighted based on the work type
Total Available Resources	Number of available resources for the organization in the specified period for the specified availability threshold (Capacity Hours - Confirmed Scheduled Hours).
Total Available Resources Percent	Available resources in the specified period, as a percent of total resources $((\text{Total Available Resources} / \text{Total Resources}) * 100)$
Total Resources	Total number of resources
Training Hours	Total training work type hours with confirmed status
Unassigned Hours	Number of hours for which the resources are completely unscheduled (Capacity Hours - Confirmed Scheduled Hours - Provisional Scheduled Hours)
Utilization Hours	Actual hours weighted based on work type
Variance to Scheduled Utilization Percent	Actual Utilization Percent - Scheduled Utilization Percent
Week 1, 2, 3, 4	Available resources one, two, three, and four weeks from now

\*The unit of measure for each of these amounts depends on the unit of measure for reporting labor, as specified in the Project Intelligence setup. "Hours" is used in the descriptions below, but the definition also applies if the unit of measure is Days or Weeks (just substitute the unit of measure in the description).

## Percents

Heading	Description (Formula)
Actual Utilization Percent	Actual Weighted Hours / Capacity Hours
Billable Utilization Percent	Billable Weighted Hours / Capacity Hours
Expected Training Percent	Expected training hours / Capacity hours Expected training hours = Actual training hours + Scheduled training hours Note: Actual training hours is calculated through the last summarization date. Scheduled training hours is calculated from the last summarization date to the As of Date.
Expected Utilization Percent	Actual Utilization Percent + Scheduled Utilization Percent Note: Actual utilization is calculated through the last summarization date. Scheduled utilization is calculated from the last summarization date to the As of Date.
Non-Billable Utilization Percent	Non-Billable Weighted Hours / Capacity Hours
Percent Hours Available	Available Hours / Capacity Hours
Period-to-Date Billable Utilization Percent	Period-to-Date Billable Weighted Hours / Period-to-Date Capacity Hours
Period-to-Date Total Utilization Percent	Period-to-Date Actual Hours / Period-to-Date Capacity Hours (includes billable and non-billable utilization)
Prior Year Utilization Percent	Prior Year Weighted Hours* / Prior Year Capacity Hours
Provisional Billable Utilization Percent	Billable Provisional Weighted Hours* / Capacity Hours
Provisional Scheduled Utilization Percent	Provisional Scheduled Weighted Hours / Capacity Hours
Scheduled Utilization Percent	Confirmed Scheduled Weighted Hours / Capacity Hours
Training Percent	Training Hours / Capacity Hours
Unassigned Percent	Available (Unscheduled) Hours / Capacity Hours
Utilization Percent	Weighted Hours* / Capacity Hours
Utilization Percent to Date	Period-to-Date Weighted Hours* / Period-to-Date Capacity Hours

\*Hours are either *actual* or *scheduled*, depending on the report.

### ***Change Calculations***

<b>Heading</b>	<b>Description (Formula)</b>
Change in Actual Utilization Percent	Period-to-Date Actual Utilization Percent - Prior Period-to-Date Actual Utilization Percent
Change in Available Resources Percent	Period-to-Date Available Resources Percent - Prior Period-to-Date Available Resources Percent
Change in Billable Utilization Percent	Period-to-Date Billable Utilization Percent - Prior Period-to-Date Billable Utilization Percent
Change in Missing Hours	Period-to-Date Missing Hours - Prior Period-to-Date Missing Hours / Prior Period-to-Date Missing Hours
Change in Total Utilization Percent	Period-to-Date Total Utilization Percent - Prior Period-to-Date Total Utilization Percent
Variance to Scheduled Utilization Percent	Actual Utilization Percent - Scheduled Utilization Percent

## **Projects Bookings and Backlog Reports**

Projects operations management is concerned with the funding advanced by the stakeholder or bookings and the remaining amount of the bookings or backlog after the recovery of revenue per costs incurred.

These reports include:

- Projects Bookings and Backlog Summary Report, page 11-23
- Projects Bookings and Backlog Detail Report, page 11-24
- Projects Bookings and Backlog Activity Report, page 11-25
- Projects Bookings and Backlog Activity Detail Report, page 11-26
- Projects Bookings Summary Report, page 11-27
- Projects Bookings Trend Report, page 11-28
- Projects Bookings Source Trend Report, page 11-29
- Projects Backlog Summary Report, page 11-30
- Projects Backlog Trend Report, page 11-31

## **Projects Bookings and Backlog Summary Report**

This report compares bookings and backlog for the current and comparison periods.

The business questions answered in this report are:

- How do the total bookings, backlog, and book-to-bill ratio compare across organizations?
- How have these amounts changed relative to last year or the previous period?
- Which projects of a type and category are responsible for bookings this period?
- What is the backlog of projects of a type and category?

### **Parameters**

You can limit bookings and backlog information by:

- Organization
- Operating Unit
- Period Type
- Compare to Period
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification

For more information, see Report Viewing Options, page 11-4.

### **Quantities**

The quantities for this report are:

- Change in bookings
- Total ending backlog
- Change in backlog
- Change in book to bill ratio

For information on how quantities are calculated, see Quantities in Bookings and Backlog Reports, page 11-17.

### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations
- Click on Period to Date Bookings to view the Projects Bookings Summary Report, page 11-27.
- Click on Total Backlog to view the Projects Backlog Summary Report, page 11-30.
- Click on Book to Bill Ratio to view the Projects Bookings and Backlog Activity Report, page 11-25.

## **Projects Bookings and Backlog Detail Report**

The report lists the projects that generate bookings in a given period of time. The report also displays the different backlog amounts on each project. Besides booking

and backlog information, the report displays project details such as start and end dates, project manager, and primary customer.

The business questions answered in this report are:

- What projects are responsible for bookings in this period?
- What projects make up the backlog?
- How much backlog was lost and which projects were responsible for this?
- Which projects have revenue at risk?

#### **Parameters**

You can limit bookings and backlog details by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Revenue at Risk Projects only

For more information, see Report Parameters, page 11-2.

#### **Quantities**

The quantities for this report are:

- Total bookings
- Total ending backlog

For information on how quantities are calculated, see Quantities in Bookings and Backlog Reports, page 11-17.

#### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on a project number to view the related Project Status dashboard.

### **Projects Bookings and Backlog Activity Report**

This report shows changes in backlog and the components of backlog changes. The components include:

- Original Bookings
- Additional Bookings
- Bookings Adjustments
- Cancellations
- Accrued Revenue

The business questions answered in this report are:

- What is the size of current backlog?
- What is the change in backlog?
- What is the cause of the change in backlog?

### **Parameters**

You can limit information on bookings and backlog activity by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification

For more information, see Report Viewing Options, page 11-4.

### **Quantities**

The quantities for this report are:

- Total net bookings
- Total ending backlog
- Revenue at risk
- Lost backlog

For information on how quantities are calculated, see Quantities in Bookings and Backlog Reports, page 11-17.

### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on a Total Ending Backlog amount to view the related Projects Bookings and Backlog Activity Detail Report, page 11-26 that lists the projects comprising these amounts.

## **Projects Bookings and Backlog Activity Details Report**

This report shows project-level detail of the information in the Projects Bookings and Backlog Activity Report, page 11-25.

The business questions answered in this report are:

- Which projects are responsible for the change in backlog this period?



- Which projects have revenue at risk?
- Which projects have lost backlog this period?

#### **Parameters**

You can limit bookings and backlog activity details by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

#### **Quantities**

The quantities for this report are:

- Total net bookings
- Total ending backlog
- Revenue at risk
- Lost backlog

For information on how quantities are calculated, see Quantities in Bookings and Backlog Reports, page 11-17.

#### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on a Project Number to view the related Project Status dashboard in the Project Resource Management application.

### **Projects Bookings Summary Report**

This report shows the total number and value of bookings to date. It indicates if bookings are new projects or extensions of existing projects. It also compares bookings for the current and previous years.

The business questions answered in this report are:

- Are bookings from new projects or from change orders?
- How do current bookings compare with bookings from the previous year?
- Which projects of a type and category are responsible for current bookings?

#### **Parameters**

You can limit booking information by:

- Organization
- Operating Unit

- Period Type
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification

For more information, see Report Viewing Options, page 11-4.

### **Quantities**

The quantities for this report are:

- Total booking counts for the period
- Total net bookings for the current period
- Total net bookings for the prior year period
- Percent change in total net bookings between current period and prior year period

For information on how quantities are calculated, see Quantities in Bookings and Backlog Reports, page 11-17.

### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on an Original, Additional, or Total Bookings Amount to view the related Projects Bookings and Backlog Detail Report, page 11-24 that lists the projects comprising these amounts.

## **Projects Bookings Trend Report**

This report compares original and additional bookings by period for the current and previous years.

The business questions answered in this report are:

- How much have I booked in new projects this year in comparison to last year?
- How do my total bookings compare to that of last year?

### **Parameters**

You can limit information on booking trends by:

- Organization
- Operating Unit
- Period Type
- Currency

- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Original and total net bookings for the current period
- Original and total net bookings for the prior year period
- Percent change in original bookings between the current and the prior year period
- Percent change in total net bookings between the current and the prior year period

For information on how quantities are calculated, see Quantities in Bookings and Backlog Reports, page 11-17.

### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on an Original Additional Bookings Amount to view the related Projects Bookings and Backlog Detail Report, page 11-24 that lists the projects comprising these amounts.

## **Projects Bookings Source Trend Report**

This report shows the count and amount of original and additional bookings by period. It also displays the corresponding average original and additional bookings in each period.

The business questions answered in this report are:

- How many new project bookings were made each period over the past year?
- How many bookings were generated from change orders in each period over the past year?

### **Parameters**

You can limit information on trends in booking sources by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Original average bookings
- Additional average bookings

For information on how quantities are calculated, see Quantities in Bookings and Backlog Reports, page 11-17.

### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on an Original or Additional Bookings Amount to view the related Projects Bookings and Backlog Detail Report, page 11-24 that lists the projects comprising these amounts.

## **Projects Backlog Summary Report**

This report lists the total backlog, by category, for a set of organizations and projects of a type and category.

The business questions answered in this report are:

- What is the total ending backlog for projects that have not started?
- What is the backlog on active projects?
- What is the backlog on projects with no activity?
- What backlog remains on projects that have been closed?
- What is the amount of revenue at risk on projects?

### **Parameters**

You can limit backlog information by:

- Organization
- Operating Unit
- Period Type
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification

For more information, see Report Viewing Options, page 11-4.

### **Quantities**

The quantities for this report are:

- Total ending backlog for the current period
- Total ending backlog for the prior year period
- Percent change in total ending backlog between the prior year period and current period

- Total net bookings from inception till date
- Backlog percent of total bookings
- Lost backlog
- Revenue at risk

For information on how quantities are calculated, see Quantities in Bookings and Backlog Reports, page 11-17.

#### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on a Total Ending Backlog amount to view the related Projects Bookings and Backlog Detail Report, page 11-24 that lists the projects comprising these amounts.

### **Projects Backlog Trend Report**

This report compares the amount and source of backlog change by period for the current and previous years.

The business questions answered in this report are:

- What is the change in backlog, and how does that compare to that of last year?
- What caused the change in backlog?

#### **Parameters**

You can limit information on backlog trends by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project

For more information, see Report Parameters, page 11-2.

#### **Quantities**

The quantities for this report are:

- Total net bookings
- Accrued revenue and revenue at risk
- Beginning backlog, lost backlog, and total ending backlog for the current period and for the prior year period
- Percent change in the total ending backlogs for the current period and for the prior year period

For information on how quantities are calculated, see Quantities in Bookings and Backlog Reports, page 11-17.

#### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on an amount to view the related Projects Bookings and Backlog Activity Detail Report, page 11-26 that lists the projects comprising these amounts.

## Projects Utilization Reports

This set of reports compares the scheduled, actual, and expected resource utilization by organization of an operating unit. These reports include:

- Projects Resource Utilization and Availability Report, page 11-32
- Projects Utilization Summary Report, page 11-33
- Projects Utilization Trend Report, page 11-34
- Projects Actual Utilization Report, page 11-35
- Projects Actual Utilization Detail Report, page 11-36
- Projects Scheduled Utilization Report, page 11-37
- Projects Scheduled Utilization Detail Report, page 11-38
- Projects Expected Utilization Report, page 11-39
- Projects Expected Utilization Detail Report, page 11-40

## Projects Resource Utilization and Availability Report

This report compares resource utilization and availability by organization for the current and previous years.

The business questions answered in this report are:

- How does current billable utilization percent compare to that of the previous year?
- How does the current percent of available resource hours compare to that of the previous year?
- What is the trend in utilization across organizations?

### Parameters

You can limit resource utilization and availability information by:

- Organization
- Operating Unit
- Period Type
- Compare to Period

For more information, see Report Parameters, page 11-2.

### Quantities

The quantities for this report are:

- Current billable utilization percent
- Change in billable utilization percent between current and prior year period
- Current total utilization percent

- Change in total utilization percent between current and prior year period
- Current percent availability
- Change in percent availability between current and prior year period

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on a Total Utilization Percent Change amount to view the related Projects Utilization Summary Report, page 11-33 that lists the projects comprising these amounts.

For more detailed information about Resource Utilization, see the *Oracle Project Resource Management Implementation and Administration Guide*.

## **Projects Utilization Summary Report**

This report compares actual utilization, billable utilization, and missing hours for the current and previous years or periods. It also compares current and prior actual utilization with scheduled utilization.

The business questions answered in this report are:

- How does current actual utilization compare to scheduled and previous year utilization?
- How does current billable utilization compare to that of the previous year?
- What is the total number of hours that resources were available but not utilized this year and last year?

### **Parameters**

You can limit resource utilization information by:

- Organization
- Operating Unit
- Period Type
- Compare to Period
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Resource Organization
- Utilization Category

- Work Type
- Job Level

For more information, see Report Viewing Options, page 11-4.

### **Quantities**

The quantities for this report are:

- Period to date actual and scheduled utilization percent and the variance periods
- Change in the actual utilization percent from the prior year
- Period to date billable utilization percent and the change in this from the prior year
- Missing hours and the change in this from the prior year

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations.
- Click on an Actual Utilization Percent amount to view the related Projects , page 11-35Actual Utilization Report.
- Click on an Scheduled Utilization Percent amount to view the related Projects Scheduled Utilization Report, page 11-37.

## **Projects Utilization Trend Report**

This report compares actual and scheduled utilization by organization, for the current and previous years. You can use this report to see if an organization's resources are working according per scheduled.

The business questions answered in this report are:

- How does the actual utilization compare to scheduled utilization?
- Are resources working according to their projected schedules?

### **Parameters**

You can limit information on trends in resource utilization by:

- Organization
- Operating Unit
- Period Type

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Actual, scheduled (provisional, confirmed, utilization), missing, and utilization hours



- Percent utilization (actual, scheduled, billable, and non-billable)
- Prior year utilization percent

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on an Actual Utilization Percent amount to view the related Projects Actual Utilization Report , page 11-35that lists the projects comprising these amounts.
- Click on an Scheduled Utilization Percent amount to view the related Projects Scheduled Utilization Report , page 11-37that lists the projects comprising these amounts.

## **Projects Actual Utilization Report**

This report shows current and prior year utilization for an organization.

The business questions answered in this report are:

- Which organizations have the highest utilization?
- How does my actual utilization compare to that of the previous year?
- What is the breakdown of utilization with respect to billable hours, training hours, and job level?

### **Parameters**

You can limit actual utilization information by:

- Organization
- Operating Unit
- Period Type
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Resource Organization
- Utilization Category
- Work Type
- Job Level

For more information, see Report Viewing Options, page 11-4.

### **Quantities**

The quantities for this report are:

- Actual and capacity hours for the current and prior year periods
- Utilization and missing hours
- Percent utilization, billable, and non-billable utilization for the current and prior year periods
- Percent training for the current and prior year period

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

#### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations.
- Click on a Utilization Percent figure to view the related Projects Actual Utilization Report , page 11-35that lists the projects comprising these amounts.

### **Projects Actual Utilization Detail Report**

This report shows the breakdown of utilization information for an organization by the individual resources in a work type and job level.

The business questions answered in this report are:

- What is the detailed breakdown of actual utilization information by resource?

#### **Parameters**

You can limit actual utilization details by:

- Organization
- Operating Unit
- Period Type
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

#### **Quantities**

The quantities for this report are:

- Actual, capacity, missing, billable, non-billable, and training hours
- Percent actual, billable, and non-billable utilization
- Percent training

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

#### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on a resource name to view the related Resource Details: Schedule dashboard in the Project Resource Management application.

### **Projects Scheduled Utilization Report**

This report compares an organization's scheduled, actual and capacity hours. It also compares billable, non-billable utilization for the current and previous years. Scheduled utilization is shown by utilization category, work type, and job level.

The business questions answered in this report are:

- What is the scheduled utilization across organizations?
- How does scheduled utilization this year compare to that of last year?
- What is the breakdown of scheduled utilization with respect to billable hours, training hours, and job level?
- How much of the resource availability was unassigned and how much was spent in training?

#### **Parameters**

You can limit scheduled utilization information by:

- Organization
- Operating Unit
- Period Type
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

#### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Resource Organization
- Utilization Category
- Work Type
- Job Level

For more information, see Report Viewing Options, page 11-4.

#### **Quantities**

The quantities for this report are:

- Capacity, provisional, scheduled, and utilization hours
- Prior year actual hours

- Percent billable and non billable utilization for the current period and for the prior year period
- Percent scheduled and provisional (billable and non billable) utilization
- Prior year percent utilization
- Percent unassigned and training

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

#### Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations.
- Click on a Utilization Percent figure to view the related Projects Scheduled Utilization Report, page 11-37 that lists the projects comprising these amounts.

### **Projects Scheduled Utilization Detail Report**

This report shows the breakdown of scheduled utilization by individual resources for a utilization category, work type and job level.

The business questions answered in this report are:

- What is the detailed breakdown of scheduled utilization information by resource?
- What is the actual billable and non-billable utilization compared to the scheduled utilization?
- Have individual resources been utilized well?

#### **Parameters**

You can limit scheduled utilization details by:

- Organization
- Operating Unit
- Period Type
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

#### **Quantities**

The quantities for this report are:

- Scheduled, capacity, provisional and confirmed billable and non-billable, and training hours
- Percent scheduled, billable, and non-billable utilization
- Percent unassigned and percent training

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on a resource name to view the related Resource Details: Schedule dashboard in the Project Resource Management application.

## **Projects Expected Utilization Report**

This report shows expected utilization based on actual utilization to date and scheduled utilization in the future.

The business questions answered in this report are:

- Based on actual work done to date and scheduled work for the future, what is the expected utilization for this period?
- If provisional assignments are not confirmed, what is the impact on expected utilization?
- How does expected utilization compare with the previous year utilization?

### **Parameters**

You can limit expected utilization information by:

- Organization
- Operating Unit
- Period Type
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Resource Organization
- Utilization Category
- Work Type
- Job Level

For more information, see Report Viewing Options, page 11-4.

### **Quantities**

The quantities for this report are:

- Capacity and expected hours
- Percent provisional, scheduled, actual, and expected utilization

- Percent expected total utilization and prior year total utilization

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations
- Click on a Scheduled Utilization Percent to view the related Projects Scheduled Utilization Detail Report, page 11-38 that lists the projects comprising these amounts.

**Note:** For the Expected Utilization Report, actual utilization is shown through the last summarization date. Scheduled utilization is shown from the last summarization date to the As of Date.

## **Projects Expected Utilization Detail Report**

This report shows the breakdown of expected utilization by individual resource, based on actual utilization to date and scheduled work for the future. The report lists utilized resources for the utilization category, work type, and job level.

The business questions answered in this report are:

- For each resource, what can I expect utilization to be for the period, based on the actual work done to date and scheduled work for the future?
- If my provisional assignments are not confirmed, what is the impact on my projected resource utilization?
- How does projected resource utilization for this year compare with that of last year?

### **Parameters**

You can limit expected utilization details by:

- Organization
- Operating Unit
- Period Type
- Utilization Category
- Work Type
- Job Level

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Expected, capacity, and missing hours
- Percent actual, scheduled (provisional and confirmed), expected, expected billable, expected non-billable, and expected total utilization
- Percent prior year utilization

- Percent expected training

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on a resource name to view the related Resource Details: Schedule dashboard in the Project Resource Management application.

## **Projects Resource Availability Reports**

Resource availability reports display the current and future availability of the resources of an organization including trends. These reports include:

- Projects Available Time Summary Report, page 11-41
- Projects Availability Trend Report, page 11-42
- Projects Current Available Resources Report, page 11-43
- Projects Available Resources Duration Report, page 11-43
- Projects Available Resource Detail Report , page 11-44

### **Projects Available Time Summary Report**

This report shows the number of available hours or days (depending on the set up of the labor unit display).

The business questions answered in this report are:

- How much time is available?
- What organizations have the most availability?
- For organizations with high availability, what is their utilization to date and expected utilization for the future?
- How many more resource hours become available if provisional assignments are not approved?

### **Parameters**

You can limit information on availability by:

- Organization
- Operating Unit
- Period Type
- Availability Threshold

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Capacity, provisional, confirmed, unassigned, and available hours

- Percent scheduled and actual utilization
- Percent available hours

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

#### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on an Available Days amount to view the related Projects Available Resource Detail Report, page 11-44 that lists the projects comprising these amounts.
- Click on a Percent Days Available figure to view the related Projects Availability Trend Report, page 11-42 that lists the projects comprising these amounts.

### **Projects Availability Trend Report**

This report displays the trend of available resources for an organization over the next thirteen weeks.

The business questions answered in this report are:

- What is the trend of available time over the next quarter?
- How much time is provisional? How much is confirmed?

#### **Parameters**

You can limit information on availability trends by:

- Organization
- Operating Unit
- Period Type
- Availability Threshold

For more information, see Report Parameters, page 11-2.

#### **Quantities**

The quantities for this report are:

- Capacity, provisional, confirmed, unassigned, and available hours
- Percent scheduled utilization
- Percent available hours

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

#### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on an Available Days figure to view the related Projects Available Resource Detail Report, page 11-44 that lists the projects comprising these amounts.



## Projects Current Available Resources Report

This report shows the number of resources currently available and those available over the next four weeks.

The business questions answered in this report are:

- What percentage of my resources are available today?
- How many resources are available today, and how many resources will be available in the future?

### Parameters

You can limit information on current availability of resources by:

- Organization
- Operating Unit
- Availability Threshold

For more information, see Report Parameters, page 11-2.

### Quantities

The quantities for this report are:

- Total number of resources
- Number of resources available now, and one, two, three, and four weeks from now
- Percent current available resources

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

### Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on a Current Available Resources amount to view the related Projects Available Resource Detail Report, page 11-44 that lists the projects comprising these amounts.
- Click on a Total Available Resources Percent figure to view the related Projects Availability Trend Report, page 11-42 that lists the projects comprising these amounts.

## Projects Available Resources Duration Report

This report shows how long resources are currently available and how long they will remain available.

The business questions answered in this report are:

- How many resources are available, and for how long are they available?
- For how long were my currently available resources available in the past?
- For how long will my currently available resources be available in the future?

### Parameters

You can limit information on the duration of availability by:

- Organization

- Operating Unit
- Period Type
- Availability Threshold
- Duration Type

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Total number of resources
- Number of resources currently available, available for consecutive or incremental five-day periods in the next 20 days, and available beyond the first 20 days
- Percent total available resources for the period

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

### **Related Reports and Links**

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on a Current or Total Available Resources amount, or on an Available Days amount, to view the related Projects Available Resource Detail Report, page 11-44 that lists the projects comprising these amounts.

## **Projects Available Resource Detail Report**

This report shows a detailed listing of resources who are available. The report shows how long each resource has been available, and other key staffing information.

The business questions answered in this report are:

- Who are the available resources? How long have they been available? What was their last assignment? When is their next assignment?
- What available resources require immediate action, due to their low utilization?

### **Parameters**

You can limit availability details by:

- Organization
- Operating Unit
- Period Type
- Availability Threshold
- Availability Days

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Job level of the resource

- Capacity, provisional, confirmed, unassigned, and available hours
- First date on which available, the current or last project that the person was in, the next project if known, and the next date of assignment.
- Percent scheduled and actual utilization

No information is displayed in the fields that display dates for availability or details on project and assignment for resources who are not available as of the selected Current Date.

For information on how quantities are calculated, see Quantities in Project Resource Management Reports, page 11-19.

**Note:** This report is based on cumulative availability duration. For more information, please refer to the Projects Available Resources Duration Report, page 11-43.

### Related Reports and Links

For a list of related reports, see: Projects Operations Management Dashboard, page 11-17.

You can drill down to the following detailed information:

- Click on a resource to view employee details.

## Capital Projects Cost Management Dashboard

You can access the Capital Projects Cost Management dashboard via the Project Executive, Daily Project Intelligence, or Project Intelligence Superuser responsibility. The dashboard summarizes capital costs and non-capital costs or expenses on capital projects.

This section comprises the following topics:

- Cost KPIs for Capital Projects, page 11-45
- Quantities in Capital Project Cost Reports, page 11-46
- Capital Project Cost Reports, page 11-46

### Cost KPIs for Capital Projects

The key performance measures (KPI) for capital project cost reports are:

- Cost
- Capital Cost
- Percent of Cost
- Expense

The Cost Summary, Cost Detail, and Cost Trend portlets provide details on each of the KPIs above.

For the calculation of each of the KPIs see Quantities in Capital Project Cost Reports, page 11-46.

The report compares the key performance measures of cost, capital cost, and expense for the organization, currency, the period type, period, and compare to values given and give a cost analysis. For more information on filtering data for reports see Report Parameters, page 11-2.

## Quantities in Capital Project Cost Reports

The following table lists cost quantities for capital projects and describes the way in which they are calculated.

### *Column Headings and Calculations in Capital Projects Cost Reports*

Heading (quantity name)	Description (Formula)
Capital Cost	Capitalizable cost for the duration (week, period, quarter, year) to the as of date.
Change (%)	The change and change% columns show the amount or percent change from previous duration to the current duration, depending on the selected parameters in Period Type and Compare To. On Trend reports the Compare To is prior year.
Cost	Total cost on capital projects for the duration (week, period, quarter, year) to the as of date.
Expense	Expense (non capitalizable cost) for the duration (week, period, quarter, year) to the as of date. = Total cost - capital cost
Percent Cost	Capital Cost / Cost for the duration (week, period, quarter, year) to the as of date for capital projects.
Prior Year	The prior year and prior year% columns show the amounts or percents for the same duration (week, period, quarter, year) in the prior year to the as of date in the prior year.

## Capital Project Cost Reports

These reports compare actual cost with budgeted and forecasted cost for capital projects and displays trends. The reports are:

- Capital Projects Cost Summary Report, page 11-46
- Capital Projects Cost Detail Report, page 11-48
- Capital Projects Cost Trend Report, page 11-48
- Capital Projects Cost Cumulative Trend Report, page 11-49

You can also use the links to navigate to project cost and project profitability reports.

### Capital Projects Cost Summary Report

This report displays the breakout of capitalizable and non capitalizable costs for capital and indirect/capital project types.

The business questions answered in this report are:

- How much have I spent toward capitalizable assets?
- What is my total non capitalizable cost (expense) on capital projects?
- What is the total cost (capitalizable and expense) for all capital projects?

- What is the cost of different project types in the capital project type class?
- What is my total expense (capitalizable and expense) on indirect and capital projects?

### **Parameters**

You can limit information on costs for capital projects by:

- Organization
- Operating Unit
- Period Type
- Compare to Period
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Work Type

For more information, see Report Parameters, page 11-2.

### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification
- Expenditure Category
- Expenditure Type
- Work Type

For more information, see Report Viewing Options, page 11-4.

### **Quantities**

The quantities for this report are:

- Period-to-date cost, capital cost, and expense
- Percent current cost and change between current percent cost and percent cost of the comparison period

For information on how quantities are calculated, see Quantities in Capital Project Cost Reports, page 11-46.

### **Related Reports and Links**

For a list of related reports, see: Capital Projects Cost Management Dashboard, page 11-45.

You can drill down to the following detailed information:

- Click an organization name to see a breakdown of information by its suborganizations.

- Click any amount to view the Capital Projects Cost Detail Report, page 11-48.

### **Capital Projects Cost Detail Report**

This report shows the details about the information that is summarized in the Capital Project Cost Reports, page 11-46.

The business questions answered in this report are:

- What are the detailed costs on projects for the period?

#### **Parameters**

You can limit detailed information on costs for capital projects by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Project Work Type
- Project Name

For more information, see Report Parameters, page 11-2.

#### **View By Options**

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification

For more information, see Report Viewing Options, page 11-4.

#### **Quantities**

The quantities for this report are:

- Period-to-date cost, capital cost, and expense
- Percent cost

For information on how quantities are calculated, see Quantities in Capital Project Cost Reports, page 11-46.

#### **Related Reports and Links**

For a list of related reports, see: Capital Projects Cost Management Dashboard, page 11-45.

### **Capital Projects Cost Trend Report**

This report shows the trend in costs over time and its breakdown for capital projects.

The business questions answered in this report are:

- What is the capital cost trend compared to last year?

#### **Parameters**

You can limit trend information for costs on capital projects by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Work Type

For more information, see Report Parameters, page 11-2.

#### **Quantities**

The quantities for this report are:

- Current and prior year cost, capital cost, and expense
- Current and prior year percent cost and the change between them

For information on how quantities are calculated, see Quantities in Capital Project Cost Reports, page 11-46.

#### **Related Reports and Links**

For a list of related reports, see: Capital Projects Cost Management Dashboard, page 11-45.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its suborganizations.
- Click on revenue, margin, or margin percent to view the Projects Profitability Overview Report, page 11-10.

### **Capital Projects Cost Cumulative Trend Report**

This report shows the cumulative capital cost trend for the selected group of projects. While the Capital Projects Cost Trend report shows distinct capital cost amounts over time, in this report capital cost figures are accumulated within a period to show cumulative capital cost.

The business questions answered in this report are:

- What is the cumulative capital cost trend compared to last year?

#### **Parameters**

You can limit information on cumulative trends by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure Category
- Expenditure Type
- Work Type

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Current cost, prior year cost, and the percent change between current and prior year periods

For information on how quantities are calculated, see Quantities in Capital Project Cost Reports, page 11-46.

### **Related Reports and Links**

For a list of related reports, see: Capital Projects Cost Management Dashboard, page 11-45.

## **Contract Projects Cost Management Dashboard**

You can access the Contract Projects Cost Management dashboard via the Project Executive, Daily Project Intelligence, or Project Intelligence Superuser responsibility. This dashboard summarizes the billable and non-billable costs on contract projects.

This section comprises the following topics:

- Cost KPIs for Contract Projects, page 11-50
- Quantities in Contract Projects Cost Reports, page 11-51
- Contract Projects Cost Reports, page 11-51

### **Cost KPIs for Contract Projects**

The key performance measures (KPI) for contract project cost reports are:

- Cost
- Percent of budget
- Billable cost
- Percent of cost
- Non-billable cost

The Cost Summary, Cost Detail, and Cost Trend portlets provide details on each of the KPIs above.



For the calculation of each of the KPIs see Quantities in Capital Project Cost Reports.

The report compares the key performance measures of cost, billable cost, and expense for the current and comparison period and produces a cost analysis. For more information on filtering data for reports see Report Parameters, page 11-2.

## Quantities in Contract Projects Cost Reports

The following table lists cost quantities for contract projects and describes the way in which they are calculated.

### ***Column Headings and Calculations in Contract Projects Cost Reports***

<b>Heading (quantity name)</b>	<b>Description (Formula)</b>
Billable Cost	The billable cost for the duration (week, period, quarter, year) to the as of date.
Budget	Budget cost for the duration (week, period, quarter, year) to the as of date.
Change (%)	The change and change% columns show the amount or percent change from previous duration to the current duration, depending on the selected parameters in Period Type and Compare To. On Trend reports the Compare To is prior year.
Cost	.Total cost on contract projects for the duration (week, period, quarter, year) to the as of date.
Non-billable Cost	The non billable cost for the duration (week, period, quarter, year) to the as of date.
Percent Budget	Billable Cost / Budget Cost for the duration (week, period, quarter, year) to the as of date.
Percent Cost	Billable Cost / Cost on contract projects for the duration (week, period, quarter, year) to the as of date.
Prior Year	The prior year and prior year% columns show the amounts or percents for the same duration (week, period, quarter, year) in the prior year to the as of date in the prior year.

## Contract Projects Cost Reports

Cost reports for contract projects show capital cost and expense and trends in cost management.

Contract Projects Cost Reports include:

- Contract Projects Cost Summary Report, page 11-52
- Contract Projects Cost Detail Report, page 11-53
- Contract Projects Cost Trend Report, page 11-53
- Contract Projects Cost Cumulative Trend Report, page 11-54

## Contract Projects Cost Summary Report

This report displays the breakout of billable and non billable costs for contract and indirect project types.

The business questions answered in this report are:

- What is my total non billable cost on contract projects?
- What is my total expense (billable and non billable) on indirect and contract projects?

### Parameters

You can limit information on costs for contract projects by:

- Organization
- Operating Unit
- Period Type
- Compare to Period
- Currency
- Category of the project
- Classification of the project
- Expenditure category
- Expenditure type
- Work type

For more information, see Report Parameters, page 11-2.

### View By Options

You can choose any of the following ways to view information filtered by the parameters above:

- Organization
- Project Classification
- Expenditure Category
- Expenditure type
- Work type

For more information, see Report Viewing Options, page 11-4.

### Quantities

The quantities for this report are:

- Period to date cost, billable cost, budget, and non-billable cost
- Percent current cost against prior year cost.

For information on how quantities are calculated, see Quantities in Contract Project Cost Reports, page 11-51.

### Related Reports and Links

For a list of related reports, see: Contract Projects Cost Management Dashboard, page 11-50.

You can drill down to the following detailed information:

- Click on an organization name to see a breakdown of information by its sub-organizations.
- Click on any amount to drill to the Contract Projects Cost Detail Report, page 11-53.

### **Contract Projects Cost Detail Report**

This report shows the details about the information that is summarized in the Projects Cost Summary report on dashboard.

The business questions answered in this report are:

- What are the detailed costs on projects for the period?

#### **Parameters**

You can limit detailed information on costs for contract projects by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure category
- Expenditure type
- Work type
- Name of project

For more information, see Report Parameters, page 11-2.

#### **Quantities**

The quantities for this report are:

- Period-to-date cost, billable cost, non-billable cost, and budget
- Percent cost and budget cost

For information on how quantities are calculated, see Quantities in Contract Project Cost Reports, page 11-51.

#### **Related Reports and Links**

For a list of related reports, see: Contract Projects Cost Management Dashboard, page 11-50.

### **Contract Projects Cost Trend Report**

This report shows cost trend for the selected group of projects. It shows cost amounts for a progression of selected periods, thus illustrating the trend in cost over time.

The business questions answered in this report are:

- What is the cost trend compared to last year?

### **Parameters**

You can limit information on cost trends for contract projects by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project
- Classification of the project
- Expenditure category
- Expenditure type
- Work type

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Cost, billable cost, non-billable cost, and budget for the current and prior year period and the percent change for each of these
- Percent cost for the current and prior year periods and the change
- Percent budget for the current and prior year periods and the change

For information on how quantities are calculated, see Quantities in Contract Project Cost Reports, page 11-51.

### **Related Reports and Links**

For a list of related reports, see: Contract Projects Cost Management Dashboard, page 11-50.

## **Contract Projects Cost Cumulative Trend Report**

This report shows the cumulative contract cost trend for the selected group of projects. While the Contract Projects Cost Trend report shows distinct contract cost amounts over time, in this report contract cost figures are accumulated within a period to show cumulative contract cost.

The business questions answered in this report are:

- What is the cumulative Contract cost trend compared to last year?

### **Parameters**

You can limit information on cumulative cost trends for contract projects by:

- Organization
- Operating Unit
- Period Type
- Currency
- Category of the project

- Classification of the project
- Expenditure category
- Expenditure type
- Work type

For more information, see Report Parameters, page 11-2.

### **Quantities**

The quantities for this report are:

- Cost, billable cost, non-billable cost, and budget for the current and prior year period and the percent change for each of these
- Percent cost for the current and prior year periods and the change
- Percent budget for the current and prior year periods and the change

For information on how quantities are calculated, see Quantities in Contract Project Cost Reports, page 11-51.

### **Related Reports and Links**

For a list of related reports, see: Contract Projects Cost Management Dashboard, page 11-50.



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## Using Daily Business Intelligence for Quoting

This chapter covers the following topics:

- Overview of DBI for Quoting
- Accessing DBI for Quoting
- Dashboard KPIs
- Quote Management Page
- Quote Summary by Sales Group
- Quote Summary by Product Category
- Quote Summary by Adjusted Price
- Top Quotes
- Approval Summary by Sales Group
- Approval Rules Summary
- Terminology and Selected Notes

### Overview of DBI for Quoting

Daily Business Intelligence (DBI) for Quoting, allows sales and marketing managers to analyze the quote to order life cycle. DBI for Quoting enables daily analysis of total quotes, quotes converted to orders, quote approvals, and additional key performance indicators (KPIs). This information is presented in at-a-glance KPIs, as well as in informational tables and graphs. DBI for Quoting integrates with DBI for Sales to provide the full 360-degree view of the sales cycle. With such mission-critical information readily available, sales and marketing managers can evaluate performance at all levels and take appropriate action to ensure that sales targets are met.

### Accessing DBI for Quoting

To access DBI for Quoting, log in to your Self Service Web Applications page. Select the Daily Quoting Intelligence function-based responsibility. Following the responsibility selection, you will be able to select from a list of DBI for Quoting pages and reports.

**Note:** To access DBI for Quoting, users must have an Oracle Resource Manager role of Manager or Administrator, assigned to a sales group. Users who have the Member role are not permitted access.

## Dashboard KPIs

The Quoting intelligence dashboard, the Quote Management page, contains a set of KPIs. Each KPI is a hyperlink that allows you to drill down into an underlying report. The table on the Quote Management page displays the current period value of the KPI and the change over the comparison period. The change is a percentage value, shown to one decimal place, based on the difference of the current and prior period values.

The currency values displayed in the KPI table are automatically scaled to amounts in thousands (K), millions (M) and billions (B).

The change values are calculated as follows:  $(\text{Current period value} - \text{Prior period value}) \times 100$  divided by Absolute prior period value.

When change values are calculated, N/A will be displayed if a current or prior period value is zero, null, or if no snapshot available for that day.

## Quote Management Page

The Quote Management page presents information on various aspects of the quoting process through a series of KPIs, tables and graphs. This page is a dashboard, presenting information from the various reports on quoting operations in a consolidated, easy-to-read format.

The following KPIs are presented on the Quote Management page:

- Total Quotes, Converted Quotes, Converted Amount %, and Average Days to Convert -- All are linked to the Quote Summary by Sales Group Report.
- All Submissions, Approved % from All Submissions, Approved % from Completed Submissions, Average Days for Approval, and Average Number of Approvers -- All are linked to the Approval Summary by Sales Group Report.

In addition to the Quote Management Page, the following is a list of reports available for DBI for Quoting.

- Quote Summary by Sales Group Report
- Quote Summary by Product Category Report
- Quote Summary by Adjusted Price Report
- Top Quotes Report
- Approval Summary by Sales Group Report
- Approval Rules Summary Report

## Quote Summary by Sales Group

This report shows total quotes generated by the organization and those converted to orders, aggregated by sales group hierarchy. Data on both the selected current and prior periods is displayed, together with the change between the respective periods. This report can be valuable for monitoring the quote conversion process, enabling corrective action to be taken to reduce cycle times and to secure more orders.



## **Quote Summary by Product Category**

This report shows total quotes generated by the organization and those converted to orders, aggregated by product category. Information on both the selected current and prior periods is displayed, together with the change between the respective periods. This information is valuable in monitoring the quote conversion process, enabling corrective action to be taken to secure more orders.

## **Quote Summary by Adjusted Price**

This report shows total quotes generated by the organization and those converted to orders, broken into discrete discount or surcharge ranges. Information on both the selected current and prior periods is displayed, together with the change between the respective periods. Using this report, sales executives can analyze the results of the discounts offered or the surcharges imposed, and how these are translating into orders. This enables sales executives and managers to set discount or premium levels that are most effective in obtaining orders.

## **Top Quotes**

This report displays the top open quotes, converted to orders, and expired quotes or the top quotes of all statuses. The report lets sales executives view the key quotes attributes such as customer, product, amount and can be viewed by different quote statuses. This information is valuable in monitoring the performance of the sales organization and identifying situations where executives may need to intervene in order to eliminate functional bottlenecks and meet customer satisfaction.

## **Approval Summary by Sales Group**

This report shows both the approved percent of all quotes submitted for approval, and the approved percent of quotes that have completed the approval process (regardless of approval status), aggregated by sales group hierarchy. The information is displayed for both the selected current and prior periods, together with the change between the respective periods. This information enables sales executives and managers to identify bottlenecks in the approval process and to resolve the issue promptly, leading to a more efficient quote conversion process.

## **Approval Rules Summary**

This report shows quote approval rules in place and the proportion of quotes approved against a particular rule, by the sales group hierarchy. The report lets sales executives see an overview of the types of approvals that are most and least frequently requested. This data can then be used to streamline approval processes in order to enhance the business flows and processes of the organization, leading to greater efficiency in the quote approvals process.

## **Terminology and Selected Notes**

The following terminology and selected notes can aid your understanding of the DBI for Quoting pages.

- All Submissions --- The number of all quotes, submitted for approval, which had their window of approval partly or completely within the reporting period.
- Approved Percent from All Submissions --- The number of approval submissions that have completed the approvals process with an 'Approved' status, expressed as a percentage of All Submissions.
- Approved Percent from Completed Submissions --- The number of approval submissions that have completed the approvals process with an 'Approved' status, expressed as a percentage of all submissions that have completed the approvals process..
- Average Days to Convert --- The average number of days taken for the highest version of the quote to convert to an order, since the creation of the first version of the quote.
- Average Number of Days for Approval --- The average number of days taken to approve an approval submission, regardless of the approval status, from the time the quote was submitted for approval, to the final approver of the quote.
- Average Number of Approvers --- The average number of approvers required to approve an approval submission, regardless of the approval status.
- Change, Count and Amount --- Several columns display change expressed as a percentage and calculated as (Absolute value of metric in Current Period minus Value of metric in Comparison Period) divided by (Value of metric in Comparison Period). Thus, if the value of a metric is 120 in the current period and 100 in the comparison period, the change is  $(120-100)/(100)$  or 20%.
- Comparison Between Periods --- Users may compare information, in pages and reports, between the current selected period and the specified former period. The algorithm used compares information from the start of the current period to the As of Date, with n days remaining to the end of the period. For the former period, information from the start of the period up to the point in time with the same number of days remaining in the period is used for the comparison.
- Converted Amount Percent --- The value of Converted Quotes expressed as a percentage of the value of Total Quotes.
- Converted Count Percent --- The number of Converted Quotes expressed as a percentage of the number of Total Quotes.
- Currency Conversion During Data Collection --- When data collection programs are run, quote data is converted into the primary and secondary global currencies using the exchange rate current at the time of the last update date for each quote.
- Discount --- Discount or premium on a quote as calculated at the header level, and is the percent of all price adjustments to the quote amount. Does not include charges and/or taxes. The price adjustments should include automatic as well as manual price adjustments.
- No data found --- When a data collection request set is run for DBI for Quoting, it may or may not find any data for a particular KPI. If there is no data found for a KPI, N/A is displayed.
- Quotes, Converted --- All quotes (number and amount) where the highest version was converted to an order during the reporting period. Specifically, those quotes where the highest version has a status of "Order Submitted" and an order date in the reporting period.

- **Quotes, Reported Information** --- In DBI for Quoting, a quote is always the highest version of the quote. A quote can have multiple versions, but the latest is always considered, even if the same quote is being displayed in the comparison period. Therefore, it follows that the quote amount will always be shown as of the highest version of the quote. For example, if the quote amount is \$1,000 in the current period but was \$500 in an earlier version in the comparison period, it will be considered as \$1,000 even in the comparison period.
- **Quotes, Total** --- All quotes (number and amount) that had the potential to be converted into orders during the reporting period, regardless of the current status of the quote. The value of the quotes is from the highest version of the quote.
- **Sales group hierarchy** --- The sales group hierarchy utilizes the Oracle Field Sales security model. All data displayed on the pages and reports is for the subordinate sales groups/persons belonging to the selected sales group. Active sales groups are those that have not been end-dated. Inactive sales groups are those that have been end-dated or have had their group relationships end-dated.
- **Sales persons display** --- All sales persons, regardless of active/inactive status, who have the Manager or Member role are candidates for display.



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## Using Daily Business Intelligence for Sales

This chapter covers the following topics:

- Overview of Daily Business Intelligence for Sales
- Accessing Daily Business Intelligence for Sales
- Best Practice: Maintaining Sales Group Hierarchy
- Sales DBI Dashboard KPIs
- Reporting Forecast Information
- Reporting Won, Lost, No Opportunity KPIs
- Reporting Pipeline, Weighted Pipeline, and Open Opportunity KPIs
- Sales Management Dashboard
- Sales Results versus Forecast
- Sales Group Forecast by Product Category
- Leads, Opportunities, and Backlog
- Lead and Opportunity by Campaign
- Extended Forecast versus Won Trend
- Extended Forecast versus Pipeline Trend
- Sales Forecast Management Dashboard
- Forecast Overview
- Top Open Opportunities
- Opportunity Management Dashboard
- Opportunity Win/Loss
- Opportunity Win/Loss (with Counts)
- Opportunity Line Detail
- Forecast, Pipeline, Won Trend
- Opportunity Activity
- Weighted Pipeline
- Pipeline Trend
- Win/Loss Trend

- Terminology and Selected Notes

## Overview of Daily Business Intelligence for Sales

Oracle Daily Business Intelligence (DBI) for Sales is a management reporting tool that allows sales executives to gain the most comprehensive forecast analyses, revenue backlog summaries, opportunity activity reviews, and sales force comparisons for their organizations. Oracle DBI for Sales provides timely, relevant and cross-functional sales information that enables your sales organization to address all mission-critical challenges. The reports and key performance indicators (KPIs) may be updated on a daily basis to provide the most recent sales trends and indicators of an enterprise's business.

Oracle DBI for Sales comprises of a series of KPIs, trend graphs, and summarized tables. All together, it is a rich set of comparative features with unparalleled levels of actionable analytics across the sales organization. Areas of focus include forecast versus pipeline performance, lead and opportunity data by campaign, pipeline growth trends, opportunity win/loss reporting, and revenue backlog accumulation information. It is tailored for sales executives and managers, enabling them to monitor sales performance and to formulate an optimal sales strategy for the business.

All the KPIs that form the dashboards and reports are sourced from the Oracle E-Business Suite.

## Accessing Daily Business Intelligence for Sales

To access the DBI for Sales dashboards and reports, log in to the Self Service Web Application page. Select the Daily Sales Intelligence function-based responsibility. If the customer has Oracle Sales implemented, the Sales Manager role-based responsibility may be used.

DBI for Sales permits access to resources (users) that have been assigned to a Sales Group with a Manager or Administrator role. Resources that have a Member role will not be able to view any information on the dashboards or reports.

## Best Practice: Maintaining Sales Group Hierarchy

After setting up your sales group hierarchies, as a best practice, do not remove the Sales usage of the top level sales group. Oracle E-Business Suite CRM applications may allow you to remove a top-level usage, but doing so will leave orphaned "children" sales groups, and could cause inconsistent behavior.

## Sales DBI Dashboard KPIs

Each of the dashboards contains a set of KPIs.

The KPI table on each page displays the current period value of the KPI and the change over the comparison period. The change is a percentage value, shown to one decimal place, based on the difference of the current and prior period values.

The currency values displayed in the KPI table are automatically scaled to amounts in thousands (K), millions (M) and billions (B).

The change values are calculated as follows:

$$\frac{(\text{Current period value} - \text{Prior period value})}{\text{Absolute prior period value}} \times 100 = \text{KPI \% change}$$

Absolute prior period value

When change values are calculated, N/A will be displayed if a current or prior period value is:

- Zero
- Null
- No data available for that day because no data collection request set was run

Specific DBI for Sales KPIs are described in the Terminology and Selected Notes section of this chapter.

## Transactional Drilling Capability

DBI for Sales allows you to drill down into the Oracle Sales transactional system. Several KPIs -- such as Pipeline, Won, Lost, and No Opportunities -- allow you to select them and be directed to the Opportunity Line Detail report to view the opportunities that comprise the value of the KPI drilled upon. From the Opportunity Line Detail report, a user may click upon a particular opportunity line in order to view the opportunity information within the transaction application. Note that a user may be prevented from viewing the opportunity within the Oracle Sales application by the opportunity access privileges granted to that user.

## Reporting Forecast Information

Information from two separate forecasts is reported within DBI for Sales: the Sales Group Forecast and the Direct Reports Forecast. The Sales Group Forecast is the last submitted forecast of the manager of the sales group selected in the Sales Group parameter. The Direct Reports Forecast displays the forecasts last submitted by the managers of the sales groups or sales persons that belong to the sales group selected in the Sales Group parameter. These forecasts are summed up to provide the Direct Reports Forecast KPI.

DBI for Sales will report sales forecast information only for the period type defined in the BIL: Base Forecast Period Type system profile, during implementation. Therefore, forecast information will only be displayed when the same period type is selected in the dashboards and reports. Forecasts for Month or Quarter period types may be rolled up to the next largest period, depending on the BIL: Enable Forecast Period Rollup system profile. However, this excludes forecasts submitted for period type Week.

In order to view accurate forecast information, if Oracle Field Sales is implemented, it is recommended that an individual sales forecast category be mapped to a single product category. The product category should be the top level node in the hierarchy. Forecasts submitted for a forecast category mapped to multiple product categories will not be displayed. Forecasts submitted for multiple forecast categories mapped to a single product category will be summed up when reported in DBI for Sales.

Refer to the *Oracle Daily Business Intelligence Implementation Guide* for further information.

## Reporting Won, Lost, No Opportunity KPIs

The Won, Lost and No Opportunity KPIs will be reported by the close date of the opportunity corresponding to the selected As of Date. Therefore, all the dashboards and

reports will display all Won, Lost and No Opportunity information for opportunities that have a close date from the start of the current selected period, up to the As of Date.

**Note:** This assumes that DBI data collection programs will be run on a daily basis. If there is a lapse in the execution of the DBI data collection programs, the opportunity information displayed will only include those opportunities that have close dates from the start of the current period up to and including the date of the last DBI data collection. The current period in this case is the period that was current when the DBI data collection programs were last run.

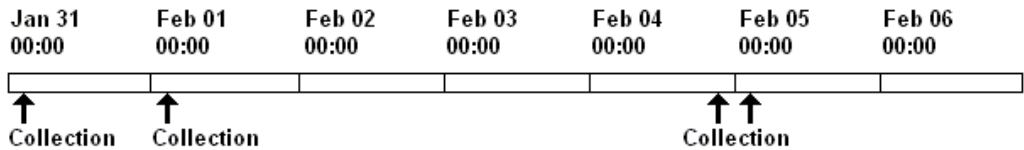
## Reporting Pipeline, Weighted Pipeline, and Open Opportunity KPIs

The true snapshot of the Pipeline, Weighted Pipeline, and Open Opportunity amounts will be displayed for each data collection process in DBI for Sales. The following example illustrates how these KPIs are reported in DBI for Sales.

### Snapshot Data Collection for Pipeline, Weighted Pipeline, and Open Opportunity KPIs

In this example, collections are made over a period of seven days, from January 31 to February 6. For this example, assume that all seven days belong to the same week.

#### Seven-Day Time Period Snapshot



Data collection request sets were run on four days of the 7-day period shown, shortly after the end of the proceeding business day or towards the end of the current business day.

The snapshot of the Pipeline, Weighted Pipeline and Open opportunity KPIs obtained on the current day will be shown for the current As of Date. If there is no collection run for the current date, the snapshot of the Pipeline, Weighted Pipeline and Open Opportunity KPIs obtained on the preceding day will be shown for the current As of Date. If the preceding day is not in the current period, as selected in the Period Type parameter, the Pipeline and Open KPIs will show N/A. If there is a gap between two collection runs, the data for the days within the gap are reconstructed from the opportunity log tables as part of the later collection run. The reconstructed values are snapshots as of the end of the day. An analysis of the above example follows:

#### Current Date: January 31, As of Date: January 31

The collection run on January 31 captures the snapshot of the KPIs for January 31.

#### Current Date: February 1, As of Date: February 1

The collection run on February 1 captures the snapshot of the KPIs for February 1.

For the period between the end of January 31, up to the time of the collection on February 1, the snapshot of the KPIs obtained on January 31 will be shown for the As of Date, February 1, as follows:

- The snapshot obtained on January 31, if Period Type is Week



- N/A, if Period Type is Month
- The snapshot obtained on January 31, if Period Type is Quarter
- The snapshot obtained on January 31, if Period Type is Year

After the collection on February 1 has completed successfully, the snapshot of the KPIs obtained on February 1 will be shown for the As of Date, February 1.

**Current Date: February 2, As of Date: February 2**

For February 2, the snapshot of the KPIs obtained on February 1 will be shown for the As of Date, February 2.

**Current Date: February 3, As of Date: February 3**

There was no collection run on February 2. Therefore, the Pipeline, Weighted Pipeline and Open opportunity KPIs will display N/A for the As of Date, February 3, as there was no data collection on the preceding day.

**Current Date: February 3, As of Date: February 2**

There was no collection run on February 2. Therefore, the Pipeline, Weighted Pipeline and Open opportunity KPIs will display N/A for the As of Date February 2.

**Current Date: February 4, As of Date: February 4**

There was no collection run on February 3. Therefore, for the period between the end of February 3, up to the time of the collection on February 4, the snapshot of the KPIs will display N/A for the As of Date, February 4, as there was no data collection on the preceding day. After the collection on February 4 has completed successfully, the snapshot of the KPIs obtained on February 4 will be shown for the As of Date, February 4. The values for February 2 and February 3 are also reconstructed as part of this collection.

**Current Date: February 5, As of Date: February 5**

The collection run on February 5 captures the snapshot of the KPIs for February 5. For the period between the end of February 4, up to the time of the collection on February 5, the snapshot of the Pipeline, Weighted Pipeline and Open opportunity KPIs obtained on February 4 will be shown for the As of Date, February 5.

After the collection on February 5 has completed successfully, the snapshot of the KPIs obtained on February 5 will be shown for the As of Date, February 5

**Current Date: February 6, As of Date: February 1**

The snapshot of the KPIs obtained on February 1 will be shown for the As of Date, February 1.

**Current Date: February 6, As of Date: February 2**

The reconstructed snapshot of the KPIs as of midnight on February 2, from the February 4 collection, will be displayed for the As of Date, February 2.

## Sales Management Dashboard

The Sales Management Dashboard allows sales executives and managers to view KPIs, graphs, and reports. This includes information on pipeline, weighted pipeline, sales forecasts, and won and lost opportunities. Also included are booked orders and recognized revenue information.

## Sales Management KPIs

The following KPIs are presented on the Sales Management Dashboard:

- Revenue, Net Booked, Direct Reports Forecast, and Won --- All are linked to the Sales Results versus Forecast report.
- Sales Group Forecast --- This KPI is linked to the Sales Group Forecast by Product Category report.
- Weighted Pipeline and Pipeline --- Both are linked to the Weighted Pipeline report.

## Reports and Dashboards Available from Sales Management Dashboard

The following is a list of dashboards and reports available for DBI for Sales from the Sales Management Dashboard.

### Dashboards

- Lead Management Dashboard
- Sales Forecast Management Dashboard
- Opportunity Management Dashboard
- Product Revenue Bookings and Backlog Dashboard
- Quote Management Dashboard

### Reports

- Sales Results versus Forecast Report
- Sales Group Forecast by Product Category Report
- Leads, Opportunities and Backlog Report
- Forecast versus Won Trend Report
- Lead and Opportunity by Campaign Report
- Extended Forecast versus Won Trend Report
- Extended Forecast versus Pipeline Trend Report

The reports are discussed in the sections that follow.

## Sales Results versus Forecast

This report shows forecast, won opportunity, net booked orders, and recognized revenue information, filterable by sales group or product category. This information can give management insight into how the business is performing against the expected performance in the target areas. The information displayed is for both the selected current and prior periods, together with the change between the respective periods.

**Note:** The Net Product Bookings and Product Revenue reports are accessed via the hyperlinked amounts in the Net Booked and Revenue columns in the Sales Results versus Forecast table on the Sales Management page.

## Sales Group Forecast by Product Category

This report contains the breakdown of sales group forecast, direct reports forecast, total judgment, and weighted pipeline by product category. This report is also the underlying report for the Sales Group Forecast KPI.

In Oracle Sales, when a sales person creates an opportunity, the sales person may enter an opportunity forecast amount. This forecast amount is for all of the products, on all of the opportunity lines, within that opportunity. This opportunity forecast amount is shown within the Opportunity Forecast Detail in the Forecast screen. Please refer to the *Oracle Sales User Guide* for further information. The Total Judgement, at any point in the sales group hierarchy, is the difference between the product category forecast value, shown in the Forecast Worksheet, and the corresponding forecast value, shown in the Opportunity Forecast Detail. When a sales person is selected in the Sales Group parameter, then the Sales Group Forecast will show N/A, and the sales person's last submitted forecast will be shown in the Salesperson Forecast column.

## Leads, Opportunities, and Backlog

This report presents the number of open leads, the value of open opportunities, the order backlog, and the deferred revenue, viewed by sales group or product category. The data gives management a tool for tracking the course of potential revenue --- from leads to opportunities, to orders, to the revenue recognition process --- by providing end-to-end revenue visibility. Information on both the selected current and prior periods is displayed, together with the change between the respective periods.

## Lead and Opportunity by Campaign

This report displays lead and opportunity information by marketing campaign, filterable by sales group or product category. The data enables management to monitor the performance of marketing activities, potentially highlighting the marketing programs and events that have been successful in generating leads and opportunities and ultimately, converting to won opportunities. The report features drill-down into the campaign hierarchy to see lead and opportunity information by marketing programs and events. Information presented is for both the selected current and prior periods, together with the changes between the respective comparison periods.

## Extended Forecast versus Won Trend

This report shows trends of won opportunities progressing against forecast information, over an extended time period. This information is valuable in providing management with a historical perspective into the accuracy of forecasts against won opportunities, influencing current forecasts. The forecast information is the sum of the last submitted forecasts of the subordinate sales group managers, of the selected sales group. Both the forecast and won information is for the selected current and prior periods.

## Extended Forecast versus Pipeline Trend

This report displays trends of won opportunities progressing against pipeline information, over an extended time period. This information is valuable in providing management with a historical perspective into the accuracy of forecasts against the pipeline, influencing current forecasts. The forecast information is the sum of the last

submitted forecasts of the subordinate sales group managers, of the selected sales group. Both the forecast and pipeline information is for the selected current and prior periods.

## Sales Forecast Management Dashboard

The Sales Forecast Management Dashboard offers an overview of the forecast and pipeline information related to sales groups and subordinates. From the key sales forecast data provided on this dashboard, users can view forecast-related key performance indicators, break down KPIs, view a forecast, won graph, access reports which allow further analysis of key forecast and sales information, and view other DBI dashboards.

### Sales Forecast Management KPIs

The following KPIs are presented on the Sales Forecast Management page. The KPI region on each page displays the current period value, for the selected period and the percentage change, from the selected prior period.

- Sales Group Forecast --- This KPI is linked to the Sales Group Forecast by Product Category report.
- Direct Reports Forecast, Weighted Pipeline, Pipeline, and Won to Period --- All are linked to the Forecast Overview report.
- Open Leads --- This KPI is linked to the Leads, Opportunities and Backlog report.

### Reports and Dashboards Available from Sales Forecast Management Dashboard

The following reports and dashboards are available from the Sales Forecast Management page:

#### Dashboards

- Lead Management Dashboard
- Sales Management Dashboard
- Opportunity Management Dashboard
- Product Revenue Bookings and Backlog Dashboard
- Quote Management Dashboard

#### Reports

- Forecast versus Won Trend --- See the description for this report within the Sales Management Dashboard reports.
- Forecast Overview --- This report is described below.
- Top Open Opportunities --- This report is described below.

There also are links to the Sales Results versus Forecast and Opportunity Win/Loss reports from the Sales Forecast Management Dashboard.

## Forecast Overview

This report shows forecasts, pipeline, weighted pipeline, and won opportunity data, filterable by sales group or product category. The data can allow management to determine the accuracy of each sales group's judgement, as the graphs illustrate those groups who have forecasted above or below the actual results. In addition, forecasts by product category enable sales executives to set expectations about sales of key products. Information on both the selected current and prior periods is displayed, together with the change between the respective periods.

## Top Open Opportunities

This report displays top opportunities, by individual or all opportunity statuses. This enables management to delve into opportunity information, including drill-down into actual opportunity transactions, so that they may provide additional assistance where necessary to lead opportunities to successful completion or to secure opportunities at risk.

## Opportunity Management Dashboard

The Opportunity Management Dashboard offers an overview of opportunity-specific sales information, including details about opportunities of different statuses and progress against forecasts. From the key summary sales data provided on this dashboard, users can view opportunity-related KPIs, break down KPIs, view forecast to pipeline graphs, view other DBI dashboards, and access reports which allow further analysis of key opportunity and sales information.

## Opportunity Management KPIs

The following KPIs are presented on the Opportunity Management Dashboard. The KPI region on each dashboard displays the current period value for the selected period and the percentage change from the selected prior period.

- Won, Open, Lost, No Opportunity, and Win/Loss Ratio --- All are linked to the Opportunity Win/Loss report.
- Pipeline and Weighted Pipeline --- Both reports are linked to the Weighted Pipeline report.

## Reports and Dashboards Available from Opportunity Management Dashboard

The following is a list of dashboards and reports available for DBI for Sales from the Opportunity Management Dashboard:

### Dashboards

- Lead Management Dashboard
- Product Revenue Bookings and Backlog Dashboard
- Quote Management Dashboard
- Sales Forecast Management Dashboard
- Sales Management Dashboard

### Reports

- Opportunity Win/Loss Report
- Opportunity Win/Loss (with Counts) Report
- Forecast, Pipeline, Won Trend Report
- Opportunity Activity Report
- Weighted Pipeline Report
- Pipeline Trend Report
- Win/Loss Trend Report

The reports are described in the sections that follow.

## Opportunity Win/Loss

This report presents opportunity value information by sales group or product category. This gives management a view of the efficiency of the sales force versus the competition. The information is displayed for both the selected current and prior periods, together with the change between the respective periods.

## Opportunity Win/Loss (with Counts)

This report shows opportunity number and value information by sales group. This gives management a view of the efficiency of the sales force versus the competition. The number of opportunities may be used as an indicator of the economic conditions impacting the business. The information is displayed for both the selected current and prior periods, together with the change between the respective periods.

## Opportunity Line Detail

This report is the 'placeholder' report for drillable KPIs. It shows the opportunity lines that make up the aggregate KPI value. For example, it can provide the breakdown of a particular sales group's pipeline value. The user is able to drill to the transaction application from Opportunity lines displayed in the report.

This report contains a link to the Product Revenue Bookings and Backlog page, which displays the net bookings, revenue, revenue booked this period, and revenue backlog for the sale of products (but not for services) by sales group and by product category.

## Forecast, Pipeline, Won Trend

This report depicts trends of won opportunities progressing against forecast and pipeline information. This provides insights into the performance of the sales force, by comparing the won opportunities against the pipeline, and can help managers submit accurate forecasts. Won opportunities are shown as a cumulative figure from the start of the period. The forecast information is the last submitted forecast of the subordinate sales group managers. The trend information is displayed for the current selected period only.

## Opportunity Activity

This report shows opportunity activity occurring during the selected current period, together with the value of open opportunities at the start of the period. This

information is valuable to management in helping to adjust their business operations to leverage maximum productivity from the sales force and prevailing economic conditions. Opportunities that have moved into the period, moved out of the period, increased in value or decreased in value are shown as the adjustment to the period. The activity information may be viewed or filtered by any combination of sales group or product category. The activity information is presented for the current selected period only.

**Weighted Pipeline**

This report displays pipeline and pipeline weighted by win probability information, filterable by sales group or product category. For analyses purposes, the weighted pipeline data is also broken down into discrete win probability ranges. This report can give management insight into the health of the pipeline, highlighting the performance of the sales force and the sales of key products. The information is displayed for both the selected current and prior periods, together with the change between the respective periods.

**Flexible Bucketing Feature for Weighted Pipeline Report**

You can customize the weighted pipeline bucket. This enables organizations to tailor the weighted pipeline buckets to their specific business needs.

**Pipeline Trend**

This report presents positive and negative growth trends, over a number of successive periods, filterable by sales group or product category. This data can be useful in determining the health of the business, allowing corrective action by management.

**Win/Loss Trend**

This report displays total opportunities, as well as won and lost opportunities trend information, filterable by sales group or product category. The respective proportion of the won and lost opportunities (of total opportunities) is also displayed. This provides management with a view to the efficiency of the sales force, leading to prompt corrective action if necessary. The information displayed is for the current selected period.

**Terminology and Selected Notes**

The following terminology and selected notes can aid your understanding of DBI for Sales.

***Terminology and Selected Notes***

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Booked

Total value associated with all order lines, for products that have been booked.

Campaign

Information in the Lead and Opportunity by Campaign report is aggregated by the campaigns, programs, or events selected in the Campaign parameter.

Compare To	The period to which the current period data is to be compared. The comparison periods available for selection are: Prior Period or Prior Year.
Comparison Between Periods	Users may compare information in dashboards and reports between the current selected period and the specified former period. The algorithm used compares information from the start of the current period to the As of Date, with n days remaining to the end of the period. For the former period, information from the start of the period up to the point in time with the same number of days remaining in the period is used for the comparison.
Converted From Leads	The sum of the sales credit amount of all opportunities: (1) Created from an existing Lead, between the start of the selected current period and selected As of Date; (2) First linked (existing opportunity) to an existing Lead, between the start of the selected current period and selected As of Date for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter).
Currency	DBI for Sales supports the Primary Global Currency, defined during implementation. Refer to the <i>Daily Business Intelligence Implementation Guide</i> for further information.
Currency Conversion During Data Collection	When data collection programs are run, transaction data is converted into the Primary Global Currency. The forecast collection program uses the exchange rate as of the forecast submission date; the sales collection program uses the exchange rate as of the opportunity close date, or the current date if the close date is in the future.
Deferred Revenue	All product revenue that has gone through the revenue recognition process and has been designated as deferred revenue, plus all revenue associated with line items that have been invoiced but have not gone through the revenue recognition process.
Direct Reports Forecast	The sum of the last submitted forecasts of the subordinates of the selected sales group that have the: (1) Forecast submission for the selected current period; (2) Forecast period type as the current selected period type (or rolled up to the current selected period type). Note that depending upon where it is located, the Direct Reports Forecast KPI will drill to one of the following reports: Sales Results vs Forecast or Forecast Overview. In these cases, it will be named accordingly in the UI.



Forecast	The last submitted forecast of the manager of the sales group or sales person, that is subordinate to the selected sales group, that has the: (1) Forecast submission for the selected current period; (2) Forecast period type as the current selected period type (or rolled up to the current selected period type)
Forecast and Opportunity Reporting	All Forecast and Opportunity credit reporting is based on the credit type defined in the site level profiles, OS: Forecast Sales Credit Type or ASN: Forecast Sales Credit Type.
Lost	The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date; (2) Closed flag set ('Open' unchecked); (3) Lost flag set ('Loss' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter).
Lost Count	Number of lost opportunities
Net Booked	Total value associated with all order lines for products that have been booked, plus the negative value of returns order lines that have been booked.
New	The sum of the sales credit amount of all opportunities that have the Creation date between the start of the selected current period and selected As of Date, for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter).
New for Period	The sum of the sales credit amount of all opportunities that have the: (1) Creation date between the start of the selected current period and selected As of Date; (2) Close date within the selected current period for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter).
No data found	When a report is run, there may be no data for the selected combination of parameters. This will cause the 'No Data Found' message to be displayed. If there is no data found for a particular KPI, it will show N/A.

No Opportunity	The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date; (2) Closed flag set ('Open' unchecked); (3) No Opportunity flag set ('Neither' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter).
No Opportunity Count	Number of No Opportunity opportunities
Open Count	Number of open opportunities
Open, Current Open	The sum of the sales credit amount of all opportunities that have the: (1) Close date within the selected current period; (2) Open flag set ('Open' checked); and (3) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Open value of a prior period falls within a period for which no snapshot is available, N/A (NULL) will be displayed. Therefore, the change value between the current and prior periods will show N/A (NULL).
Open Leads, Open Lead Count	Number of open leads in selected period.
Open Opportunity Amount	The sum of the sales credit amount of all opportunities that have the: (1) Close date within the selected current period; (2) Open flag set ('Open' checked); (3) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Open value of a prior period falls within a period for which no snapshot is available, N/A (NULL) will be displayed. Therefore, the change value between the current and prior periods will show N/A (NULL). Note that depending upon where it is located, the Open Opportunity Amount KPI will drill to one of the following reports: Opportunity Win/Loss or Leads, Opportunity and Backlog. In these cases, it will be named accordingly in the UI.
Order Backlog	Revenue associated with all order lines for products that have been booked but not fulfilled.

Period Start Open	The sum of the sales credit amount of all opportunities, created before or on the first day of the current selected period, that have the: (1) Close date within the selected current period; (2) Forecastable flag set ('Include in Forecast' checked); (3) Open flag set ('Open' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter).
Period Type	The period type for which data is to be selected for display. The period types available for selection are Week, Month, Quarter and Year.
Pipeline	The sum of the sales credit amount of all opportunities that have the: (1) Close date within the selected current period; (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Pipeline value of a prior period falls within a period for which no snapshot is available, N/A (NULL) will be displayed. Therefore, the change value between the current and prior periods will show N/A (NULL). Note that depending upon where it is located, the Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI.
Product Category	Displays the product category hierarchy. All data displayed on the dashboard or report is for product categories belonging to the selected product category.
Report By	Filters opportunities by the selected opportunity status.
Revenue	Total value of product revenue that has gone through the revenue recognition process and has been designated as recognized revenue.
Sales Group	Information is aggregated by all the sales groups/sales persons that are subordinate to the sales group selected in the Sales Group parameter. If a sales person is selected, the information displayed is that of the sales person.
Sales Group Forecast	The last submitted forecast of the manager of the selected sales group that has the: (1) Forecast submission for the selected current period; (2) Forecast period type as the current selected period type (or rolled up to the current selected period type)

Sales Group Hierarchy	All data that displays is based on the latest view of the sales group hierarchy. The sales group hierarchy utilizes the Oracle Field Sales security model. All data displayed on the dashboards and reports is for the subordinate sales groups/persons belonging to the selected sales group. Active sales groups are those that have not been end-dated. Inactive sales groups are those that have been end-dated or have had their group relationships end-dated.
Sales persons display	All sales persons, regardless of active/inactive status, who have the Manager or Member role are candidates for display.
Time	All the trend reports have information aggregated by time, to illustrate the trend of sales activities (over a single period or over multiple periods).
Total Judgment	This is the difference between product category worksheet forecast value and the corresponding forecast value from the opportunity forecast summary. DBI for Sales looks at the last successfully submitted forecast collected in the last concurrent run. DBI for Sales total judgment value is reflected from the Forecast History table in Oracle Sales (ASN), if implemented.
Total Opportunity	Total value of opportunities that are: (1) Open; (2) Won; (3) Lost; (4) No Opportunity
Total Opportunity Amount	Sum of all opportunity lines belonging to this opportunity
View By	The type of aggregation to be performed on information for display in dashboards and reports. The View By types available for selection are: Sales Group and Product Category. All trend reports display information by time.
Weighted Pipeline	The sum of the sales credit amount of all opportunities, weighted by the Win Probability, that have the: (1) Close date within the selected current period; (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Weighted Pipeline value of a prior period falls within a period for which no snapshot is available, N/A (NULL) will be displayed. Therefore, the change value between the current and prior periods will show N/A (NULL). Note that depending upon where it is located, the Weighted Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI

Win/Loss Ratio	Total value of opportunities that are Won, divided by total value of opportunities that are Lost. Won and Lost opportunities must have close dates between the start of the selected current period and selected As of Date. The ratio figure is displayed to one decimal place.
Won	The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date; (2) Closed flag set ('Open' unchecked); (3) Won flag set ('Win' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). Note that depending upon where it is located, the Won KPI will drill to one of the following reports: Sales Results vs Forecast, Opportunity Win/Loss, and Forecast Overview. In these cases, it will be named accordingly in the UI.
Won Count	Number of won opportunities

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**Note:** There are instances where a sales person creates an opportunity and sets the close date to a date in the past. This usually occurs when the sales person has been unable to enter the opportunity into the system due to travel constraints. In such cases, the close date of the opportunity is also considered as the creation date of the opportunity.



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## Using Daily Business Intelligence for Service Contracts

Using Oracle Daily Business Intelligence for Service Contracts, service contracts managers and executives can view service contracts booking status, both new business and renewals, expirations, cancellations, and terminations. They can also manage and track the effectiveness of the renewal process.

Service contracts managers and executives can then analyze service contract trends, making long-term strategic decisions as well as short-term actions based on recently booked or cancelled contracts, upcoming expiring contracts, and already pending renewals.

This chapter covers the following topics:

- Common Concepts
- Service Contracts Management Dashboard
- Service Renewals Management Dashboard

### Common Concepts

In this documentation, the service line of a contract is referred as line and the covered line is referred as sub-line.

The following concepts are common across the reports in Oracle Daily Business Intelligence for Service Contracts.

### Value and Change

The term *value* below is the sum of the Subtotal Amount on each sub-line in the contract. The Subtotal Amount is in the Lines Pricing/Products tabbed region, in the Pricing tabbed region of the sub-line.

*Change* is the percentage change in the given value in comparison with the previous period or the comparison period, whichever the report has. This applies to changes expressed in percentages only. Changes on ratios, percentages, and cycle times are absolute numbers.

### Null Values

N/A displays when a mathematical computation cannot be performed (changes when you need to divide by zero) or when the situation is not applicable. For example, N/A displays for percents, rates, and ratios when there is no data.

Any row that displays 0 or N/A values for every column that is displayed is filtered. If data is not found, the row does not display. However, if there is a change between the current and the prior period, the row displays. For example, if a given sales group has no bookings in the period or in the prior period, no row displays for the sales group in the Activations report. However, if there were bookings in the prior period, the row displays to show the value in the Change column.

## Time Periods

Each report region provides data for distinct time periods.

- **Period to Date:** The Renewal Bookings and Renewal Cancellation reports display booking, forecast, cancellation, and uplift values for all renewals with activity dates in the selected period. The Booking to Renewal reports display renewal and booked values for all renewals in the selected period to date. In these reports, a period is the time on or after the first day of the period and on or before the selected date.

The Activations, Terminations, and Expirations reports use this measure except the Period Expiring Contracts reports.

- **Period:** The Period Renewals reports display renewal, booked, cancellation, and uplift values for all renewals whose start date occurs in the selected period. In these reports, a period is the time on or after the first day of the period and on or before the last day of the period. This definition of period also applies to the Period Expiring Contracts report.

For example, Renewal Bookings Summary displays the booked value in the selected period to date (any booking that occurred on or after the first day of the period, and on or before the *selected date*). Period Renewals Summary displays the booked value for contracts that *start* in the selected period, although the booking could have happened in a previous period. It displays any contract that starts on or after the first day of the period, and on or before the *last day of the period*, including after the selected date, and that has been booked.

- **Inception to Date:** The Backlog reports display the renewal value for all renewals from the date on which Oracle Daily Business Intelligence for Service Contracts started collecting the data, to (and including) the selected date. Inception to Date also applies to the Active Service Contracts report.

Data displays for the selected date if it was collected on that date. See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide* for more information.

## Common Parameters

Many of the reports in Oracle Daily Business Intelligence for Service Contracts contain the following parameters by which to view data:

**Note:** Not all reports have all the parameters listed below.

## Operating Units

The operating unit parameter is available at the report level. Selecting All operating units displays data for all the operating units in the company.



## Currencies

This parameter displays the functional currencies associated with each operating unit. It also displays the corporate (global) primary currency established during the Oracle Daily Business Intelligence setup. If a secondary currency was set up for Oracle Daily Business Intelligence, this parameter additionally displays that currency.

In addition to listing the currencies, this parameter enables you to view the annualized amounts on the Service Contracts Management dashboard and reports. The annualized currency option is available if the Daily Business Intelligence administrator has set this up in the global parameters. For more information, see *Annualized Currency*, page 14-5.

If an operating unit's functional currency is the same as the primary or secondary currency, the parameter displays only that currency. For example, assume the following available operating units and currencies:

### ***Operating Units and Currencies Used in Example Enterprise***

<b>Operating Unit</b>	<b>Currency</b>
Vision France	Functional currency is EURO.
Vision Operations	Functional currency is USD Fixed.
—	Primary currency is USD Fixed.
—	<i>Optional:</i> Secondary currency is GBP Reporting. (A secondary currency is optional. Your system may not have one).

In this example, the currencies available to you in the Currencies parameter are as follows. The following table also shows that all data in the report displays for the operating unit and currency you select:

### ***Report Data that Displays for Example Enterprise***

<b>Selected Operating Unit</b>	<b>Available Currencies if Primary Currency Is Set</b>	<b>Available Currencies If Primary and Secondary Currencies are Set</b>	<b>Report Data</b>
Vision France	USD Fixed, EURO	USD Fixed, EURO, GBP Reporting	Data in the report displays in the currency you select, for the Vision France operating unit.
Vision Operations	USD Fixed	USD Fixed, GBP Reporting	Because the Vision Operations currency and the primary currency are the same (USD), data in the report displays in the primary currency for the Vision Operations operating unit. If a secondary currency (GBP in this example) is set, you can select that currency in which to display the data.
All	USD Fixed	USD Fixed, GBP Reporting	Data in the report displays in the currency that you select.

If all operating units have the same functional currency that is different from the primary or secondary currency, you have the choice of displaying data in the functional currency of the operating units or in the primary or secondary currency even if All is selected in the Operating Unit parameter.

When using the primary or secondary currency, the system performs the conversions between the functional currency and the primary or secondary currency, not between the transactional currency and the primary or secondary currency.

## **Currency Conversion**

Oracle Daily Business Intelligence for Service Contracts stores currency information in the transactional, functional, primary, and secondary currencies for all contracts. To calculate the functional value of a contract sub-line, the system uses the conversion rate from the transactional to the functional currency. To calculate the primary or secondary currency, the system uses the conversion rate from the functional to the corresponding currency.

To convert transactional currency to functional currency, consider the following:

- If a contract is authored in the functional currency, the currency conversion rate from transactional to functional is 1.
- If a contract is not authored in the functional currency, and if the Currency Conversion Rate Type specified for the contract is User, then the system uses the currency conversion rate listed in the contract to convert the transactional currency to the functional currency.

- If the contract is not authored in the functional currency, and if the Currency Conversion Rate Type specified for the contract is not User, then the system uses the conversion date and the conversion type in the contract to calculate the rate. If the contract does not contain a conversion date, the system uses the approval date (or, if the approval date is not available, the contract creation date), for finding the conversion rate. If the contract does not contain a conversion type, the Oracle Daily Business Intelligence global primary conversion rate type is used.
- If the conversion date and rate are not defined in the GL Currency Conversion table, the processes that load the data from Oracle Service Contracts into Oracle Daily Business Intelligence for Service Contracts fail. In this case, the data in the reports is the data from the last successful load rather than the most recent (unsuccessful) load.

The following rules apply to conversions from the functional currency to the primary currency and to the optional secondary currency that are set up for Oracle Daily Business Intelligence. If only a primary currency is set up, then functional currency amounts are converted only to the primary currency using the following rules. If both primary and secondary currencies are set up, then two conversions are performed using these rules: one currency amount is provided in the primary currency and another in the secondary currency.

- If the functional currency is the same currency as the primary or secondary currency, the currency conversion rate from the functional to the primary or secondary currency is 1.
- If the contract contains a conversion date, the system uses the conversion date and the Oracle Daily Business Intelligence global conversion rate type to retrieve the rate. For a conversion from the functional to the primary currency, the primary rate type is used. For a conversion from the functional to the secondary currency, the secondary rate type is used.
- If the contract does not contain a conversion date, the system uses the approval date (or, if the approval date is not available, the contract creation date) and the Oracle Daily Business Intelligence global conversion rate type to retrieve the rate. For a conversion from the functional to the primary currency, the primary rate type is used. For a conversion from the functional to the secondary currency, the secondary rate type is used.

**Note:** When converting to or from the euro, the system does not use the conversion date, approval date, or creation date from the contract if that date is before January 1, 1999. Instead, it uses January 1, 1999 as the conversion date. For more information on euro conversions, see information about the Currency parameter in Parameters, *Oracle Daily Business Intelligence User Guide*.

- If the conversion date and rate are not defined in the GL Currency Conversion table, the processes that load the data from Oracle Service Contracts into Oracle Daily Business Intelligence for Service Contracts fail. In this case, the data in the reports is the data from the last successful load rather than the most recent (unsuccessful) load.

## Annualized Currency

Annualized currency values are the contract values normalized to a 365-day time period (366-day time period for leap years). The option to view the annualized currency values is available in the Service Contracts Management dashboard and reports.

Annualized currency values provide a complementary view to the measures that are based on the face value of the contracts. Consider that you are viewing the new business activations details in the Activations Detail report. The table in this report shows Contract 1 to be worth 1000 USD for 3 months' duration and Contract 2 to be worth 4000 USD for 2 years' duration. In this case, though Contract 2's value is much higher than Contract 1's, its duration is also greater than Contract 1's. With a probability of the contracts being renewed continuously, the revenue from Contract 1 will eventually be much higher than that from Contract 2. For such cases, you can view the annualized contract amounts. In this example, the report would show the annualized values at 4000 USD for Contract 1 and 2000 USD for Contract 2 and thus help you view the actual worth of the contracts.

To view the annualized contract amounts, select the annualized currency option from the Currency parameter. You can view the annualized contract amounts either in the primary or the secondary currency. The annualized currency is set up in the global parameters for Daily Business Intelligence using the Daily Business Intelligence Administrator responsibility. During the setup, the administrator specifies the name for the annualized currency that displays in the Currency parameter. For more information on setting up the annualized currency feature, see the section on Annualized Currency in the *Oracle Daily Business Intelligence Implementation Guide*.

When you select the annualized currency option in the Currency parameter, the system first converts the sub-line amounts to the primary or secondary currency as applicable, and then normalizes these amounts to a year using the following formula: annualized sub-line value = sub-line value \* annualization factor. For information on how the system converts the sub-line amounts to the primary and secondary currencies, see Currency Conversion, page 14-4.

The annualization factor is a number, which when multiplied by the contract sub-line amount gives the annualized sub-line amount. The annualization factor considers the days in a year and the number of days between the sub-line start and end dates.

The system calculates the annualization factor as follows:  $[365 + (\text{number of leap days} / \text{number of years})] / [(\text{sub-line end date} + 1) - \text{sub-line start date}]$ .

The system calculates the number of years between the sub-line start and end dates by identifying the dates for every one-year interval starting from the start date until it hits or crosses the end date. Consider an 18-month contract with a start date of 01-January-1995 and an end date of 30-June-1996. In this example, the system calculates the number of years as follows:

1st year: 01-January-1995 To 31-December-1995 (start date + 12 months – one day)

2nd year: 01-January-1996 To 31-December-1996

Number of years: 2.

As shown, even though the contract is for 18 months, the system calculates the number of years as 2 for calculating the annualization factor.

The system calculates the number of leap days between the sub-line start and end dates as follows:

The system identifies the dates for every one-year interval starting from the start date until it hits or crosses the end date. In this example, the system calculates the number of leap days as follows:

1. 1st year: 01-January-1995 To 31-December-1995 (one complete year that has 365 days)
2. 2nd year: 01-January-1996 To 30-June-1996 (partial year)

For each complete year, the system calculates the number of days between the start and end dates. If the number of days is 366, then the number of leap days is 1. In this example, the number of leap days for the complete year (01-January-1995 To 31-December-1995) is 0.

For the partial year, the system calculates the number of leap days by the following method:

1. It calculates the dates for one year after the start date. In this example, the dates are 01-January-1996 to 31-December-1996 (one complete year that has 366 days).
2. It identifies the dates for one year prior to the end date. In this example, the dates are 01-July-1995 to 30-June-1996 (one complete year that has 366 days).

The system calculates the number of days between the start and end dates identified in points 1 and 2 above. If both are 366, as in this example, it considers the leap days as 1.

Summary of the annualization factor calculation:

Start Date: 01-January-1995

End Date: 30-June-1996

Number of years: 2

Number of Leap Days: 1

Annualization Factor:  $[365 + (1 / 2)] / [(30\text{-June-}1996 + 1) - 01\text{-January-}1995] = 365.5 / 547 = 0.6682$

## Product

The parameter displays items as defined in the item master in Oracle Inventory. The parameter displays the service item from the Name on the contract line, when Line Type is Service, Warranty, or Extended Warranty, when the service item belongs to the selected category.

## Product Category

Product categories defined during Oracle Applications setup to categorize items that are sold, including service items. You can see these items in the Product parameter.

## Sales Representatives

Some reports display the sales representative associated with the contract. To determine the sales representative on a contract, the system checks if the OKS: Enable Sales Credits profile option in Oracle Service Contracts is set to Yes or Derive. If so, the system looks at the profile option OKS: Vendor Contact Role. The Vendor Contact whose role matches the value in this profile option is chosen as the sales representative for that contract line. If OKS: Enable Sales Credits is NOT set to YES or Derive, then the system chooses the Vendor Contact associated with the role of Sales Person.

In rare cases, a sales representative may be deleted from a sales group. If so, the reports being accessed will produce an error when you try to access data for that sales representative. For example, when you click a sales group to view its sales representatives, the report lists all of the sales representatives that performed activity in the sales group at that time, including the deleted person, and their associated values (such as the renewals values). Some reports enable you to click the value for each sales representative to see contract details. For the deleted sales representative, clicking this value will produce an error. If the people who maintain the sales group hierarchy use an

end date to expire a sales representative's participation in a sales group, this error does not occur. The error occurs only in the rare case that a sales representative is deleted.

## Sales Group

Sales groups are created in Oracle Resource Manager. You assign the sales group in Oracle Service Contracts, and Oracle Daily Business Intelligence uses the sales group that is stamped on the contract.

The Service Contracts Management and Service Renewals Management dashboards use sales group security. This means that only people who are set up as managers or administrators of a sales group have access to the transactions in that sales group, and any sales groups that belong to it.

An example sales group hierarchy is as follows:

### Worldwide Sales

- **USA Sales (sales group)**
  - Apt, Peter M. (sales representative)
  - Industry Accounts (sales group)
    - Sprague, Helena (sales representative)
    - Weinbert, Jerry (sales representative)
- **APAC Sales (sales group)**
  - China Sales (sales group, with sales representatives)
  - Australia Sales (sales group, with sales representatives)

Select a sales group to view data for that group's sales representatives or sales groups.

The Unassigned sales group displays contract data for sales representatives under the following conditions: there is no Vendor Contact (it is an optional field) on the contract, the Vendor Contact does not have a role of Sales Person or the role specified by OKS: Vendor Contact Role (if OKS: Enable Sales Credits is Yes or Derive), the Vendor Contact is not attached to a sales group, or the Vendor Contact is explicitly attached to the Unassigned sales group.

In the Sales Group parameter, up to three sales group levels are shown depending on where you are in the hierarchy and the sales groups to which you have been given access. Consider the above example and assume you have been given the Admin responsibility for the USA Sales sales group. If you are in Industry Accounts, you can see Helena Sprague and Jerry Weinbert. You can also see Peter M. Apt, because he is in USA Sales. You cannot, however, see data for APAC Sales.

The Sales Group parameter includes current sales groups and current and historical sales representatives. An example of a "historical" sales representative is one who has left the company or joined a new group. This sales representative who left the company would appear under the former sales group if data is viewed for the period when the representative was still with the company. The sales representative who joined the new group after end dating in the previous group would appear under the new group as well as the previous group. In the previous group, the sales representative's name would be shown within parentheses, and the contracts booked by the representative while in the previous group would appear there.

The sales group hierarchy does not contain historical sales groups changes; however, it does contain inactivated sales groups.

## Customer Classification

Customers can be classified based on logical groupings or classifications. For example, they can be classified by industry, such as aerospace or high tech, or by customer size, such as small business or medium business. If a customer has not been classified under a specific customer classification, then the system groups all of that customer's service contracts under Unassigned. The Customer Classification parameter is available in the Service Contracts Management reports.

The Daily Business Intelligence Administrator specifies the Class Category that determines the options available in the Customer Classification parameter. If no Class Category is specified, then the only options available are All and Unassigned, and all customers are grouped under Unassigned. For more information, see the section on Customer Classification in the *Oracle Daily Business Intelligence Implementation Guide*.

## Customer

This parameter is available only in the detail reports such as the Activations Detail report and the Renewal Bookings Detail report. The customer names are specified at the contract header level in Oracle Service Contracts. This is done by associating a name with the Customer Party Role in the Summary tabbed region of the Service Contracts Authoring window. For more information, see *Oracle Service Contracts Concepts and Procedures*.

**Note:** In the detail reports of Service Contracts Management dashboard, such as the Expirations Detail report, you can view and analyze information using the Customer parameter as well as the Customer Classification parameter. However, these two parameters are independent of each other. That is, all customers are displayed in the Customer parameter regardless of the customer classifications that you select in the Customer Classification parameter. So, it is possible to select a customer in the Customer parameter that does not belong to the selected customer classifications. In this case, the system displays *No data found...* in the report.

## Service Contracts Management Dashboard

The Service Contracts Management dashboard shows contracts for both new business (new sub-lines, with no relationship to an original expired sub-line) and renewals (sub-lines renewed from an original expired sub-line).

The Service Contracts Management dashboard helps you accomplish the following:

- Review three states of service business: past, current, and future. Analyze service contract trends that enable long-term strategic decisions as well as short-term corrective actions.
- View service contracts and their life cycle status at a high level. Summarized contract information is complemented by reports that provide details of service contract activations, expirations, and terminations. A contract sub-line is considered active if it is signed and has a start date period to date. The booking date is irrelevant.

- Reduce revenue leakage by early detection of problems in the renewal process. Detailed reports enable the manager to take actions based on recently activated or cancelled contracts and on soon-to-expire contracts.
- Track performance indicators and their changes over time.

The Service Contracts Management dashboard includes contracts of the contract category Service Agreement, and Warranty and Extended Warranty. It includes all Service, Warranty, and Extended Warranty service lines.

The Service Contracts Management dashboard displays information at the contract sub-line level. Consider that a million dollar service contract contains ten sub-lines. Each contract sub-line has a value of 100,000 dollars. The Service Contracts Management dashboard displays active, terminated, and expired information for each of the ten sub-lines on that contract.

This can display contract sub-lines in different reports. For example, a million-dollar contract with ten contract sub-lines has a contract period of a calendar year. One of the contract sub-lines became active and booked on January 15 of that year. It then terminated on May 15 of that year. On December 20, when you view the reports, the contract sub-line displays in both the Activations and Terminations reports for that year period.

When selecting a date in the past, the contract sub-line status shown is the status as of that date, not the current status. Using the above example, if you changed the date at the top of the report to January 20 instead of December 20, the report would display your contract in the Activations report only.

The Service Contracts Management dashboard uses the following activity dates to place contracts in the proper time period:

- Canceled date, derived from the Date Canceled in the Summary Administration tabbed region of the contract.
- Signed (booked) date, derived from the Date Signed in the Summary Administration tabbed region of the contract.
- Start date, derived from the sub-line Start Date in the Lines Pricing/Products tabbed region of the contract, in the Effectivity tabbed region of the sub-line.
- Terminated date, derived from the sub-line Date Terminated in the Lines Pricing/Products tabbed region of the contract, in the Effectivity tabbed region of the sub-line, or from the Date Terminated in the Summary Administration tabbed region.
- End date, derived from the sub-line End Date in the Lines Pricing/Products tabbed region, in the Effectivity tabbed region of the sub-line.

This is available to service contract managers and executives using the Service Contracts Manager, Service Sales Manager, or Daily Service Contracts Intelligence responsibilities.

## Dashboard Parameters

The Service Contracts Management dashboard contains the following parameters:

- **Date**
- **Period**
- **Compare To**
- **Sales Group**



- **Currency**

See Common Concepts, page 14-1 for a description of all the parameters except Date, Period, and Compare To. See Parameters, *Oracle Daily Business Intelligence User Guide* for a description of these parameters and how parameters affect the results on dashboards and reports.

## Reports and Graphs

This dashboard contains the following report regions:

- Service Contracts Management KPIs, page 14-11
- Expirations, page 14-15
- Activations, page 14-19
- Terminations, page 14-21

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

## Service Contracts Management KPIs

Key performance indicators (KPIs) in service contracts are described in this section. See Dashboard Parameters, page 14-10 for a description of the parameters on this dashboard.

### KPI Definitions

The following are the Service Contracts Management KPIs:

- **Beginning Active Service Contracts:** The sum of the value of all contract sub-lines that were active at the beginning of the selected period. Clicking this KPI displays the Active Service Contracts report. For a description of this report, see Active Service Contracts, page 14-12.
- **Expired Value:** The sum of the value of all contract sub-lines that expired in the selected period to date. Clicking this KPI displays the Expirations report. For a description of this report, see Expirations, page 14-15.
- **Activated New Business Value:** The sum of the value of all new business contract sub-lines that became active in the selected period to date. A new business contract sub-line is considered activated in this period if it is signed and has a start date in the selected period to date regardless of the booking date. Clicking this KPI displays the Activations report. For a description of this report, see Activations, page 14-19.
- **Activated Renewals Value:** The sum of the value of all renewal contract sub-lines that became active in the selected period to date. A renewal contract sub-line is considered activated in the period if it is signed and has a start date in the selected period to date regardless of the booking date. Clicking this KPI displays the Activations report. For a description of this report, see Activations, page 14-19.
- **Terminated Billed Value:** The sum of the billed value of all contract sub-lines that have a termination date in the selected period to date. This value is equivalent to the original value of the sub-line, minus the Terminated Remaining Value. Clicking this KPI displays the Terminations report. For a description of this report, see Terminations, page 14-21.
- **Terminated Remaining Value:** The sum of the remaining value after termination of all contract sub-lines that were terminated in the selected period to date. It is

calculated as the sum of the unbilled amount, credit amount, and suppressed credit of the terminated contract sub-lines. Clicking this KPI displays the Terminations report. For a description of this report, see Terminations, page 14-21.

- **Current Active Service Contracts:** The sum of the value of all contract sub-lines that are active on the selected date. A contract sub-line is considered active if it is signed and if its start date is on or before the selected date and if its end date is after the selected date. Clicking this KPI displays the Active Service Contracts report. For a description of this report, see Active Service Contracts, page 14-12.

See Common Concepts, page 14-1 for a definition of value and change.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Service Contracts Management Dashboard, page 14-9.

## Additional Information

For information on factoring, what None means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

## Active Service Contracts

This section explains the following reports:

- Active Service Contracts
- Current Active Service Contracts Detail
- Current Active Service Contracts Trend

The Active Service Contracts reports can help you answer the following questions among others:

- What were the active service contracts at the beginning of the selected period?
- What are the active service contracts as of the selected date?
- Who are my customers with whom I have active service contracts as of the selected date?

## Report Parameters

The Active Service Contracts reports contain the following parameters:

- Sales Group
- Operating Unit
- Currency
- Product Category

- Product
- Customer
- Customer Classification

See Common Concepts, page 14-1 for a description of the parameters. See Parameters, *Oracle Daily Business Intelligence User Guide*, for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

Using the View By parameter in the Active Service Contracts report, you can view information by sales group, operating unit, product category, product, or customer classification. The default View By is product category.

## Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below. See Common Concepts, page 14-1 for an explanation of change and time period.

### Active Service Contracts Report

The Active Service Contracts report provides information on active contracts at the beginning of the period and as of the selected date. A contract sub-line is considered active on a date if it is signed and if the given date falls on or between the sub-line's start and end dates. You can access this report by clicking the Beginning Active Service Contracts KPI or the Current Active Service Contracts KPI from the Service Contracts Management dashboard.

The following are the headings in the Active Service Contracts report:

- **Beginning Active Service Contracts:** The sum of the value of all contract sub-lines that were active at the beginning of the selected period, based on the View By parameter. For example, if you are viewing by customer classification, it is sum of the value of all contract sub-lines that were active at the beginning of the selected period for a specific customer classification.
- **Percent of Total (for beginning active service contracts):** The percentage of beginning active service contracts for the selected View By parameter when compared to the grand total of the column. For example, if you are viewing by product, it is the percentage of beginning active service contracts for a specific product when compared to the sum of the beginning active service contracts of all products.
- **Current Active Service Contracts:** The sum of the value of all contract sub-lines that are active on the selected date, based on the View By parameter. For example, if you are viewing by product category, it is the sum of the value of all contract sub-lines that are active on the selected date for a specific product category.
- **Percent of Total (for current active service contracts):** The percentage of current active service contracts for the selected View By parameter when compared to the grand total of the column. For example, if you are viewing by product, it is the percentage of current active service contracts for a specific product when compared to the sum of the current active service contracts of all products.
- **Period to Date Change:** [(Current Active Service Contracts - Beginning Active Service Contracts) / Beginning Active Service Contracts].

Change in the active service contract value between the current and comparison periods to date. Period to date is the time period from the beginning of the period to the selected date.

The link on the Current Active Service Contracts column is enabled when you view by product or by the lowest level of the sales group hierarchy (sales representative). This link leads to the Current Active Service Contracts Detail report.

#### Current Active Service Contracts Detail Report

The Current Active Service Contracts Detail report provides a detailed view of the contracts that make up the current active service contracts value. When you view by product or by the lowest level of the sales group hierarchy (sales representative) in the Active Service Contracts report, the link on the Current Active Service Contracts column is enabled. Use this link to access the Current Active Service Contracts Detail report.

The following are the headings in the Current Active Service Contracts Detail report:

- **Contract:** The contract numbers of the current active sub-lines that make up the selected value.
- **Customer:** The name associated with the customer party role of the contract.
- **Sales Representative:** Person in the Vendor Contact field of the contract who is associated with the Sales Representative role. For more information, including about unassigned sales representatives, see Sales Representatives, page 14-7.
- **Contract Start Date:** The start date from the contract header.
- **Contract End Date:** The end date from the contract header.
- **Contract Value:** Full value of the contract with the current active sub-lines.
- **Current Active Service Contracts:** Sum of the values of the current active sub-lines in the contract.

#### Current Active Service Contracts Trend Report

This report shows the current active service contract values over time based on the selected period. It provides the value of current active service contracts for various time periods along with the change when compared with the comparison period. Current Active Service Contract values for the previous periods on the trend report are the sum of the values of all contract sub-lines that were active on the last day of the period. You can access this report from the Current Active Service Contracts Trend graph on the Service Contracts Management dashboard.

See Common Concepts, page 14-1 for information on change and time period (month, quarter, or year).

#### Graphs

Beginning Active Service Contracts is a horizontal bar graph showing beginning active service contracts for the current and comparison periods. This graph is available in the Active Service Contracts report.

Current Active Service Contracts is a horizontal bar graph showing the service contracts that are active on the selected date and the service contracts that were active on the same date in the comparison period. This graph is available in the Active Service Contracts report.

Current Active Service Contracts Trend graph shows the active service contracts over time. This graph is available on the Service Contracts Management dashboard and in the Current Active Service Contracts Trend report.

#### **Personalization**

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

#### **Related Reports and Links**

For information on related reports, see: Service Contracts Management Dashboard, page 14-9.

## **Expirations**

This section explains the following reports:

- Expirations
- Expirations Detail
- Expired Value Distribution
- Period Expiring Contracts
- Period Expiring Contracts Detail

The Expirations reports can be used to answer the following questions among others:

- What is the status of contract sub-lines that expired during the period?
- Are expired contracts successfully renewed, or is business being lost?
- Are renewals being cancelled?

**Note:** These reports consider a contract sub-line to be expired on the end date plus one day.

#### **Report Parameters**

The Expirations reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**
- **Customer**
- **Type:** This parameter displays in the Expirations Detail report. The Type parameter contains classification of expired contracts according to the status of the renewal. It has four possible values: Renewed, Open Renewal, Cancelled Renewal, and No Renewal.
- **Customer Classification**

See Common Concepts, page 14-1 for a description of the parameters. See Parameters, *Oracle Daily Business Intelligence User Guide* for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

Using the View By parameter in the Expirations report and the Period Expiring Contracts report, you can view information by sales group, operating unit, product category, product, or customer classification. The default View By is product category.

## Report Headings and Calculations

This section explains the headings and calculations that are common to many of the Expirations reports. See Common Concepts, page 14-1 for an explanation of value, change, and time period.

- **Sales Representative:** Person in the Vendor Contact field who is associated with the Sales Representative role. For more information, including about Unassigned sales representatives, see Sales Representatives, page 14-7 .
- **Customer:** Name associated with the Customer party role.
- **Contract End Date:** The contract header end date.
- **Renewed:** The renewal for the corresponding expired sub-line has been booked.
- **Open Renewal:** The renewal for the corresponding expired sub-line is not booked or cancelled, or the renewal does not exist and the original contract was meant to be renewed. That is, the sub-line attribute is NOT set to Do Not Renew.
- **Cancelled Renewal:** The renewal for the corresponding expired sub-line is cancelled.
- **No Renewal:** The original contract was not meant to be renewed. That is, the line attribute is set to Do Not Renew.

## Expirations Report

The Expirations report identifies whether expired contract sub-lines were successfully renewed or lost. It displays the value of expired contracts and groups data according to the status of the corresponding renewal: Renewed, Open Renewal, Cancelled Renewal, and No Renewal.

The anchor date for the measures on this report is the expiration date of the contract, which is the contract line end date plus one day, since contracts are considered expired at the end of the day.

- **Total Expired Value:** (Renewed Value + Open Renewal Value + Cancelled Renewal Value + No Renewal Value).

The sum of the value of all contract sub-lines that expired in the period regardless of the current status.

- **Renewed Value:** Sum of all values of original contract sub-lines that expired in the period and which have been renewed (the contract was signed) before or within the period.
- **Open Renewal Value:** Sum of all original contract sub-line values that expired in the period without any renewed contract sub-lines, or if the contract sub-line is renewed, it is still in an entered status as of the selected date.
- **Cancelled Renewal Value:** Sum of all original contract sub-line values that expired in the period where the corresponding renewal has been cancelled. Contract sub-lines cancelled because of a renewal consolidation are not included in this report. Also, if a renewed sub-line is cancelled and created again, the previous cancellation is not considered.

- **No Renewal Value:** Sum of all original contract sub-line values that expired in the period and which will not be renewed.
- **% of Expired:** Expired contracts of a certain type (Renewed, Open Renewal, Cancelled Renewal, No Renewal) as a percentage of total expired contracts.

Other headings are explained in Report Headings and Calculations, page 14-16.

The links on the value columns are enabled when you view by product or by the lowest level of the sales group hierarchy (sales representative). These links lead to the Expirations Detail report.

### Expirations Detail Report

When you view by product or by the lowest level of the sales group hierarchy (sales representative) in the Expirations report, the links on the value columns are enabled. Use these links to access the Expirations Detail report, which displays the following headings:

- **Contract:** Contract that contains the expired sub-line value for the selected status (Cancelled Renewal, No Renewal, Open Renewal, Renewed).
- **Contract End Date:** The contract header end date.
- **Contract Value:** Full value of the contract that contains the expired sub-lines.
- **Expired Value:** Sum of the value of the expired contract sub-lines that are in the selected status.

### Expired Value Distribution Report

The Expired Value Distribution report provides details on expired value by expired contract type: Renewed, Open Renewal, Cancelled Renewal, No Renewal. A pie graph shows expired value by expired contract type. The following headings display:

- **Expired Value:** The value of all the expired contracts of the given expired contract type.
- **Percent of Total:** All expired contracts of the given contract type divided by total expired contracts.

### Period Expiring Contracts Report

The period expiring value is the sum of all contract sub-lines that expire sometime within the period (from the start to the end date of the period).

The following heading displays in the Period Expiring Contracts report:

**Period Expiring Value:** Sum of the value of the expiring contract sub-lines.

Other headings are explained in Report Headings and Calculations, page 14-16.

The links on the value columns are enabled when you view by product or by the lowest level of the sales group hierarchy (sales representative). These links lead to the Period Expiring Contracts Detail report.

### Period Expiring Contracts Detail Report

When you view by product or by the lowest level of the sales group hierarchy (sales representative) in the Period Expiring Contracts report, the links on the value columns are enabled. Use these links to access the Period Expiring Contracts Detail report, which displays the following headings:

- **Contract:** Contract that contains the expiring sub-line value for the selected status (Cancelled Renewal, No Renewal, Open Renewal, Renewed).
- **Customer**
- **Sales Representative**
- **Contract End Date:** The contract header end date.
- **Contract Value:** Full value of the contract that contains the expiring sub-lines.
- **Period Expiring Value:** The value of the expiring contract sub-lines.

## Graphs

Expired Value is a horizontal bar graph that shows expired values for the current and comparison periods. This graph is available on the Service Contracts Management dashboard and in the Expirations report.

Expired Value Breakdown is a horizontal bar graph that shows the breakdown of the expired contracts values for the current view. The breakdown is by renewal status: renewed, open renewal, cancelled renewal, and no renewal. This graph is available on the Service Contracts Management dashboard and in the Expirations report.

Expired Value Distribution is a pie graph that shows the expired value according to the renewal status: renewed, open renewal, cancelled renewal, and no renewal. This graph is available on the Service Contracts Management dashboard and in the Expired Value Distribution report.

Period Expiring Value is a horizontal bar graph that shows the total period expiring value for the current and comparison periods. This graph is available in the Period Expiring Contracts report.

Period Expiring Value Breakdown is a horizontal bar graph that shows the breakdown of the period expiring contracts value for the current view. The breakdown is by renewal status: renewed, open renewal, cancelled renewal, and no renewal. This graph is available in the Period Expiring Contracts report.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports see: Service Contracts Management Dashboard, page 14-9.

## Additional Information

In the rare case a contract is activated after expiration, the corresponding contract lines are included in the expired (on the end date plus one day) and activated (on the start date) data sections. For example, the Period is Month. The contract has the following dates:

- Contract Start Date: 12-May-2002
- Contract End Date: 11-June-2002
- Contract Date Signed: 10-May-2003



In this example, the contract appears in the Expirations report on 12-June-2002. (A contract expires on its end date plus one day.) The contract appears in the Activations report on 12-May-2002. (See Activations, page 14-19.)

See also: Currency Conversion, page 14-4.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

## Activations

This section explains the following reports:

- Activations
- Activations Detail
- Activations Trend

For the Active Service Contracts reports, see Active Service Contracts, page 14-12.

The Activations reports can be used to answer the following questions among others:

- Where is our business being generated?
- How many activations are new business?
- How many activations are renewals?
- Are my activations of higher or lesser value than the original expired contract?

## Report Parameters

The Activations reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**
- **Customer**
- **Type:** Use this parameter to view data by New Business or Renewals. (See these status descriptions below). This is a Daily Business Intelligence classification; this type does not represent a contract status in Oracle Service Contracts.
- **Customer Classification**

See Common Concepts, page 14-1 for a description of the parameters. See Parameters, *Oracle Daily Business Intelligence User Guide*, for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

Using the View By parameter in the Activations report, you can view information by sales group, operating unit, product category, product, or customer classification. The default View By is product category.

## Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below. See Common Concepts, page 14-1 for an explanation of change and time period.

### Activations Report

This report provides information on the period to date activated contracts regardless of the booking date. A contract sub-line is considered activated in the period if it is signed and has a start date period to date. It provides new business and renewals classification with their percent of total activated value, so that you can identify whether activations are coming from new business or from renewals. The anchor date for the measures on this report is the start date of the contract sub-line.

The following are the headings for the Activations report:

- **Total Activated**
  - **Value:** The sum of the value of all contract sub-lines (new and renewal business) that are signed and which have a start date period to date.
  - **Percent of Total:** The percentage of total activations (new business+renewal) attributed to the given view by when compared to the grand total of the column.
- **Activated New Business**
  - **Value:** The value of new service contract sub-lines that are signed and which have a start date period to date. The booking date is irrelevant. Renewals are not considered new business.
  - **Percent of Activated:** The percentage of new activations attributed to the view by value when compared to the total activations for that value (both new business and renewals).
- **Activated Renewal**
  - **Expired Value:** For period to date activated renewals, the value of the corresponding original contract sub-lines expired.
  - **Uplift** The difference between the value of the renewed activated sub-line and the value of the corresponding original expired sub-line.
  - **Percent of Activated:** The percentage of renewal business activations attributed to the view by value when compared to the total activations for that value (both new business and renewals). In the case of Activated Renewal, this is the percentage of renewal activations attributed to the total activations of the selected value. For example, if you have 100,000 total activations, of which 40,000 is new business and 60,000 is for renewals, the percent of activated for new business would read 40% and for activated renewals 60%.
  - **Value:** The value of renewed service contract sub-lines which are signed and which have a start date period to date. The booking date is irrelevant. This value is the same as adding Expired Value and Uplift.

The links on the value columns are enabled when you view by product or by the lowest level of the sales group hierarchy (sales representative). These links lead to the Activations Detail report.

### Activations Detail Report

When you view by product or by the lowest level of the sales group hierarchy (sales representative) in the Activations report, the links on the value columns are enabled. Use

these links to access the Activations Detail report. You can select a type to filter the data by new business or renewal business. The Activations Detail report has the following headings:

- **Contract:** The contract numbers of the activated sub-lines that make up the selected value.
- **Customer:** Name associated with the Customer party role.
- **Sales Representative:** Person in the Vendor Contact field of the contract who is associated with the Sales Representative role. For more information, including about Unassigned sales representatives, see *Sales Representatives*, page 14-7.
- **Contract Start Date:** The start date from the contract header.
- **Contract End Date:** The end date from the contract header.
- **Contract Value:** Full contract value of the contract with the activated sub-lines.
- **Activated Value:** Sum of the value of the activated contract sub-lines period to date.

### Activations Trend Report

This report provides details on the value activated with view by time. The report contains the following heading:

**Activated Value:** The sum of the value of all contract sub-lines (new and renewal business) that are signed and which have a start date period to date.

### Graphs

Activated Value is a horizontal bar graph showing total activated value and the activated value of a comparison period for the parameter you select in the View By parameter.

Activated Value Breakdown is a horizontal bar graph showing a breakdown of activations into Activated New Business Value and Activated Renewal Value.

Activations Trend shows total activated value over time.

### Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

### Related Reports and Links

For information on the related reports see: Service Contracts Management Dashboard, page 14-9.

### Additional Information

For information on factoring and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

See also: Currency Conversion, page 14-4

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

### Terminations

This section explains the following reports:

- Terminations
- Terminations Trend
- Terminations Detail

The Terminations reports can be used to answer the following questions among others:

- What is the true value being terminated?
- What are the main reasons for contract lines being terminated?
- When was the contract line terminated?

## Report Parameters

The Terminations reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**
- **Customer**
- **Reason:** This parameter contains the termination reasons, such as breach or bankruptcy, that are defined in Oracle Service Contracts. For example, a contract line can be terminated because the contract was breached or the customer terminated the contract. You can select any reason to narrow your view of the terminated contracts by reason.
- **Customer Classification**

See Common Concepts, page 14-1 for a description of the parameters. See Parameters, *Oracle Daily Business Intelligence User Guide*, for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

Using the View By parameter in the Terminations report, you can view information by sales group, operating unit, product category, product, reason, or customer classification. The default View By is product category.

## Report Headings and Calculations

This section explains the headings and calculations that are common to many of the Terminations reports. See Common Concepts, page 14-1 on for an explanation of value, change, and time period.

- **Terminated Remaining Value:** Sum of the terminated remaining value of all contract sub-lines with termination date period to date, mainly the prorated value of the sub-line after the termination date, the value that has been terminated and therefore not billed. It is calculated as the sum of the unbilled amount, credit amounts, and suppressed credit of the terminated contract sub-lines. See Additional Information, page 14-24 for an example explaining terminated remaining value calculation.
- **Percent of Total:** Value of the measure divided by the total value of the column.
- **Terminated Billed Value:** Sum of the “true value” of all terminated contract sub-lines. The Terminated Billed Value is calculated by the transactional system

(Oracle Service Contracts) and is generally the prorated value of the sub-line between the sub-line start date and the terminated date. The true value is equal to the original value of the sub-line minus the terminated remaining value. The terminated billed value is subtracted from the balance on the termination date. See Additional Information, page 14-24 for an example explaining terminated billed value calculation.

- **Percent of Original Value:**  $[\text{Terminated Remaining Value} / (\text{Terminated Remaining Value} + \text{Terminated Billed Value})]$ .

### Terminations Report

The Terminations report displays detailed information on terminated contract sub-lines. This report indicates the reasons for termination and gives the value of the contract sub-lines being terminated for those reasons. Senior management can then put programs in place to address those reasons and therefore decrease the probability of contract sub-line terminations. The anchor date for the measures on this report is the termination date of the contract sub-line.

The report headings and calculations are explained in Report Headings and Calculations, page 14-22.

The link on the Terminated Remaining Value column is enabled when you view by product, reason, or by the lowest level of the sales group hierarchy (sales representative). This link leads to the Terminations Detail report.

### Terminations Detail Report

When you view by product, reason, or by the lowest level of the sales group hierarchy (sales representative) in the Terminations report, the link on the Terminated Remaining Value column is enabled. Use this link to access the Terminations Detail report, which has the following headings:

- **Contract:** Contract with the value of sub-lines terminated. (The contract might also have other sub-lines that are not in the terminated status.)
- **Customer:** Name associated with the Customer party role in the Summary Parties tabbed region of the contract.
- **Sales Representative:** Person in the Vendor Contact field of the contract (in the Summary Parties tabbed region) who is associated with the Sales Representative role. For more information, including about Unassigned sales representatives, see Sales Representatives, page 14-7.
- **Reason:** Termination reason for the terminated sub-lines.
- **Contract Start Date:** The start date from the contract header.
- **Earliest Termination Date:** Earliest of the termination dates of the sub-lines terminated in the period. The Date Terminated is in the Lines Pricing/Products tabbed region of the contract, in the Effectivity tabbed region of the sub-line.
- **Contract Value:** Full contract value of the contract before termination with the terminated sub-lines.

Other headings are explained in Report Headings and Calculations, page 14-22.

### Terminations Trend Report

This report contains the following column:

**Terminated Value:** Sum of the terminated remaining value of all contract sub-lines with termination date period to date, mainly the prorated value of the sub-line after the termination date, the value that has been terminated and therefore not billed. It is calculated as the sum of the unbilled amount, credit amounts, and suppressed credit of the terminated contract sub-lines.

## Graphs

The Terminated Remaining Value graph displays the current period and prior period terminated remaining value for the selected View By option. This graph is available in the Terminations report.

The Terminations Trend graph shows the terminated value over time. This graph is available on the Service Contracts Management dashboard and in the Terminations Trend report.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports see: Service Contracts Management Dashboard, page 14-9.

## Additional Information

The following example explains how the system calculates the terminated remaining value and terminated billed value:

Consider a new-business, active contract with a start date of 1-January-05 and an end date of 31-December-05. The contract amount is \$1200 at \$100 per month, and the customer is billed \$1200 in advance. If the contract is terminated on 01-March-05, then:

Unbilled Amount = 0

Credit Amount = \$1000 (for 10 months)

Suppressed Credit = 0

Terminated Remaining Value = Unbilled Amount + Credit Amount + Suppressed Credit  
= \$1000

Terminated Billed Value = Original Value of the Sub-line – Terminated Remaining Value  
= \$1200-\$1000  
=\$200

For information on null values, see: Common Concepts, page 14-1.

For information on factoring, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

See also: Currency Conversion, page 14-4.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

## Service Renewals Management Dashboard

The Service Renewals Management dashboard shows information for renewals only, not for new business.

Using the Service Renewals Management dashboard, service sales managers and executives can manage and track the effectiveness of the renewal process:

- View renewal bookings performances for the period to date, including bookings to date and bookings that are forecasted in the period.
- View renewal opportunities (or quotas) in the current period. These are renewals that started or will start in the current period, and the portion of those renewals that have been booked to date.
- Track renewal ratios by comparing booked renewals to date with the renewal opportunities created to date.
- Track the status of open opportunities (renewals not booked or cancelled yet) and opportunities (renewals with a start date on or before the selected date that have not yet been booked or cancelled).

The Service Renewals Management dashboard includes contracts of the contract category Service Agreement, and Warranty and Extended Warranty. It includes all Service, Warranty, and Extended Warranty service lines.

Based on contract sub-line status at different points in time, a contract can appear in multiple report buckets—such as the cancelled bucket in the Renewal Cancellations Summary report. For example, a renewal was entered in Quarter 1 and cancelled in Quarter 3. The renewal displays as cancelled in Quarter 3 in the Renewal Cancellations Summary report. If you are viewing past data in Quarter 1, it does not display as cancelled in the Renewal Cancellations Summary report. Instead, it displays as an open opportunity in the Backlog report.

The Service Renewals Management dashboard uses the following activity dates to place contracts in the proper bucket:

- Creation date, derived from the sub-line level.
- Expected close date, derived from the Estimation Date in the Summary Administration tabbed region of the contract.
- Canceled date, derived from the Date Canceled in the Summary Administration tabbed region of the contract.
- Signed (booked) date, derived from the Date Signed in the Summary Administration tabbed region of the contract.
- Start date, derived from the sub-line level.
- End date, derived from the sub-line level.

See Common Concepts, page 14-1 for more information on time periods.

This is available to service contract managers and executives using the Service Sales Manager, Service Contracts Manager, or Daily Service Contracts Intelligence responsibilities.

## Dashboard Parameters

The Service Renewals Management dashboard contains the following parameters:

- **Date**
- **Period**
- **Compare To**
- **Sales Group:** The Sales Group parameter always displays the latest sales group hierarchy that is set up in Oracle Applications even if you enter a date in the past. See Common Concepts, page 14-1 for more information.
- **Currency**

See Common Concepts, page 14-1 for a description of all the parameters except Date, Period, and Compare To. See Parameters, *Oracle Daily Business Intelligence User Guide* for a description of these parameters and how parameters affect the results on dashboards and reports.

## Reports and Graphs

This dashboard contains the following report regions:

- Service Renewals Management KPIs, page 14-27
- Renewal Bookings and Renewal Cancellations, page 14-29
- Period Renewals, page 14-35
- Booking to Renewal Activity, page 14-38
- Renewals Backlog, page 14-40

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

## Additional Information

In most cases, the reports show data based on the selected date. For example, if a renewal was entered in Quarter 1 and cancelled in Quarter 3, it displays as cancelled in Quarter 3. When viewing past data in Quarter 1, it does not display as cancelled. In some reports, however, Oracle Daily Business Intelligence for Service Contracts applies what it knows now to data in the past, either for performance reasons or by design:

- Cancellations in the Period Renewals reports. See Period Renewals, page 14-35 for details.
- Expected bookings value in the Renewal Bookings reports.

The expected bookings measure is meaningful only as of the latest date (typically today's date if the data is refreshed daily by your Daily Business Intelligence administrator). Selecting a past date does not show the expected bookings as it was back then but reflects any cancellation or booking that has taken place since then. For example, a renewal that started this period was cancelled. When you enter an earlier date in the period, the renewal is still considered cancelled, eliminating it from the expected bookings as of that date. See Renewal Bookings and Renewal Cancellations, page 14-29.

- Bookings when they apply to the Expected Bookings (to eliminate them from the expected bookings amount) and Forecast measures but not when measured on their own.

For example, on January 15, a contract is expected to be booked on May 15. It is booked on May 15. On May 15, the contract appears in the Booked Value. If you enter



the past date of January 15, however, the contract does not appear in the Expected Bookings value anymore because as of today, it is booked (no longer expected).

- **Expected Bookings percentage.** For any expected bookings amount for a date in the past, Oracle Daily Business Intelligence for Service Contracts applies the expected bookings percentage as it is known today. For example, if the original expected bookings percentage was 10%, but was later changed to 20%, a 20% expected bookings is used even if viewing the past date.
- **Sales groups hierarchy.** The sales representative shown is the sales representative from the transaction (booking, cancellation, and so on). If, however, the sales representative was assigned to a different sales group since then, new transactions are shown in the new group but the old transactions are shown in the old group.
- **Sub-line amount.** If the sub-line amount in a contract has changed, the reports always show the latest updated line amount.

Contracts that are terminated, cancelled, or expired before the Global Start Date that is set up for Oracle Daily Business Intelligence do not display in the reports. Therefore, the values may not be what you expect shortly after the Global Start Date. For example, a contract expired before the Global Start Date. It was renewed after the Global Start Date. In this example, the Uplift value behaves as if there were no original (expired) contract. (The Uplift is 100% for that renewal.)

If a renewal was terminated after it was booked, it is still considered in the Booked Value, including the Booked Value in the Renewal Rate.

See also: Currency Conversion, page 14-4.

**Note:** Accessing data for a deleted sales representative produces an error. See Common Concepts, page 14-1 for more information.

## Service Renewals Management KPIs

Key performance indicators (KPIs) on the Service Renewals Management dashboard are described in this section. See Dashboard Parameters, page 14-25 for a description of the parameters on this dashboard.

### KPI Definitions

- **Booked Value:** Sum of the value of all renewal contract sub-lines that have been booked (signed) in the selected period to date regardless of their Start Date.

See Renewal Bookings and Renewal Cancellations, page 14-29.

- **Forecast:** Expected Bookings + Booked Value.

**Expected Bookings:** For renewals entered as of the selected date and which have an expected close date in the period, the sum of the value of sub-lines multiplied by the estimation percentage in the renewal header. Sub-lines cancelled or booked are not considered in the Expected Bookings measure.

**Note:** The Expected Bookings measure is only meaningful as of the physical date. Selecting a date in the past does not show the expected bookings as they were back then. Rather, the measure reflects any cancellation or booking that has taken place afterwards, as if it had already happened.

See Renewal Bookings and Renewal Cancellations, page 14-29.

- **Uplift:** Sum of (Renewal Contract Line Value - Original Expired Line Value), for all renewal sub-lines that have been booked in the selected period to date.

See Renewal Bookings and Renewal Cancellations, page 14-29.

- **Period Renewals Value:**

Sum of the value of all renewal contract sub-lines that start in the selected period.

See Period Renewals, page 14-35.

- **Period Booked Value:** Sum of the value of renewal contract sub-lines that start in the period and that have been booked on or before the selected date, including bookings before the selected period.

See Period Renewals, page 14-35.

- **Period Renewal Rate:** Period Booked Value / Period Renewals Value.

See Period Renewals, page 14-35.

- **Period Uplift:** Sum of (Renewal Contract Sub-Line Value - Original Expired Sub-Line Value) for all Period Renewal Bookings.

See Period Renewals, page 14-35.

- **Booked to Renewal Ratio:** Booked Value / Renewals Value.

The Renewals Value is the sum of the value of all renewal contract sub-lines with a start date in the selected period to date. See Booking to Renewal Activity, page 14-38.

- **Past Due Percent:** Past Due Backlog / Open Backlog

The Past Due Backlog is the value of entered renewal contract sub-lines with a start date on or before the selected date that have not yet been cancelled or booked. The Open Backlog is the value of entered renewal contract sub-lines that have a creation date on or before the selected date that have not yet been booked or cancelled. See Past Due, page 14-40.

Change is given between the current and comparison time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports see: Service Renewals Management Dashboard, page 14-25.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Additional Information

For information on factoring, what None means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview, *Oracle Daily Business Intelligence User Guide*.

## Renewal Bookings and Renewal Cancellations

This section explains the following reports:

- Renewal Bookings Summary
- Renewal Bookings Detail
- Top Renewal Bookings
- Renewal Expected Bookings Detail
- Late Renewal Bookings
- Late Renewal Bookings Aging
- Renewal Cancellations Summary
- Renewal Cancellations Detail
- Renewal Bookings Trend

The Renewal Bookings reports answer the following questions among others:

- How effective is my company's renewal process?
- What is the status of renewal bookings to date?
- Using the uplift measure, am I booking for more or less value than the original contract?
- If I book all forecasted contracts, what will my bookings be at the end of the period (what are my expected bookings)?
- What is being cancelled and why?
- Am I booking late?

The Renewal Bookings and Renewal Cancellations reports display bookings, expected bookings, forecast, cancellation, and uplift values for all renewals in the selected time period. The Renewal Bookings reports display the value of bookings made in the selected period to date and the expected bookings (contract renewals not yet booked but with an expected close date in the period). The reports also display whether the renewal is booked for a higher or lower value than the original contract (uplift).

The Late Renewal Bookings report displays whether the period-to-date booked renewal sub-lines were booked on time (on or before the start date) or late (after the start date). This report also displays renewal contracts booked after the grace period that was specified on the original contract.

The Renewal Cancellations reports display all of the cancellations that occurred from the beginning of the period to date regardless of the start date of the renewal.

If a renewal was terminated after it was booked, it is still considered in the Booked Value, including the Booked Value in the Renewal Rate.

### Report Parameters

The Renewal Bookings and Renewal Cancellations reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**

- **Product Category**
- **Product**
- **Reason:** This parameter displays in the Renewal Cancellations Summary and Renewal Cancellations Detail reports. It enables you to select a reason by which to view the cancellations. For example, a renewal could be cancelled because the customer declined service (a Reason of Declined Service) or changed providers. Reasons are defined in Oracle Service Contracts and are required when cancelling a contract.
- **Customer**

See Common Concepts, page 14-1 for a description of the parameters. See Parameters, *Oracle Daily Business Intelligence User Guide*, for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

Using the View By parameter in the Renewal Bookings Summary Report, you can view information by sales group, operating unit, product category, or product. In the Renewal Cancellations Summary report, in addition to these parameters, you can also view by reason. In the Late Renewal Bookings report, you can view by sales group or operating unit. The default View By in these reports is sales group.

## Report Headings and Calculations

This section explains the headings and calculations that are common to many of the Renewal Bookings and Renewal Cancellations reports. See Common Concepts, page 14-1 for an explanation of value, change, and time period. See Service Renewals Management Dashboard, page 14-25 for information on how the reports determine in which time bucket to report the data.

- **Booked Value:** Value of all renewal contract sub-lines that were booked (signed) in the selected period to date regardless of their start date. (That is, the Date Signed is in the selected period to date). The anchor date for this measure is the signed date of the contract.
- **Change:**  $[(\text{Bookings Current Period} - \text{Bookings Comparison Period}) / \text{Bookings Comparison Period}] * 100$ .

Percent change in bookings between the current and comparison time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Expected Bookings:** Sum of the estimated value of all renewal contract sub-lines to date with an expected close date in the selected period that have not been booked. Sub-lines with a status of cancelled or booked are not included in the forecast. The estimated value and expected close date come from the Estimation Percent and Estimation Date in the Summary Administration tabbed region of the contract. The anchor date for this measure is the estimation date of the contract.
- **Forecast:** Bookings + Expected Bookings.
- **Expected Bookings at Full Value:** Same as Expected Bookings but without multiplying the sub-line value by the estimation percentage. That is, the sub-line value is computed in full. The full value indicates the value of the contract if you book it for its current full value without the estimation percentage.
- **Forecast at Full Value:** Bookings + Expected Bookings at Full Value, where the Expected Bookings sub-line value is not multiplied by the estimation

percentage. Forecast at full value indicates the value of the bookings if you book the contract for its current full value, without the estimation percentage. The anchor date for this measure is the estimation date of the contract.

For example, the forecast at full value is helpful if your company uses the estimation percentage as a probability that the contract will be booked rather than as a percentage of the value expected to be booked.

- **Uplift:** Sum of (Renewal Contract Line Value - Original Expired Line Value), for all sub-lines that have been booked in the selected period to date. (The sum of the Renewal Contract Line Values is the same as the Booked value). A positive value indicates a net uplift (increase) in the renewal contract sub-line values over the original expired contract sub-line. A negative value indicates a net reduction in the renewal contract sub-line values. The anchor date for this measure is the signed date of the contract.
- **Change:** [(Uplift Current Period - Uplift Comparison Period) / *Absolute value of Uplift Comparison Period*] \* 100.

Percent change in the uplift between the current and comparison time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Contract:** Contract number
- **Customer:** Name associated with the Customer party role in the Parties tab of the renewal contract.
- **Sales Representative:** Person in the Vendor Contact field (in the Summary Parties tabbed region) on the renewal contract. For more information, including about Unassigned sales representatives, see Sales Representatives, page 14-7.
- **Contract Start Date:** Header start date of the contract.
- **Contract End Date:** Contract end date at the header.
- **Signed Date:** Date the renewal was booked (Date Signed in the Summary Administration tabbed region of the contract).

### Renewal Bookings Summary Report

Headings of this report are explained in Report Headings and Calculations, page 14-30. The links on the Booked Value column and the Expected Bookings column are enabled when you view by product or by the lowest level of the sales group hierarchy (sales representative). The link on the Booked Value column leads to Renewal Bookings Detail report, page 14-31, and the link on the Expected Bookings column leads to Renewal Expected Bookings Detail report, page 14-32.

### Renewal Bookings Detail Report

This report shows details for the booked contract renewals that are in the Renewal Bookings Summary report, page 14-31. Access the Renewal Bookings Detail report by clicking the Renewal Bookings Summary report, then clicking the links on Booked Value column, which are enabled for View By product or the lowest level of the sales group hierarchy (sales representative). The following headings display in the Renewal Bookings Detail report:

- **Contract**
- **Customer**

- **Sales Representative**
- **Contract Start Date**
- **Contract End Date**
- **Signed Date**
- **Booked Value**

All headings are explained in Report Headings and Calculations, page 14-30.

#### **Top Renewal Bookings Report**

This report displays the top value renewals booked period to date. Headings are explained in Report Headings and Calculations, page 14-30.

#### **Renewal Expected Bookings Detail Report**

This report shows details for the expected bookings contract renewals that are in the Renewal Bookings Summary report, page 14-31. Access the Renewal Expected Bookings Detail report by clicking the Renewal Bookings Summary report, then clicking the links on Expected Bookings column, which are enabled for View By product or the lowest level of the sales group hierarchy (sales representative).

This report contains the following headings:

- **Contract**
- **Customer**
- **Sales Representative**
- **Contract Start Date**
- **Expected Close Date:** Estimation Date in the Summary Administration tab of the entered renewal.
- **Expected Bookings at Full Value**
- **Expected Bookings Percent:** Estimation Percent in the Summary Administration tabbed region for the entered renewal.

If you enter a past date on the report, the expected bookings percent as it is known today is used and applied to the expected bookings value.

- **Expected Bookings:** Full Value (for the sub-line) \* Expected Bookings Percent.

Headings not explained here are explained in Report Headings and Calculations, page 14-30.

#### **Late Renewal Bookings Report**

This report includes the following unique headings:

- **Late Value:** Bookings whose Date Signed occurs after the Start Date. The anchor date for this measure is the signed date of the contract.
- **Percent Late:** (Late Value / Booked Value) \* 100.
- **Change:** Percent Late Current Period - Percent Late Comparison Period.

Change in the Percent Late between the current and comparison time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Late after Grace Period:** Bookings with a Date Signed that occurs after the Grace Period End Date, plus one day, on the original expired sub-line. For example, the Grace Period End Date is January 1. The booking is considered Late After Grace Period on January 3. The anchor date for this measure is the signed date of the contract.

Grace periods of less than a day are rounded to one full day. If there is no grace period entered for the renewal contract sub-line, a grace period of 0 is assumed. In this case, the sub-line value is considered in the Late after Grace Period measure.

- **Percent Late after Grace Period:**  $(\text{Late after Grace Period} / \text{Bookings}) * 100$ .
- **Change:** Percent Late after Grace Period in the Current Period - Percent Late after Grace Period in the Comparison Period.

Change in the Percent Late after Grace Period between the current and comparison time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Average Days Late:** Average days late of the late bookings, not using the grace period.

Booked Value is explained in Report Headings and Calculations, page 14-30.

#### Late Renewal Bookings Aging Report

This report shows bookings whose Date Signed occurs after the Start Date. (The grace period is not considered).

- **Days Late:** Buckets of days late. For example, all renewal bookings that were between one and seven days late display in the 1-7 Days Late bucket. Buckets are user defined.
- **Lines:** Number of renewal contract lines that fall into the corresponding Days Late bucket.
- **Late Value:** Value of the renewal contract lines that fall into the corresponding Days Late bucket. The anchor date for this measure is the signed date of the contract.
- **Change:**  $[(\text{Late Value Current Period} - \text{Late Value Comparison Period}) / \text{Late Value Comparison Period}] * 100$ .

Percent change in the Late Value between the current and comparison time periods, for renewal contract lines that fall into the corresponding Days Late bucket. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Percent of Total:** Value of the renewal contract lines that fall into the corresponding Days Late bucket, divided by the total value booked late.

#### Renewal Cancellations Summary Report

The Renewal Cancellations Summary report includes the following headings:

- **Cancelled Value:** Value of all cancelled renewal contract sub-lines in the selected period to date regardless of the sub-line Start Date. The anchor date for this measure is the cancelled date of the contract.
- **Change:**  $[(\text{Cancelled Value Current Period} - \text{Cancelled Value Comparison Period}) / \text{Cancelled Value Comparison Period}] * 100$ .

Percent change in the Cancelled Value between the current and comparison time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Percent of Total:** Cancelled value divided by the total value of the column.

The link on the Cancelled Value column is enabled when you view by product, reason, or by the lowest level of the sales group hierarchy (sales representative). This link leads to the Renewal Cancellations Detail report.

### Renewal Cancellations Detail Report

When you view by product, reason, or by the lowest level of the sales group hierarchy (sales representative) in the Renewal Cancellations Summary report, the link on the Cancelled Value column is enabled. Use this link to access the Renewal Cancellations Detail report, which contains the following headings:

- **Contract**
- **Customer**
- **Sales Representative**
- **Reason:** Cancellation reason, such as Declined Service, that is given in Oracle Service Contracts when cancelling the renewal. In Oracle Service Contracts, the reason comes from the contract status when cancelling the contract. See Report Parameters, page 14-29 for more information on reasons.
- **Contract Start Date**
- **Cancellation Date:** Date Cancelled, from the Summary Administration tab of the renewal.
- Cancelled Value, page 14-33

Headings not explained here are explained in Report Headings and Calculations, page 14-30.

For information on factoring, what None means, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

### Renewal Bookings Trend

This report enables you to view the current forecast and booked value over time. See Report Headings and Calculations, page 14-30 for a description of Booked Value and Change.

### Graphs

The Renewal Bookings Trend graph displays the booked value and forecast value over time, by year, quarter, or month. See Service Renewals Management KPIs, page 14-27 for definitions of Booked Value and Forecast. In a Prior Period comparison for Month or Quarter, the Forecast is a dot on the graph. Also, Forecast is only graphed for the current period.

### Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.



## Related Reports and Links

For information on the related reports see: Service Renewals Management Dashboard, page 14-25.

## Additional Information

Renewals with a future sign date are not current bookings. For example, a renewal has a Start Date in the current period. Today, the renewal is signed, but with a Date Signed in the future. As of today, this renewal is not included in the Booked value.

You can access the Renewal Bookings Detail and Renewal Expected Bookings Detail reports by clicking a Sales Group link in the Renewal Bookings Summary report, then clicking the bookings or expected booked value for a sales representative. The links to contract details for sales representatives in the unassigned sales group are not enabled. To view contracts belonging to the unassigned sales group, navigate to the detail report, and from there choose the Unassigned sales group from the sales group parameter.

For information that applies to all reports on the Service Renewals Management dashboard, see the Additional Information section for Service Renewals Management, page 14-26.

See also: Currency Conversion, page 14-4.

## Period Renewals

This section explains the following reports:

- Period Renewals Summary
- Period Renewals Bookings Detail
- Period Renewals Trend

The Period Renewals reports answer the following questions among others:

- Am I meeting my renewals quota for renewals scheduled to start this period?
- Are there cancellations for renewals that are scheduled to start this period?

The Period Renewals Summary and Detail reports display bookings and cancellations for contract renewal sub-lines that start in the selected period regardless of when they were booked or cancelled. The reports also display whether the renewals were booked at a higher or lower value than the original contract (uplift).

## Report Parameters

The Period Renewals reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**
- **Customer**

See Common Concepts, page 14-1 for a description of the parameters. See Parameters, *Oracle Daily Business Intelligence User Guide*, for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

Using the View By parameter in the Period Renewals Summary report, you can view information by sales group, operating unit, product category, or product. The default View By is sales group.

## Report Headings and Calculations

This section explains the headings and calculations that are common to many of the Period Renewals reports. See Common Concepts, page 14-1 for an explanation of value, change, and time period.

- **Booked Value:** Value of renewal contract sub-lines with a Start Date in the period whose Date Signed is on or before the selected date.

The value includes prebookings for which the Date Signed occurred before the beginning of the period.

- **Uplift:** Sum of (Renewal Contract Line Value - Original Expired Line Value) for all renewal booking sub-lines with a Start Date in the period. (The sum of the Renewal Contract Line Value is the same as the Renewals Value).
- **Change:**  $[(\text{Uplift Current Period} - \text{Uplift Comparison Period}) / \text{Absolute value of Uplift Comparison Period}] * 100$ .

Percent change in the uplift between the current and comparison time period. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Renewals Value:** Value of all renewal contract sub-lines with a Start Date in the period regardless of their current status (such as entered, booked, or cancelled). These are renewal sub-lines with a Start Date that occurs on or between the start and end dates of the selected period.
- **Renewal Rate:**  $(\text{Booked Value} / \text{Renewals Value}) * 100$ .
- **Change:**  $\text{Renewal Rate Current Period} - \text{Renewal Rate Comparison Period}$ .

Change in the Renewal Rate between the current and comparison time period. For complete information on how change comparisons work, see: General Behavior, *Oracle Daily Business Intelligence User Guide*.

## Period Renewals Summary Report

The Period Renewals Summary report includes the following headings:

- **Cancelled Value:** Value of renewal contract sub-lines with a Start Date in the period that were cancelled. They could have been cancelled any time, not necessarily in the period.
- **Percent of Total:** Cancelled value divided by the total value of the column.

For performance reasons, if you change the selected date on the report to a date in the past, the value still shows the cancellations as of the current date. For example, a renewal starting this period was cancelled. When you enter an earlier date in the period (before the renewal was cancelled), the renewal is still considered cancelled.

Other headings are explained in Report Headings and Calculations, page 14-36.

The anchor date for the measures on this report is the start date of the contract sub-line.

The link on the Booked Value column is enabled when you view by product or by the lowest level of the sales group hierarchy (sales representative). This link leads to the Period Renewal Bookings Detail report.

### Period Renewal Bookings Detail Report

When you view by product or by the lowest level of the sales group hierarchy (sales representative) in the Period Renewals Summary report, the link on the Booked Value column is enabled. Use this link to access the Period Renewal Bookings Detail report, which displays the following headings:

- **Contract**
- **Customer:** Name associated with the Customer party role in the Parties tab of the renewal contract.
- **Sales Representative:** Person in the Vendor Contact field (in the Summary Parties tabbed region) on the renewal contract. For more information, including about Unassigned sales representatives, see Sales Representatives, page 14-7.
- **Contract Start Date:** The start date from the contract header.
- **Contract End Date:** The end date from the contract header.
- **Sign Date:** Date the contract was booked (Date Signed in the Summary Administration tab on the contract).
- **Contract Value:** Total contract true value at the contract header.
- Booked Value, page 14-36.

### Period Renewals Trend Report

The Period Renewals Trend report enables you to view the booked value, renewals value, renewal rate, and uplift over time. You can access this report by clicking the Period Renewals Trend graph on the Service Renewals Management dashboard.

See Report Headings and Calculations, page 14-36 for an explanation of the headings in this report.

## Graphs

In the Period Renewals Trend graph, you can view renewals value and booked value over time, by year, quarter, or month. This graph is available on the Service Renewals Management dashboard and in the Period Renewals Trend report. Headings and calculations are explained in Report Headings and Calculations, page 14-36.

In the Period Renewal Rate Trend graph, you can view the period renewal rate over time. This graph is available on the Service Renewals Management dashboard and in the Period Renewals Trend report.

In the Period Uplift Trend graph, you can view the period uplift over time. This graph is available on the Service Renewals Management dashboard and in the Period Renewals Trend report.

The Renewal Rate graph is a horizontal bar graph that enables you to view the renewal rate for the current and comparison periods. This graph is available in the Period Renewals Summary report.

The Uplift graph shows the uplift for the current and comparison periods. This graph is available in the Period Renewals Summary report.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports see: Service Renewals Management Dashboard, page 14-25.

## Additional Information

You can access the Period Renewal Bookings Detail report by clicking a Sales Group link in the Period Renewals Summary report, then clicking the booked value for a sales representative. The links to contract details for sales representatives in the Unassigned sales group are not enabled. To view contracts belonging to the unassigned sales group, navigate to the detail report, and from there choose the Unassigned sales group from the sales group parameter.

If a renewal was terminated after it was booked, it is still considered in the Booked Value, including the Booked Value in the Renewal Rate.

For information that applies to all reports on the Service Renewals Management dashboard, see the Additional Information section for Service Renewals Management, page 14-26.

See also: Currency Conversion, page 14-4.

## Booking to Renewal Activity

This section explains the Booking to Renewal Activity report and the Booking to Renewal Ratio Trend report.

The Booking to Renewal Activity report answers the following questions among others:

- Are my sales representatives booking renewals at the rate I expect?
- Am I completing bookings at the same rate that opportunities (entered renewals) are coming, so that no backlog is generated?

The Booking to Renewal Activity report displays renewal and booked values for all renewals from the beginning of the period to date. The Booking to Renewal Activity report compares renewal lines and booked (signed) renewal lines in the current period to date.

## Report Parameters

The Booking to Renewal Activity reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**

See Common Concepts, page 14-1 for a description of the parameters. See Parameters, *Oracle Daily Business Intelligence User Guide* for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

Using the View By parameter in the Booking to Renewal Activity report, you can view information by sales group, operating unit, product category, or product. The default View By is sales group.

## Report Headings and Calculations

See Common Concepts, page 14-1 on for an explanation of value, change, and time period. See Service Renewals Management Dashboard, page 14-25 for information on how the reports determine in which time period to report the data.

### Booking to Renewal Activity Report

This report includes the following headings:

- **Renewals Value:** Value of all renewal contract sub-lines with a Start Date in the period to date regardless of their current status (such as entered, booked, or cancelled). These are renewal sub-lines with a Start Date that occurs on or between the start date of the period and the selected date. The anchor date for this measure is the start date of the contract sub-line.
- **Booked Value:** Value of all renewal contract sub-lines booked (signed) in the selected period to date. (That is, the Date Signed is in the selected period, to date.) The anchor date for this measure is the signed date of the contract.
- **Percent of Total:** Booked value divided by the total value of the column.
- **Ratio:** Booked Value / Renewals Value.

### Renewal Bookings Detail Report

See Renewal Bookings Detail report, page 14-31.

### Booking to Renewal Ratio Trend Report

This report displays the booking to renewal ratio change over time. You can access this report by clicking the Booking to Renewal Ratio Trend graph on the Service Renewals Management dashboard. This report includes the following column heading:

- **Booked to Renewal:** Ratio that compares bookings of renewal lines in the selected period to date with renewal lines that start in the selected period to date. This ratio is computed as bookings divided by renewals value (sum of the value of all renewal lines with a start date in the selected period to date).

## Graphs

The Booking to Renewal Ratio Trend graph displays the ratio of booked value to renewals value over time, by year, quarter, or month. See the Booking to Renewal Activity report, page 14-39 for a definition of ratio. This graph is available on the Service Renewals Management dashboard and in the Booking to Renewal Ratio Trend report.

The Booking to Renewal Ratio graph is a horizontal bar graph that displays the booking to renewal ratio for the current and comparison periods. This graph is available in the Booking to Renewal Activity report.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports see: Service Renewals Management Dashboard, page 14-25.

## Additional Information

For information that applies to all reports on the Service Renewals Management dashboard, see the Additional Information section for Service Renewals Management, page 14-26.

You can access the Period Renewal Bookings Detail report by clicking a Sales Group link in the Period Renewals Summary report, then clicking the booked value for a sales representative. The links to contract details for sales representatives in the Unassigned sales group are not enabled. To view contracts belonging to the unassigned sales group, navigate to the detail report, and from there choose the Unassigned sales group from the sales group parameter.

If a renewal was terminated after it was booked, it is still considered in the Booked Value, including the Booked Value in the Renewal Rate.

See also: Currency Conversion, page 14-4.

## Renewals Backlog

This section explains the following reports:

- Backlog
- Past Due Renewals Detail
- Past Due Percent Trend

The Renewals Backlog reports answer the following questions among others:

- Am I booking renewals on time?
- What is my backlog of open renewal opportunities?
- Which portion of this backlog is past due (not booked before the start date)?

The Backlog reports display the renewal value for all renewals from the date on which Oracle Daily Business Intelligence for Service Contracts started collecting the data, to the selected date.

- The Backlog report displays the open opportunities (entered renewals neither booked nor cancelled) in the system. The report also displays the past due renewals, which have not been booked by the sub-line Start Date. It also displays the past due renewals as a percentage of the total open opportunities.
- The Past Due Renewals Detail report lists the past due contracts that appear in the Backlog report.

## Report Parameters

The Backlog reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**

- **Product Category**
- **Product**
- **Customer**

See Common Concepts, page 14-1 for a description of the parameters. See Parameters, *Oracle Daily Business Intelligence User Guide*, for a description of the common parameters, such as Period, and how they affect the results on dashboards and reports.

Using the View By parameter in the Backlog report, you can view information by sales group, operating unit, product category, or product. The default View By is sales group.

## Report Headings and Calculations

See Common Concepts, page 14-1 on for an explanation of value, change, and time period. See Service Renewals Management Dashboard, page 14-25 for information on how the reports determine in which time period to report the data.

### Backlog Report

The Backlog report includes the following headings:

- **Open Value:** Value of entered renewal contract sub-lines that have a creation date on or before the selected date that have not yet been booked (signed) or cancelled on or before the selected date. The anchor date for this measure is the creation date of the contract sub-line.

When you change the date to the past, the renewal creation date is considered, to reflect existing renewals as of that date. For example, if today is May 1, 2003, and you look at data as of March 1, 2003, only renewals created on or before March 1 are considered in the Open value.

If the Date Signed is in the future (past the selected date), the renewal is not yet considered booked.

- **Past Due Value:** Entered renewal contract sub-lines with a Start Date on or before the selected date that have not been cancelled or booked on or before the selected date. The anchor date for this measure is the start date of the contract sub-line.

A caveat to note is that when you select a date in the past, Past Due backlog is not always a subset of the Open backlog according to the above computations. For example, a contract is created today with a Start Date in the past. When you select a date that is in the past (but that is after the Start Date), the contract is considered Past Due backlog; however, since the contract was not created yet as of that date, the contract is not necessarily considered in the Open backlog. In these cases, the Past Due Percent can be more than 100%.

- **Percent of Total:** Past Due Value for the selected View By parameter divided by the total value of the column.
- **Past Due Value Change:**  $[(\text{Past Due Value Current Period} - \text{Past Due Value Comparison Period}) / \text{Past Due Value Comparison Period}]$ .
- **Past Due Percent:**  $(\text{Past Due Value} / \text{Open Value}) * 100$ .
- **Change:** Past Due Percent Current Period - Past Due Percent Comparison Period.

Change in the Past Due Percent between the current and comparison time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

The link on the Past Due Value column is enabled when you view by product or by the lowest level of the sales group hierarchy (sales representative). This link leads to the Past Due Renewals Detail report.

### Past Due Renewals Detail Report

This report shows the sum of sub-line values that are past due, grouped by the contract they are in. When you view by product or by the lowest level of the sales group hierarchy (sales representative) in the Backlog report, the link on the Past Due Value column is enabled. Use this link to access the Past Due Renewals Detail report, which displays the following headings:

- **Contract:** Contract number
- **Customer:** Name associated with the Customer party role in the Parties tab of the renewal contract.
- **Sales Representative:** Person in the Vendor Contact field (in the Summary Parties tabbed region) on the renewal contract. For more information, including about Unassigned sales representatives, see Sales Representatives, page 14-7.
- **Contract Start Date:** The start date from the contract header.
- **Expected Close Date:** Estimation Date in the Summary Administration tab of the renewal.
- **Contract Value:** Full sub-line value of the past due renewal sub-line. The full value indicates the value of the contract if you book it for its current value.
- **Expected Bookings:** For entered renewals with an expected close date between the selected date and the selected period, the sum of the value of sub-lines times the estimation percentage in the renewal header. Sub-lines cancelled or booked are not considered in the Expected Bookings Measure.
- **Past Due Value:** The full value of affected contract sub-lines.

### Past Due Percent Trend Report

This report enables you to view the past due percent change over time. You can access this report by clicking the Past Due Percent Trend graph on the Service Renewals Management dashboard. See the Backlog report, page 14-41 for a description of the headings and calculations.

### Graphs

The Past Due Percent Trend graph displays the past due percentage over time, by year, quarter, or month. This graph is available on the Service Renewals Management dashboard and in the Past Due Percent Trend report.

The Past Due Percent graph is a horizontal bar graph that displays the past due percent values for the current and comparison periods. This graph is available in the Backlog report.

### Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.



## **Related Reports and Links**

For information on the related reports see: Service Renewals Management Dashboard, page 14-25.

## **Additional Information**

For information that applies to all reports on the Service Renewals Management dashboard, see the Additional Information section for Service Renewals Management, page 14-26.

You can access the Past Due Renewals Detail report by clicking a Sales Group link in the Backlog report, then clicking the past due value for a sales representative. The links to contract details for sales representatives in the Unassigned sales group are not enabled. To view contracts belonging to the unassigned sales group, navigate to the detail report, and from there choose the Unassigned sales group from the sales group parameter.

See also: Currency Conversion, page 14-4.



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# Using Daily Business Intelligence for Supply Chain

This chapter covers the following topics:

- Introduction
- Common Concepts
- Customer Fulfillment Management Dashboard
- Shipping Management Dashboard
- Inventory Management Dashboard
- Manufacturing Management Dashboard
- Product Cost Management Dashboard
- Plan Management Dashboard
- Product Revenue, Bookings, and Backlog Dashboard
- Warehouse Management Dashboard
- Transportation Management Dashboard

## Introduction

By using Oracle Daily Business Intelligence for Supply Chain, supply chain professionals can effectively measure performance and drive continuous improvement in their supply chain. They can identify savings opportunities, improve on-time delivery performance, reduce cycle times, and make strategic decisions to maximize profits.

- Common Concepts
- Customer Fulfillment Management Dashboard
  - Fulfillment KPIs
  - Fulfillment Performance
  - Backlog and Past Due Schedule Value
  - Fulfilled Return Value
- Shipping Management Dashboard
  - Shipping KPIs
  - Shipping Performance

- Book to Ship Days
- Past Due Schedule Performance
- Inventory Management Dashboard
  - Inventory Management KPIs
  - Inventory
  - Inventory Turns
  - Cycle Count Accuracy
- Manufacturing Management Dashboard
  - Manufacturing Management KPIs
  - Production to Plan
  - Material Usage Variance
  - Manufacturing Cost Variance
  - Current Unrecognized Variance
  - Resource Utilization
  - Resource Variance
  - Scrap
- Product Cost Management Dashboard
  - Product Cost Management KPIs
  - Product Gross Margin
  - Material Usage Variance
  - Resource Variance
- Plan Management Dashboard
  - Planning KPIs
  - Planned Revenue and Margin
  - Planned Performance
- Product Revenue Bookings and Backlog
  - Revenue, Bookings & Backlog KPIs
  - Cumulative Bookings and Revenue
  - Revenue Overview
  - Bookings, Revenue and Revenue Backlog Trend
- Warehouse Management Dashboard
  - Warehouse Management KPIs
  - Pick Release to Ship Cycle Time
  - Receipts to Putaway Cycle Time
  - Warehouse Storage Utilized

- Picks & Exceptions Analysis
- Transportation Management Dashboard
  - Transportation KPIs
  - Rated Freight Cost per Unit Weight, Volume, and Distance
  - On-Time Arrival Rate
  - Carrier Payment and Billing
  - Freight Cost Recovery

## Common Concepts

The following information is common across Oracle Daily Business Intelligence for Supply Chain.

### Parameters

In general, Oracle Daily Business Intelligence for Supply Chain uses the following parameters by which to view data. However, not all reports use all parameters.

- **Organization:** These are inventory organizations to which you have access, as determined by the organization security setup in Oracle Inventory.

On the Customer Fulfillment Management and Shipping Management dashboards, the reports display the inventory organizations from the Ship From Organization on order lines.

On the Manufacturing Management dashboard and reports, the Organization parameter displays all inventory organizations to which you have access, regardless of whether they have manufacturing data. Manufacturing and cost variance information is displayed only for organizations that are enabled for work in process (WIP). In Oracle Process Manufacturing (OPM), organizations are designated as WIP-enabled by associating them with OPM plants, using the plants' Resource Warehouse attribute.

Select Transportation Management reports use an unsecured version of the Organization parameter. This version displays all the inventory organizations, regardless of access (unsecured).

Selecting All for the organization parameters displays data for all organizations to which you have access (not all organizations in the enterprise).

- **Currency:** This parameter displays the functional currencies associated with each of the available organizations. It also displays the global primary currency and secondary currency established during the Oracle Daily Business Intelligence setup.

If the global currency is different from the functional currency, then all functional and global currencies are available for selection in the Currency parameter.

For example, assume the following available organizations and currencies:

### ***Example of Organizations and Currencies in an Enterprise***

<b>Organization</b>	<b>Currency</b>
Vision Manufacturing	Functional currency is EURO.
Vision Subassembly Plant	Functional currency is USD.
—	Global primary currency is USD at Corporate.

In this example, the currencies available to you in the Currency parameter are as follows. The following table also shows that all data on the dashboard displays for the organization and the currency you select:

### ***Data Displayed with the Example Organizations and Currencies***

<b>Selected Organization</b>	<b>Available Currency</b>	<b>Data on Dashboard</b>
Vision Manufacturing	USD at Corporate, and EURO	Data on the dashboard displays in the currency you select, for the Vision Manufacturing organization.
Vision Subassembly Plant	USD at Corporate	Because the Vision Subassembly Plant currency and the global currency are the same, data on the dashboard displays in the global currency, for the Vision Subassembly Plant organization.
All	USD at Corporate	Data on the dashboard displays in the global currency, for all organizations to which you have access.

If all organizations to which you have access use the same currency, that is different from the global currency, you have the choice of displaying data in the functional currency of the organizations or in the global currency, even if All is selected in the Organization parameter.

When using the global currency, the system performs the conversions between the functional currency and the global currency, not between the transaction currency and the global currency.

For additional information on currency, see: *Currency Parameter, Oracle Daily Business Intelligence User Guide*.

- **Customer Classification:** These values show the types of customers, based on logical groupings or classifications, for example, by industry (such as aerospace or high tech) or customer size (such as small-business or medium-business).
- **Product Category:** Product categories are used to aggregate sales and fulfillment related measures. The assignment of items to these categories is maintained at the master organization level. The hierarchy of these categories is set up in Oracle Advance Product Catalog, using item categories as the basis for the hierarchy.

The reports also give values for items (such as items on sales orders) that were not assigned to a product category during Oracle Applications setup. These products are displayed in an Unassigned category.

- **Inventory Category:** Oracle Inventory categories are defined by the category set for the Inventory functional area. Assignment of items to inventory categories can be controlled at the master organization level or at the individual organization level. Oracle Daily Business Intelligence uses the category assignments set up in Oracle Inventory.
- **Item:** These are items defined at the organization level in Oracle Inventory.

In the Manufacturing Management dashboard and reports, items are assemblies, and they are displayed under the category assigned to the assembly. (Items produced by discrete manufacturing are referred to as assemblies; items produced by process manufacturing are referred to as products, coproducts, or by-products.)

**Note:** All dashboards and reports that are based on order lines (such as the Customer Fulfillment Management, Shipping Management, Product Cost Management, Product Revenue, Bookings and Backlog, and Transportation Management dashboards and associated reports) report on activities related to the sale of products, but not on the sale of services. For example, if a sales order is created for a television, which includes a service plan on an associated line, only the line item for the television is included in the report calculations. All order lines in Oracle Order Management have an item type code. (The item type code is stored in the database; it is not visible on the sales order). Oracle Order Management determines the item type code of a line based on how the item is set up in the item master. If the item's Contract Item Type attribute is of type Service or Warranty, then Oracle Order Management assigns an item type code of SERVICE on the order line. Oracle Daily Business Intelligence for Supply Chain excludes all order lines with an item type code of "SERVICE."

- **Job Status:** This parameter is available in some of the manufacturing-related reports. These values correspond to the various stages in the life cycle of a job, such as Released, On-Hold, Complete, Complete - No Charges, Pending Close, Failed Close, Close, and Cancelled.
- **Sales Group:** The parameters options drop-down list contains the sales groups and sales representatives to which the user has security access. This sales group represents the sales group credited for the booked order line on the order line details within Oracle Order Management. Order lines within Oracle Order Management can be credited to one or more sales representative and sales group pair.
- **View By:** For reports that have parameters listed as View By options, the selected View By controls the first column of the reports. The first column is the context by which all data is aggregated and displayed.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

#### Promise Date

All reports associated with the Customer Fulfillment Management and Shipping Management dashboards that use the Promise Date from the sales order line assume that

your company is using the Promise Date to capture the date promised to the customer shipped.

### **Schedule Ship Date**

All Customer Fulfillment Management and Shipping Management reports that use the Schedule Ship Date from the sales order line assume that your company is using the Schedule Ship Date to capture the date the line is scheduled to ship from your warehouse.

### **Firmed Date**

The firmed date can be used in the Customer Fulfillment Management, Shipping Management, and Product Revenue Bookings and Backlog dashboards in place of the Booked Date when appropriate. The firmed date is appropriate for businesses that have sales processes that result in an order being finalized “off-line.” An example of this type of process would be one in which the sales representative meets in person with the customer and finalizes the order agreement with a handshake; this type of sales process is in contrast to one in which the order is finalized once it is entered into the system at a call center.

The firmed date is intended to capture the actual date that all of the terms and conditions creating a binding agreement between buyer and seller are agreed upon; this date is usually before the order is entered into the system and always before the order is actually booked in Oracle Order Management.

The firmed date is usually set up to be defaulted from the Ordered Date on the header of the order. The user can change the firmed date of an order and an order line by changing the Ordered Date on the header.

### **Order and Shipping Snapshots**

The Customer Fulfillment Management dashboard includes past due values. The Shipping Management dashboard includes values for backorder and past due lines.

Past due and backorder data are captured as snapshots. These snapshots are captured by processes the system administrator runs for Oracle Daily Business Intelligence. Therefore, the reports show order lines that are past due or in backorder status *as of the date the processes were last run*.

For example, the date entered at the top of the report is August 12, but the processes were last run on August 10. Even though the date is August 12, the report shows data that was past due as of August 10. When the system administrator runs the processes daily as recommended, the snapshots accurately reflect the backorder or past due value at that time.

Likewise, the snapshots are preserved for historical data. If you select a date in the past, the values show data based on the latest snapshot for that date. For example, they show what was past due as of that date. (The date the snapshot was taken is the Snapshot Date). For example, if it is currently 30-Oct-2005 and you change the date to 1-Jan-2004 on the report, the past due data is based on the latest snapshot taken as of 1-Jan-2004. That snapshot may have been taken 31-Dec-2003.

Past due includes *all* orders as of the date the snapshot was taken. This could include orders booked in a period prior to the selected period, resulting in a past due value greater than the booked value for a period within the Fulfillment Performance report. For example, it is possible that there are orders from last year that are past due. If they are still past due, they are displayed for any selected time period in the year you are viewing. For example, you could have only 10 orders booked so far this month, giving a value of



46,000, but a past due value of 128,000. The past due value includes all orders that are past due in the system, as of the selected date, not just those in the selected time period.

Past due and backorder trend graphs show the data over time. The latest snapshot value in the time period is shown. For example, if the Period is Month and the Compare To is Prior Period, the latest recorded (snapshot) values in each month are displayed. If no value was recorded on the last day of the month, the report looks for a value on the second to last day, and so on, until it finds the latest value in that month to compare to the latest value in the other months.

## Item-Level Details

Many reports in Oracle Daily Business Intelligence for Supply Chain enable you to view data at the item level. At the item level, the following additional columns display in the reports:

- **Item** name as defined for the organization, appended with the organization code—for example, *AS54888 (BOS)*.
- **Description** of the item as defined for the organization.
- **UOM**. Unit of measure (UOM) name for the item. This is the Primary UOM of the item as defined for the organization in Oracle Inventory.

## Reporting Units of Measure

All measures are reported in the reporting unit of measure (UOM). All weight, volume, and distance measures are converted from the transactional UOM to a single reporting UOM for each type of measure. The system administrator can use the Daily Business Intelligence Administrator responsibility to select reporting units of measure. If you are using the Warehouse Management Dashboard, the system administrator can select reporting UOM for volume and weight. If you are using the Transportation Management dashboard, the system administrator can select a reporting UOM for distance, volume, and weight. For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

## Additional Information

For information on factoring, null values, report totals, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

**Note:** If there are no values for all columns across a row in a report, including for the previous time period, the row does not display in the report. For example, a category does not display if there are no values for it in both the selected and prior periods.

## Reports

**Note:** For information on reports, refer to the section that discusses the dashboard with which they are associated:

- Customer Fulfillment Management Dashboard, page 15-8
- Shipping Management Dashboard, page 15-24

- Inventory Management Dashboard, *Oracle Daily Business Intelligence User Guide*
- Manufacturing Management Dashboard, *Oracle Daily Business Intelligence User Guide*
- Product Cost Management Dashboard, *Oracle Daily Business Intelligence User Guide*
- Plan Management Dashboard, page 15-75
- Product Revenue Bookings and Backlog Dashboard, page 15-89
- Warehouse Management Dashboard, *Oracle Daily Business Intelligence User Guide*
- Transportation Management Dashboard, page 15-111

## Customer Fulfillment Management Dashboard

The Customer Fulfillment Management dashboard presents data from a customer satisfaction perspective for both shippable and non-shippable items. Bookings and fulfillment values on this dashboard also indicate potential revenue.

The Customer Fulfillment Management dashboard displays reports based on information in Oracle Order Management. It displays information from customer sales orders only (not internal orders).

Use the Customer Fulfillment Management dashboard to monitor your organization's fulfillment performance from a customer perspective:

- View the values of booked and fulfilled orders by organization, product category, item, and customer. See: Fulfillment Performance, page 15-11.
- View cycle time from booking to fulfillment and lead times from booking to scheduled and requested ship dates, by organization, product category, item, and customer. See: Fulfillment Performance, page 15-11 .
- View the value of backlog and past due orders by organization, product category, item, and customer. View the past due value by aging buckets (for example, everything that is a day past due, two days past due, and so on). See: Backlog and Past Due Schedule Value, page 15-16.
- View the value of fulfilled returns, return rates, and reasons by organization, product category, item, and customer. See: Fulfilled Return Value, page 15-21.

The Customer Fulfillment Management dashboard is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Fulfillment Intelligence responsibilities.

## Parameters

For information on the following parameters, see Common Concepts, page 15-3:

- **Organization**
- **Currency**

For more information on how parameters affect the results on dashboards, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Additional Information

When reviewing the Customer Fulfillment Management dashboard reports by item, all parent and child items are displayed separately for pick-to-order (PTO), kit, and

assemble-to-order (ATO) items. The models are the parent items; the options, option classes, included items, and configured items are the child items. The Fulfillment Performance for Top Models report is an exception. It displays the total value of all child items aggregated to their associated models. See Fulfillment Performance, page 15-11.

**Note:** Child items are assigned to categories just as all other items are. They are not necessarily assigned to the same category as their parent items. That is, child items in the Customer Fulfillment Management reports can be under the same or different category as their parent items.

All reports on the Customer Fulfillment Management dashboard exclude service items. For details, see information about the Item parameter in: Common Concepts, page 15-3.

The Customer Fulfillment Management dashboard includes reports that display order lines that are past due according to the Promise Date. The reports assume that your company is using the Promise Date consistently with the Request Date, as intended by Oracle Order Management. For details, see: Promise Date, page 15-5.

Although price discounts are included in the report values, payment terms discounts on sales orders are not. Payment terms discounts are not processed by Oracle Order Management.

For information on factoring, null values, report totals, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Reports and Graphs

This dashboard contains the following report regions:

- Fulfillment KPIs, page 15-9
- Fulfillment Performance, page 15-11
- Backlog and Past Due Schedule Value, page 15-16
- Fulfilled Return Value, page 15-21

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence , *Oracle Daily Business Intelligence User Guide*.

## Fulfillment KPIs

Fulfillment key performance indicators (KPIs) are described in this section.

### KPI Definitions

- **Booked Value:** The sum of (Booked Quantity X Selling Price) for all order lines, during the selected period. The Grand Total line for booked value is calculated as the sum of the booked value for all categories.

Value of all sales order lines booked during the selected period to date, including fulfilled and unfulfilled order lines, but not return lines or canceled order lines. (The selling price reflects the price after discounts were applied.) See also: Fulfillment Performance

Use this KPI to identify the value of what is booked for the time period to date. This KPI can be viewed as the potential revenue from sales orders. You can also view the change in bookings since the previous time period. The bookings trend indicates the fluctuation of booked orders or price over a period of time.

- **Fulfilled Value:** Fulfilled Quantity \* Selling Price.

Total value of the fulfilled sales order lines in the selected period to date. See also: Fulfillment Performance

Use this KPI to identify the value of what is fulfilled for the time period to date. This KPI signifies the potential revenue from sales orders that are ready for invoicing by Oracle Receivables. You can also view the change in fulfillment since the previous time period. The fulfillment trend indicates the fluctuation of order completion or price over a period of time.

- **Book to Fulfill Ratio:** (Booked Value) / (Fulfilled Value).

Ratio of the value of orders booked in a selected period to the value of orders fulfilled in the period. See also: Fulfillment Performance, page 15-11

The book-to-fulfill ratio (also known as the book-to-bill ratio) suggests the balance of supply and demand. A ratio of 1.00 implies that the value of orders incoming equals the value of orders outgoing. For a non-cyclical business, the book-to-fulfill ratio could be close to one. In downturns, the ratio can drop under 1.00, which means that supply is greater than demand. A ratio higher than 1.00 implies that demand is greater than supply.

- **Backlog Value:** Sum of (Booked Quantity X Selling Price) for all order lines that are booked and not yet fulfilled. Also known as open orders, this is the value of sales order lines that are booked, but not yet fulfilled. See also: Backlog and Past Due Schedule Value, page 15-16.

Use this KPI to identify the value of orders in the pipeline that still need to be fulfilled. The backlog trend can indicate fluctuations in booked orders or suggest the volume of unfinished activities required to execute orders.

- **Past Due Schedule Value:** Booked Quantity \* Selling Price, for lines where the current date is past the scheduled shipment date. Also known as delinquent backlog, this is the total value of unfulfilled order lines where the current date is past the Schedule Ship Date on the sales order line. See also: Backlog and Past Due Schedule Value, page 15-16. Use this KPI to determine the value of delinquent orders that should have been fulfilled. This KPI signifies the amount of potential revenue overdue beyond the scheduled shipment date. View the change in this KPI to determine a trend in past due orders since previous periods. An increasing past due trend can suggest issues such as poor performance of order execution, capacity problems, or warehouse inefficiencies.

- **Fulfilled Return Value:** Fulfilled Quantity \* Selling Price, for order lines that are returns.

Use this KPI to monitor the value of returns, and their change since previous periods. Returns can indicate customer dissatisfaction due to poor order execution, high pricing, incorrect items, or other reasons that display in the underlying report. See: Fulfilled Return Value, page 15-21

## Related Reports and Links

For information on the related reports, see: Customer Fulfillment Management Dashboard, page 15-8.

## Fulfillment Performance

This section explains the following reports:

- Fulfillment Performance
- Fulfillment Performance Trend
- Fulfillment Performance for Top Models
- Fulfillment Performance for Top Models Trend
- Booked Order Line Detail
- Book to Fulfill Days
- Book to Fulfill Days Trend
- Requested Shipping Lead Time Trend

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

These reports can be used to answer the following questions:

- Are orders higher or lower this period as compared to the prior year?
- Are cycle times increasing?
- Are organizations keeping pace with fulfilling incoming orders?

The Fulfillment Performance report shows the value of customer order lines that are booked in a selected period, the value of customer order lines that are fulfilled in the same period, and the ratio of the booked to fulfilled values. Monitoring this report enables you to view the value of orders incoming (booked) and outgoing (fulfilled). When viewing this report by customer or for a customer, you can access the Booked Order Line Detail report, which enables you to reconcile the bookings with specific orders.

The booked value can be viewed as the potential revenue from sales orders. The bookings trend indicates the fluctuation of booked orders or price over a period of time. The fulfilled value signifies the potential revenue from sales orders that are ready for invoicing by Oracle Receivables. The fulfillment trend indicates the fluctuation of order completion or price over a period of time. The book-to-fulfill ratio (also known as the *book-to-bill* ratio) suggests the balance of supply and demand.

The Fulfillment Performance for Top Models report is useful for businesses that have assemble-to-order (ATO), pick-to-order (PTO), or kit items. The Book to Fulfill Days report displays the time it takes from booking the orders to fulfilling them. By tracking the book-to-fulfill days trend, you can ensure cycle times are sustaining or improving because of efficient processes and product availability. The Requested Shipping Lead Time Trend report shows the responsiveness to customer requests over time.

Only booked customer sales orders (not returns or internal orders) are considered in these reports. (To see returns data, see: Fulfilled Return Value, page 15-21.) For the Fulfilled Value measure and the Book to Fulfill Days reports, order lines must also be

fulfilled (have a fulfilled date). Both shippable and non-shippable lines are included in all reports, except the Requested Shipping Lead Time Trend report, which includes shippable items only. Canceled lines (lines in which the order quantity is 0) are excluded. For example, a booked line that was canceled is not included in the booked value.

## Report Parameters

For information on the following parameters, see Common Concepts, page 15-3:

- **Organization**
- **Currency**
- **Product Category**
- **Item**

The following parameter is also displayed in this report:

- **Customer:** Sold-to customers from sales order headers.

For reports that have parameters listed as View By options, the selected View By controls the first column of reports. The first column is the context by which all data is aggregated and displayed.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters., *Oracle Daily Business Intelligence User Guide*

## Report Headings and Calculations

All reports, except for the Fulfilled Value measure and the Book to Fulfill Day reports, use the date on which the order was booked to determine in which time period to report the data. The Fulfilled Value and the Book to Fulfill Days reports use the fulfilled date to determine in which period to report the data.

Booked and fulfilled dates are stored in Oracle Order Management; they do not display on the sales order.

### Fulfillment Performance

This report and its trend report include the following columns:

- **Booked Value:** Booked Quantity \* Selling Price.

Value of all sales order lines booked during the selected period to date, including fulfilled and unfulfilled order lines. The selling price reflects the price after discounts were applied.

The booked quantity is the quantity (Qty) on the sales order line after the Book Order action was taken on the order.

- **Change:**  $((\text{Booked Value Current Period} - \text{Booked Value Previous Period}) / \text{Absolute Value of Booked Value Previous Period}) * 100$ .

Percent change in the booked value between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Fulfilled Value:** Fulfilled Quantity \* Selling Price.

Total value of the fulfilled sales order lines in the selected period to date. The fulfilled quantity is the Qty Fulfilled on the sales order line.

The fulfilled value is based on the fulfilled date. (That is, a fulfilled value appears if the fulfillment occurred in the selected time period.)

Order lines are considered fulfilled after the fulfillment workflow runs in Oracle Order Management. Fulfillment is the last step before the sales order line interfaces with Oracle Receivables for invoicing. (For shippable items, the fulfillment workflow occurs after the Ship Confirm process is completed.)

- **Change:**  $((\text{Fulfilled Value Current Period} - \text{Fulfilled Value Previous Period}) / \text{Absolute Value of Fulfilled Value Previous Period}) * 100$ .

Percent change in the fulfilled value between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Book to Fulfill Ratio:**  $(\text{Booked Value}) / (\text{Fulfilled Value})$ .

Ratio of the value of orders booked in a selected period to the value of orders fulfilled in the period.

The Fulfilled Value reflects orders fulfilled in the selected period, regardless of whether those same orders were booked in that period. That is, the set of sales orders that were booked in a given time period are not necessarily the same set of sales orders that were fulfilled in that time period. For example, it is possible to see 0 for the book-to-fulfill ratio if there are no bookings in the period, but there are fulfilled lines in that period.

A book-to-fulfill ratio of 1.00 implies that the value of orders incoming equals the value of orders outgoing. For a non-cyclical business, the book-to-fulfill ratio could be close to one. In downturns, the ratio can drop under 1.00, which means that supply is greater than demand. (Bookings are not keeping up with fulfillments.) A ratio higher than 1.00 implies that demand is greater than supply. (More orders are being booked than fulfilled.)

- **Change:**  $\text{Book to Fulfill Ratio Current Period} - \text{Book to Fulfill Ratio Previous Period}$ .

Difference in the book-to-fulfill ratio between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

#### **Fulfillment Performance for Top Models**

This report displays the same columns as the Fulfillment Performance report except that parent items in ATO, PTO, and kit items include the value of their child items. For these items, only the parent item (top model) is shown, and the child items are not shown. That is, if child items of ATO, PTO, or kit items are never sold separately as standard items, they do not display in the Fulfillment Performance for Top Models report. (If they are standard items, they also display in the Top Models report, as a standard item.)

#### **Booked Order Line Detail**

To access this report, click the Fulfillment Performance report link on the Customer Fulfillment Management dashboard. Select a View By of Customer, or select a customer in the Customer parameter. Click a Booked Value link. This report displays the following columns:

- **Order Number:** Sales order number. Click this number to view the specific sales order on the Order Information page. The Order Information page is part of Oracle Order Management.
- **Line Number:** Line number from the sales order.

- **Organization:** Inventory organization from the Ship From Organization (Warehouse) on the order line.
- **Booked Date:** The booked date from the sales order line.
- **Customer:** Sold-to customer name from the sales order header.
- **Item, Description, UOM:** See Item-Level Details, page 15-7.
- **Booked Quantity:** See Item-Level Reports, page 15-15

#### **Book to Fulfill Days**

This report includes the following columns:

- **Book to Fulfill Days:** (Sum of (Fulfill Date - Book Date), for all fulfilled order lines) / Number of Fulfilled Order Lines.

Average time in days that it took for all order lines to be processed in the selected period to date, from the time they were booked to the time they were fulfilled.

The calculation is done at the time level, but the display is at the day level, to one decimal place, such as 5.1 days.

- **Change:** Book to Fulfill Days Current Period - Book to Fulfill Days Previous Period.

Difference in the average number of book-to-fulfill days between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

#### **Requested Shipping Lead Time Trend**

- **Book to Fulfill Days:** (Sum of (Fulfill Date - Book Date), for all fulfilled order lines) / Number of Fulfilled Order Lines.

Average time in days that it took for all order lines to be processed in the selected period to date, from the time they were booked to the time they were fulfilled.

The calculation is done at the time level, but the display is at the day level, to one decimal place, such as 5.1 days.

- **Change:** Book to Fulfill Days Current Period - Book to Fulfill Days Previous Period.

Difference in the average number of book-to-fulfill days between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

Since this report provides a shipping perspective, it displays data only for shippable items that have both a Schedule Ship Date and a Request Date, where the Request Date Type is SHIP or blank. Since service items, such as warranties, are not shippable, they are not included in this report.

The calculation is done at the time level, but the display is at the day level, to one decimal place, such as 5.1 days.

This report includes the following additional columns:

- **Scheduled Days:** (Sum of (Schedule Ship Date - Booked Date) for all booked order lines) / Number of Booked Order Lines.

Average lead time in days from the booked date to the Schedule Ship Date on the order line, for all shippable order lines booked in the selected period to date. (The booked date is the booked date from the sales order line.)



- **Requested Days:** (Sum of (Request Date - Booked Date) for all booked order lines) / Number of Booked Order Lines.

Average lead time in days from the booked date to the Request Date on the order line, for all shippable order lines that also have a Schedule Ship Date. This measure includes only order lines for which the Request Date Type is SHIP or blank.

- **Deviation from Requested Days:** (Sum of (Schedule Ship Date - Request Date) for all booked order lines) / Number of Booked Order Lines.

Average time difference in days between the Schedule Ship Date and Request Date on shippable order lines booked in the selected period to date.

#### Item-Level Reports

When viewing reports at the item level, the following additional columns display:

- For information on **Item**, **Description**, and **UOM**, see: Item-Level Details, page 15-7.
- **Booked Quantity.** Quantity (Qty) on the sales order line after the Book Order action was taken on the order, for the listed item in the selected time period.
- **Fulfilled Quantity.** Quantity fulfilled (Qty Fulfilled) on the sales order line for the listed item in the selected time period.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Fulfillment Performance Trend report and Fulfillment Performance for Top Models Trend graph include the following graphs:

- Booked Value Trend shows the booked value over time.
- Fulfilled Value Trend shows the fulfilled value over time.
- Book to Fulfill Ratio Trend shows the book-to-fulfill ratio over time.
- The Book to Fulfill Days Trend graph shows the average book-to-fulfill cycle time in days, over time.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Customer Fulfillment Management Dashboard, page 15-8.

## Additional Information

For general information on how ATO, PTO, and kit items are handled, see the Additional Information section in: Customer Fulfillment Management Dashboard, page 15-8.

The Fulfillment Performance for Top Models report does not display quantities or UOMs at the item level. Some business processes may allow a PTO item to have child option items, which have values but can be independently fulfilled after the top model has been fulfilled. If you view the report after a PTO top model is fulfilled, but before an option item is fulfilled, the aggregated Fulfilled Value of the top model does not include the value of all its child items. In this case, showing the top model value with

quantities may be misleading if you were to use the report to calculate the average per unit value (by dividing the Fulfilled Value of the top model by the Fulfilled Quantity). If needed, you can view the value and quantities of top models and their associated child items separately in the Fulfillment Performance report.

For ATO models in the Book to Fulfill Days, Book to Fulfill Days Trend, and Requested Shipping Lead Time Trend reports, only one sales order line—the configuration line—is considered for the calculation. An ATO item and its child items are listed on separate lines, one for each child item. However, an ATO item is a single item that ships after its child items are assembled. The line that is used in the calculation is the configuration line generated after using the Configurator and completing the Progress Order action. This line is automatically inserted into the sales order and is the only line that is shippable. This logic is used so that the cycle time or lead time is not skewed by double counting lines. For PTOs and kits, all lines are included in the calculations since all child items can be shipped or fulfilled at separate times.

## Backlog and Past Due Schedule Value

This section explains the following reports:

- Backlog and Past Due Schedule Value
- Backlog and Past Due Schedule Value Trend
- Past Due Schedule Value Aging
- Past Due Schedule Value Summary
- Past Due Schedule Value Detail
- Past Due Promise Value Aging
- Past Due Promise Value Summary
- Past Due Promise Value Detail
- Past Due Promise Value Trend

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

The Backlog and Past Due reports can be used to answer the following questions:

- What is the current backlog? Is the backlog growing or shrinking?
- What products are supposed to be shipped, but are now past due? Is the amount past due getting better or worse?
- Which organizations have the most overdue orders?
- Which customers are affected most by past due orders?

The Backlog and Past Due Schedule Value report displays, as backlog, the value from customer order lines that are booked, but not yet fulfilled. Backlog orders are also known as *open orders*. Backlog helps you identify the value of orders in the pipeline that still need to be fulfilled. The backlog trend can indicate fluctuations in booked orders or suggest the volume of unfinished activities required to execute orders.

The Past Due Schedule Value reports display values from the open order lines that are past due according to the scheduled shipment date. These order lines have been

booked but not fulfilled, and they are past due beyond the scheduled shipment date, as of the selected date. The Past Due Promise Value reports display information for open order lines that are past due according to the promised date. Past due shipments are also known as *delinquent backlog*.

By monitoring the Backlog and Past Due reports, you can focus not only on open orders, but also delinquent (past due) orders. You can view high-value delinquent orders or delinquent orders for specific customers that should be completed and fulfilled. The reports also give an indication of future or delayed revenue in the pipeline. An increasing past due trend can suggest issues such as poor performance of order execution, capacity problems, or warehouse inefficiencies.

For data to appear in the Backlog report, the order lines must be booked and not yet fulfilled. For data to appear in the Past Due reports, the order lines must be booked, not yet fulfilled, and past due beyond the Schedule Ship Date or Promise Date. Only booked orders (not returns) are considered in these reports. Both shippable and non-shippable items are included. Canceled lines (lines in which the order quantity is 0) are not included in the report. For example, a past due line that was canceled is not included in the past due value. Internal orders and closed orders are excluded.

## Report Parameters

For information on the following parameters, see Common Concepts, page 15-3:

- **Organization**
- **Currency**
- **Product Category**
- **Item**

The following parameter is also displayed in this report:

- **Customer:** Sold-to customers from sales order headers.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The reports use the selected date to determine in which time period to report the data. For example, if the selected date is 15-Dec-2003, the reports show values for items that are past due or in backlog as of December 15, 2003. If you change the date to September 4, 2003, the values are shown as of September 4, 2003.

### Backlog and Past Due Schedule Value

These reports include the following columns:

- **Backlog Value:** Booked Quantity \* Selling Price.

Also known as open orders, this is the value of sales order lines that are booked (for which the Book Order action was taken), but not yet fulfilled.

Booked Quantity is the quantity (Qty) on the sales order line after the order is booked.

- **Change:** ((Backlog Value Current Period - Backlog Value Previous Period) / *Absolute Value of Backlog Value Previous Period*) \* 100.

Percent change in the backlog value between the current and previous time periods.

For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Percent of Total:**  $(\text{Backlog Value for Row} / \text{Grand Total Backlog Value}) * 100$ .

Backlog for the row (for example, for a product category) as a percentage of the total backlog (for example, across all product categories).

- **Past Due Schedule Value:** Booked Quantity \* Selling Price, for unfulfilled lines where the selected date is past the scheduled shipment date.

Also known as *delinquent backlog*, this is the total value of booked, but unfulfilled, lines that are past due beyond the Schedule Ship Date on the sales order line, as of the selected date. (Specifically, these are lines that are past due as of the snapshot date. See Snapshots, page 15-6.)

Order lines are considered fulfilled after the fulfillment workflow runs in Oracle Order Management. Fulfillment is the last step before the sales order line interfaces with Oracle Receivables for invoicing. (For shippable items, the fulfillment workflow occurs after the Ship Confirm process is completed.)

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates. For example, if today's date (the selected date) is the same date as the Schedule Ship Date, regardless of time, the line is not past due.

**Note:** If the line does not have a Schedule Ship Date, it is not included in this measure.

- **Change:**  $((\text{Past Due Schedule Value Current Period} - \text{Past Due Schedule Value Previous Period}) / \text{Absolute Value of Past Due Schedule Value Previous Period}) * 100$ .

Percent change in the past due schedule value between the current and previous time periods, using the latest recorded values from the time periods. (These recorded values are known as *snapshots*. See Snapshots, page 15-6.)

For complete information on how change comparisons work, see: General Dashboard Behavior, *Intelligence Overview User Guide*.

- **Percent of Total:**  $(\text{Past Due Schedule Value for Row} / \text{Grand Total Past Due Schedule Value}) * 100$ .

Past due schedule value for the row (for example, for a product category) as a percentage of the total past due schedule value (for example, across all product categories).

#### **Past Due Schedule Value Summary and Past Due Promise Value Summary**

These reports includes the following columns:

- **Past Due Schedule Value:** See Backlog and Past Due Schedule Value, page 15-17.
- **Past Due Promise Value:** Booked Quantity \* Selling Price, for unfulfilled lines where the selected date is past the promised date.

Also known as *delinquent backlog*, this is the total value of booked, but unfulfilled, lines that are past due beyond the Promise Date on the sales order line, as of the selected date.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates. For example, if today's date (the selected date) is the same date as the Promise Date, the line is not past due.

**Note:** If the line does not have a Promise Date, it is not included in this measure.

- **Past Due Lines:** Number of order lines that are booked, but not yet fulfilled, where the date selected on the report is past either date:
  - Schedule Ship Date, for the Past Due Schedule Value Summary report.
  - Promise Date, for the Past Due Promise Value Summary report.
- **Average Days Late:** (Sum of (Snapshot Date - Schedule Ship Date or Promise Date) for booked and unfulfilled order lines / Past Due Lines.

Average time in days that the order lines in the selected period to date, are past due according to the Schedule Ship Date, for the Past Due Schedule Value Summary report, or according to the Promise Date, for the Past Due Promise Value Summary report. For example, if there are 10 past due lines for a given customer, the Average Days Late calculates the average days late over the 10 lines for that customer (if viewed by customer). For more information on the Snapshot Date, see Snapshots, page 15-6.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates.

#### **Past Due Schedule Value Detail and Past Due Promise Value Detail**

These reports include the following additional columns:

- **Order Number:** Sales order number. Click this number to view the specific sales order on the Order Information page. The Order Information page is part of Oracle Order Management.
- **Line Number:** Line number from the sales order.
- **Organization:** Inventory organization from the Ship From Organization (Warehouse) on the order line.
- **Customer:** Sold-to customer name from the sales order header.
- **Booked Date:** The booked date from the sales order line.
- **Days Late:** Snapshot Date - Schedule Ship Date or Promise Date.

Number of days the order line is past the Schedule Ship Date, in the Past Due Schedule Value Detail report, or past the Promise Date, in the Past Due Promise Value Detail report. For more information on the Snapshot Date, see Snapshots, page 15-6.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates.

#### **Past Due Schedule Value Aging and Past Due Promise Value Aging**

These reports highlight the value impact of all open orders and how old they are, so that managers can focus on fulfilling them. They include the following columns:

- **Past Due Days:** Buckets of past due days. For example, today is August 15, and an order line's Schedule Ship Date is August 14. As of today, this order line appears in the 1 Past Due Days bucket. Order lines that are two days past due appear in the 2 Past Due Days bucket, and so on.

Past Due Schedule Value Aging shows lines that are past due according to their Schedule Ship Date. Past Due Promise Value Aging shows lines that are past due according to their Promise Date.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates.

- **Past Due Lines:** Number of order lines that are booked, but not yet fulfilled, where the date selected on the report is past either date:
  - Schedule Ship Date, for the Past Due Schedule Value Aging report.
  - Promise Date, for the Past Due Promise Value Aging report.
- **Change:**  $((\text{Past Due Value Current Period} - \text{Past Due Value Previous Period}) / \text{Absolute Value of Past Due Value Previous Period}) * 100$ .

Percent change in the value between the current and previous time periods, for the value that falls in the listed Past Due Days bucket. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Percent of Total:**  $(\text{Past Due Value for the Row} / \text{Total Past Due Value}) * 100$ .

Value in the listed Past Due Days bucket as a percentage of the total Past Due Schedule Value or Past Due Promise Value.

#### Item-Level Reports

When viewing reports at the item level, the following additional columns display:

- For information on **Item**, **Description**, and **UOM**, see: Item-Level Details, page 15-7.
- **Backlog Quantity.** Quantity (Qty) of the listed item on sales order lines that were booked but not fulfilled.
- **Past Due Quantity.** Quantity (Qty) of the listed item on sales order lines that were booked and not fulfilled, and are past due.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Backlog Value Trend, Past Due Schedule Value Trend, and Past Due Promise Value Trend graphs show the backlog and past due values over time.

The Past Due Schedule Value Aging graph shows the past due schedule values in aging buckets for the current and previous periods.

To understand how to interpret past due data in graphs, see Snapshots, page 15-6.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Customer Fulfillment Management Dashboard, page 15-8.

## Additional Information

The Past Due Promise reports assume that your company is using the Promise Date consistently with the Request Date, as intended by Oracle Order Management. For details, see: Promise Date, page 15-5.

Past due values are captured as snapshots. To understand how to interpret these values, see *Snapshots*, page 15-6.

The backlog value is shown as of the selected date, but it uses the most up-to-date quantity and selling price. For example, 50 items on a sales order line are in backlog as of September 4. On September 5, the same sales order line quantity changes to 25. When viewing backlog data on September 4, the backlog value reflects the quantity of 25, not 50.

For information on how assemble-to-order (ATO), pick-to-order (PTO), and kit items are handled, see *Additional Information in: Customer Fulfillment Management Dashboard*, page 15-8.

## Fulfilled Return Value

This section explains the following reports:

- Fulfilled Return Value
- Fulfilled Return Value Trend
- Returns by Reason
- Returns Detail

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

The Fulfilled Return Value and related reports can be used to answer the following questions:

- Which customer has the highest rate of returns?
- What is the main reason for returns? Which product category or items are causing returns for this reason?
- How much are returns going to affect the potential revenue for the current period?
- Which organizations have the most returns or the highest return rate?

The Fulfilled Return Value report displays the number and monetary value of all fulfilled return order lines. It also displays the rate of returns, which is the value of returns expressed as a percentage of the total fulfilled value of customer sales orders. The Returns by Reason report displays the reasons and values for fulfilled return order lines. It also displays the return value for a specific reason as a percentage of the total return value. From the Returns Detail report, you can view the specific sales orders, line numbers, customers, and return date.

By monitoring these reports, you can identify the most returned items or most affected customers, the organizations causing the most returns, and the reasons for these returns.

Only return orders that are fulfilled are considered in this report. Both shippable and non-shippable lines are included. Canceled lines (lines in which the order quantity is 0) and internal sales orders are not included in the calculations.

## Report Parameters

For information on the following parameters, see *Common Concepts*, page 15-3:

- **Organization**

- **Currency**
- **Product Category**
- **Item**

The following parameters are also displayed in this report:

- **Customer:** Sold-to customers from sales order headers.
- **Reason:** Return Reasons, such as Wrong Product, defined in Oracle Receivables. The reports display the reasons selected on return transactions in Oracle Order Management. A return reason is required in Oracle Order Management.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The reports use the fulfilled date to determine in which time period to report the data.

### Fulfilled Return Value

This report includes the following columns:

- **Return Value:** Fulfilled Quantity \* Selling Price, for order lines that are returns.

Value of return order lines that are fulfilled in the selected period. The Fulfilled Quantity is the Qty Fulfilled on the sales order line.

Order lines (and return lines) are considered fulfilled after the fulfillment workflow runs in Oracle Order Management. Fulfillment is the last step before the sales order or return line interfaces with Oracle Receivables for invoicing. (For shippable items, the fulfillment workflow occurs after the Ship Confirm process is completed.)

- **Change:**  $((\text{Return Value Current Period} - \text{Return Value Previous Period}) / \text{Absolute Value of Return Value Previous Period}) * 100$ .

Percent change in the return value between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Return Rate:**  $(\text{Return Value} / (\text{Fulfilled Quantity} * \text{Selling Price, for all sales order lines})) * 100$ .

Return Value as a percentage of the total fulfilled value for items in the selected period to date.

The Return Rate is the amount of returns (return orders fulfilled) as a percentage of the total order amount (sales orders fulfilled). It shows how much is being returned as compared to how much you are fulfilling regular sales orders.

- **Change:** Return Rate Current Period - Return Rate Previous Period.

Difference in the return rate between the current and previous periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Return Lines:** Number of return lines in the selected period to date.

### Returns by Reason

This report includes the following columns:



- **Reason:** Return Reason, such as Wrong Product, from the return order line. A return reason is required in Oracle Order Management.
- **Percent of Total:**  $(\text{Return Value for Reason} / \text{Total Return Value}) * 100$ .  
Value for the listed Return Reason, as a percentage of the total Return Value.
- **Return Lines:** Number of return order lines in the selected period to date, for the listed reason.

#### Returns Detail

This report includes the following columns:

- **Order Number:** Order number that contains the return line. Click this number to view the specific order on the Order Information page. The Order Information page is part of Oracle Order Management.
- **Line Number:** Line number of the return.
- **Organization:** Inventory organization from the Ship From Organization (Warehouse) on the order line.
- **Customer:** Sold-to customer name from the sales order header.
- **Return Date:** Date the return was fulfilled. (The fulfilled date is stored internally in the database; it does not display on the sales order.)

#### Item-Level Reports

When viewing reports at the item level, the following additional columns display:

- For information on **Item**, **Description**, and **UOM**, see: Item-Level Details, page 15-7.
- **Return Quantity.** Total return quantity fulfilled (Qty Fulfilled on the return line) for the listed item in the selected time period.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Fulfilled Return Value Trend graph shows the return value over time.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Customer Fulfillment Management Dashboard, page 15-8.

## Additional Information

When returning an assemble-to-order (ATO) item, Oracle Order Management recommends that the parent (top model) item be entered on the return line and that the original sales order be referenced. The original order must be referenced to automatically populate all child items in the ATO onto the return order. If the child items are not populated onto the return order, they are not included in the return value in these reports.

For more information on how ATO, pick-to-order (PTO), and kit items are handled, see Additional Information in: Customer Fulfillment Management Dashboard, page 15-8.

## Shipping Management Dashboard

The Shipping Management dashboard shows data for shippable items only, from a shipping and operations perspective.

The Shipping Management dashboard displays reports based on information in Oracle Order Management. Because the intent of this dashboard is to show the performance of your shipping processes, both internal and external orders are included in the Shipping Management reports.

Use the Shipping Management dashboard to monitor your warehouse operations, including the performance of your shipping operations and changes over time:

- View number of lines shipped, and percentage of late shipments by organization, inventory category, item, and customer. See: Shipping Performance, page 15-26.
- View a trend of the number and percentage of lines shipped early, late, and on time, compared to the scheduled shipment date, over the selected time periods. See: Shipping Performance, page 15-26.
- View book-to-ship cycle time by organization, inventory category, item, and customer. See: Book to Ship Days, page 15-30.
- View the number of lines shipped by cycle time buckets—for example, lines that were shipped within a day, a week, and so on. See: Book to Ship Days, page 15-30.
- View the number of lines that are past due by aging buckets—for example, lines that are a day past due, a week past due, and so on. See: Past Due Schedule Performance, page 15-33.
- View the number of lines that are in backorder status by organization, inventory category, item, and customer. See: Past Due Schedule Performance, page 15-33.
- Monitor key performance measures in number of lines shipped, percentage of late shipments, book-to-ship cycle time, and past due scheduled lines. See: Shipping KPIs, page 15-25.

The Shipping Management dashboard is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Fulfillment Intelligence responsibilities.

## Parameters

For information on the **Organization** parameter, see Common Concepts, page 15-3.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Additional Information

The Shipping Management reports display information for shippable items only. For assemble-to-order (ATO) items, only the configured (assembled) item is shippable on the sales order. Therefore, only that sales order line is included in the report calculations. For pick-to-order (PTO) and kit items, any line that is shippable is included in the reports. Since service items, such as warranties, are not shippable, they are not included in the reports.

**Note:** For ATO, PTO, and kit items, child items are assigned to categories just as all other items are. They are not necessarily assigned to the same category as their parent items. That is, child items in the reports can be under the same or different category as their parent items.

The Shipping Management dashboard includes reports that display order lines shipped late after the Promise Date. The reports assume that your company is using the Promise Date consistently with the Request Date, as intended by Oracle Order Management. For details, see: Promise Date, page 15-5.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Reports and Graphs

This dashboard contains the following report regions:

- Shipping KPIs, page 15-25
- Shipping Performance, page 15-26
- Book to Ship Days, page 15-30
- Past Due Schedule Performance, page 15-33

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence , *Oracle Daily Business Intelligence User Guide*.

## Shipping KPIs

Shipping key performance indicators (KPIs) are described in this section.

### KPI Definitions

- **Lines Shipped:** Total number of sales order lines that have shipped.  
See also: Shipping Performance, page 15-26.  
Use this KPI to identify the volume of lines shipped for organizations and how they compare to the previous period. This KPI suggests whether warehouse activity is increasing or decreasing.
- **Lines Late to Schedule:**  $(\text{Total number of lines shipped late after the Schedule Ship Date on the sales order line} / \text{Lines Shipped}) * 100$ .  
See also: Shipping Performance, page 15-26.  
Use this KPI to determine which organizations have the best or worst shipping performance and which customer is impacted the most. This KPI shows whether the timeliness of shipments is worsening or improving.
- **Lines Late to Promise:**  $(\text{Total number of lines shipped late, after the Promise Date on the sales order line} / \text{Lines Shipped}) * 100$ .  
See also: Shipping Performance, page 15-26.
- **Book to Ship Days:** For all order lines, the average of (Shipped Date - Firm Date). If a firm date is not available, booked date is used. See Firm Date, page 15-6 for more information.

This KPI shows the average number of days between booking the sales order and shipping the items. See also: Book to Ship Days, page 15-30.

Use this KPI to determine an organization's cycle time from order booking to shipping. Click the KPI to view the report, which shows the cycle time by organization, inventory category, items, or customer to determine what is driving the cycle time or who is affected by it.

- **Past Due Schedule Lines:** Number of booked sales order lines that are not yet shipped and where the Schedule Ship Date is earlier than the selected date.

See also: Past Due Schedule Performance, page 15-33.

Use this KPI to determine the current state of past due order lines. You can compare this KPI to the prior period to determine the fluctuation of volume in terms of lines and to see whether the trend is improving.

## Related Reports and Links

For information on the related reports, see: Shipping Management Dashboard, page 15-24.

## Shipping Performance

This section explains the following reports:

- Lines Shipped Performance
- Lines Shipped Performance Trend
- Lines Shipped Late to Schedule Summary
- Lines Shipped Late to Schedule Detail
- Lines Shipped Late to Promise Summary
- Lines Shipped Late to Promise Detail
- Lines Shipped On-Time to Schedule Trend

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

The Lines Shipped Performance and related reports can be used to answer the following questions:

- Which items are shipping late and from which organization?
- What customers are affected the most by late shipments?
- How timely are the organizations' shipments? How do they break down into early, on-time, or late shipments?
- Is my shipping performance improving over time?

The Lines Shipped Performance and related reports provide you with the total number of shipped sales order lines so that you can determine whether warehouse activity is increasing or decreasing. They show you the number of sales order lines shipped early, late, and on time so that you can see whether the timeliness of shipments is worsening or improving and which organizations have the best or worst shipping

performance. The reports also display the percentage of order lines that are late past the scheduled shipment date or promise date. From the detail reports, you can view specific sales orders. By monitoring these reports, you can better manage the order execution process.

Only shipped order lines (not returns) are included in the reports, and only order lines with shippable items are included. To determine whether a line shipped, the reports use the actual ship date that is recorded and displayed in the delivery line details in Oracle Shipping. Because the intent of this report is to show the performance of your shipping processes for all orders, both internal and external orders are included.

## Report Parameters

For information on the following parameters, see Common Concepts, page 15-3:

- **Organization**
- **Inventory Category**
- **Item**

The following parameter is also displayed in this report:

- **Customer:** Ship-to customers from sales order lines.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The reports use the actual shipment date from the delivery line details to determine in which time period to report the data.

### Lines Shipped Performance

This report and its trend report include the following columns:

- **Lines Shipped:** Number of order lines that were shipped. These are lines with a Qty Shipped that is greater than zero, whose items are shippable (the item attribute is shippable in Oracle Inventory). For information on how assemble-to-order (ATO) lines are counted, see Additional Information in: Shipping Management Dashboard, page 15-24.
- **Change:**  $((\text{Lines Shipped Current Period} - \text{Lines Shipped Previous Period}) / \text{Lines Shipped Previous Period}) * 100$ .

Percent change in the number of lines shipped between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Lines Late to Schedule:**  $(\text{Lines Shipped Late to Schedule} / \text{Lines Shipped}) * 100$ .

Percentage of the total lines that shipped after the Schedule Ship Date on the sales order line.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates. For example, if the line shipped on the same date as the Schedule Ship Date, regardless of time, the line is not late.

**Note:** If the line does not have a Schedule Ship Date, it is not included in this measure.

- **Change:** Lines Late to Schedule Current Period - Lines Late to Schedule Previous Period.

Difference in the percentage of the lines shipped late according to the Schedule Ship Date, between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Lines Late to Promise:**  $(\text{Lines Shipped Late to Promise} / \text{Lines Shipped}) * 100$ .

Percentage of the total lines that shipped after the Promise Date on the sales order line.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates. For example, if the line shipped on the same date as the Promise Date, regardless of time, the line is not late.

**Note:** If the line does not have a Promise Date, it is not included in this measure.

- **Change:** Lines Late to Promise Current Period - Lines Late to Promise Previous Period.

Difference in the percentage of the lines shipped late according to the Promise Date, between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

#### **Lines Shipped On-Time to Schedule Trend**

This report includes the following columns:

- **Lines Shipped Early:** Number of order lines that were shipped before the Schedule Ship Date.

This measure rounds up to days, ignoring the hours, minutes, and seconds. Therefore, a line had to ship at least one calendar day before the Schedule Ship Date to be included in this measure.

- **Percent Early:**  $(\text{Lines Shipped Early} / \text{Lines Shipped}) * 100$ .

Lines shipped early as a percentage of the total lines shipped.

- **Lines Shipped On-Time:** Number of order lines that were shipped on the Schedule Ship Date.

This measure rounds up to days, ignoring the hours, minutes, and seconds. Therefore, a line had to ship the same calendar day as the Schedule Ship Date to be included in this measure. If a line does not have a Schedule Ship Date, it is considered to be on-time.

- **Percent On-Time:**  $(\text{Lines Shipped On-Time} / \text{Lines Shipped}) * 100$ .

Lines shipped on time as a percentage of the total lines shipped.

- **Lines Shipped Late:** Number of order lines that shipped past the Schedule Ship Date.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the Schedule Ship Date.

- **Percent Late:** Same as Lines Late to Schedule, above.

- **Total Lines Shipped:** Same as Lines Shipped, above.

- **Lines Scheduled:** Number of order lines in the selected period to date, that are for shippable items with a Schedule Ship Date.
- **Lines Shipped to Schedule:**  $(\text{Lines Shipped} / \text{Lines Scheduled}) * 100$ .  
Percentage of all order lines that shipped in the selected period to date, among all lines that had a Schedule Ship Date (lines that were scheduled).

#### **Lines Shipped Late to Schedule Summary and Lines Shipped Late to Promise Summary**

These reports include the following columns:

- **Customer:** Ship-to customer name from the sales order line.
- **Late Lines:** Number of order lines that shipped past the Schedule Ship Date on the sales order line, for the Lines Shipped Late to Schedule Summary report, or past the Promise Date on the sales order line, for the Lines Shipped Late to Promise Summary report.  
  
This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates.
- **Percent Late Lines:** Same as Lines Late to Schedule (if viewing the Lines Shipped Late to Schedule Summary report) or Lines Late to Promise (if viewing the Lines Shipped Late to Promise Summary), above.  
  
Percentage of the total lines that shipped after the Schedule Ship Date or Promise Date, depending on the report.
- **Average Days Late:**  $(\text{Sum of (Actual Ship Date - Schedule Ship or Promise Date) for all late lines}) / \text{Late Lines}$ .  
  
Average number of days that a line shipped past the Schedule Ship Date, for the Lines Shipped Late to Schedule Summary report, or past the Promise Date, for the Lines Shipped Late to Promise Summary report. For example, if there are 10 late order lines for a given customer, the Average Days Late calculates the average days late over the 10 order lines for that customer (if viewed by customer).  
  
The Actual Ship Date comes from the delivery line details in Oracle Order Management. The Actual Ship Date, Schedule Ship Date, and Promise Date used to calculate the average are rounded up to days, ignoring the hours, minutes, and seconds associated with the dates.
- **Book to Ship Days:** For all order lines, the average of (Shipped Date - Firm Date). If a firm date is not available, booked date is used. The booked date is from the sales order line. See Firm Date, page 15-6 for more information.

#### **Lines Shipped Late to Schedule Detail and Lines Shipped Late to Promise Detail**

These reports include the following columns:

- **Order Number:** Sales order number that contains the late shipped line. Click this number to view the specific sales order on the Order Information page. The Order Information page is part of Oracle Order Management.
- **Line Number:** Line number from the sales order that contains the late shipped line.
- **Organization:** Inventory organization from the Ship From Organization on the order line.
- **Customer:** Ship-to customer name from the sales order line.
- **Ship Date:** Actual Ship Date from the delivery line details.

- **Days Late:** Ship Date - Schedule Ship or Promise Date.

Number of days that a line shipped past the Schedule Ship Date, for the Lines Shipped Late to Schedule Detail report, or past the Promise Date, for the Lines Shipped Late to Promise Detail report.

The dates used to calculate the difference are rounded up to days, ignoring the hours, minutes, and seconds associated with the dates.

#### Item-Level Reports

When viewing reports at the item level, the following additional columns display:

- For information on **Item**, **Description**, and **UOM**, see: Item-Level Details, page 15-7.
- **Quantity Shipped.** Total quantity shipped (Qty Shipped) for the listed item in the selected time period.
- **Quantity Late.** Total quantity shipped (Qty Shipped) late in the selected time period for the listed item. In the Lines Shipped Late to Schedule reports, this is the quantity shipped late after the Schedule Ship Date. In the Lines Shipped Late to Promise reports, this is the quantity shipped late after the Promise Date.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

Lines Shipped Performance Trend shows the value of lines shipped, the percentage of lines shipped late to schedule, and the percentage of lines shipped late to promise.

Lines Shipped On-Time to Schedule Trend shows the breakdown of the lines shipped early, late, and on time; the total number of lines shipped compared to the total number of lines scheduled; and the percentage of total lines shipped early, late, and on time.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Shipping Management Dashboard, page 15-24.

## Additional Information

For information on how assemble-to-order (ATO), pick-to-order (PTO), and kit items are handled, see Additional Information in: Shipping Management Dashboard, page 15-24.

## Book to Ship Days

This section explains the following reports:

- Book to Ship Days
- Book to Ship Aging
- Book to Ship Days Trend

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.



The Book to Ship Days and related reports can be used to answer the following questions:

- What is the book-to-ship cycle time for a given organization or customer?
- What items take the longest to ship?

The Book to Ship Days and related reports display information on the time it takes from firming or booking the order to shipping the items. If a firm date is not available, the booked date is used. The booked date is from the sales order line. You can evaluate the integration and velocity of your order management, manufacturing, picking, and shipping processes. Tracking this measure enables you to determine an organization's cycle time. This report also shows the cycle time by inventory category, items, or customer to determine what is driving the cycle time or who is affected by it.

For these reports, order lines must be shipped. Only shipped order lines (not returns) and only order lines with shippable items are included. To determine whether a line shipped, the reports use the actual ship date that is recorded and displayed in the delivery line details in Oracle Shipping. Both external and internal orders are included.

## Report Parameters

For information on the following parameters, see Common Concepts, page 15-3:

- **Organization**
- **Inventory Category**
- **Item**

The following parameter is also displayed in this report:

- **Customer:** Ship-to customers from sales order lines.

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The reports use the actual ship date from the delivery line details to determine in which time period to report the data.

### Book to Ship Days

This report includes the following columns:

- **Days:** For all order lines, the average of (Shipped Date - Firm Date). If a firm date is not available, the booked date is used. The booked date is from the sales order line. See Firm Date, page 15-6 for more information.

The calculation is done at the time level, but the display is at the day level, to one decimal place, such as 5.1 days.

- **Change:** Days Current Period - Days Previous Period.

Difference in the average book-to-ship days between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

### Book to Ship Aging

This report includes the following columns:

- **Book to Ship Days:** Buckets of cycle time, in days, between the firm date and ship dates. (Booked metrics consider the firm date, if it has been set up.) For

example, an order line was booked on August 15 at 08:00:00 a.m. and shipped on August 17 at 10:00:00 a.m. This order line displays in the Book to Ship Days 2 bucket. (It took two days and two hours to ship after the booked date, but less than 3 days.)

- For example:

1: Took 1 or more, but less than 2, days to ship after the booked date.

2: Took 2 or more, but less than 3, days.

3: Took 3 or more, but less than 4, days.

6 to 9: Took 6 or more, but less than 10, days.

20 and Over: Took 20 or more days.

**Note:** Groupings of data, or buckets, can be changed by the system administrator. For more information, see the *Oracle Daily Business Intelligence Implementation Guide*.

- **Lines Shipped:** Number of order lines that shipped in the listed Book to Ship Days bucket. For example, 68 lines may have shipped under 1 day after booking.

- **Change:**  $((\text{Lines Shipped Current Period} - \text{Lines Shipped Previous Period}) / \text{Lines Shipped Previous Period}) * 100$ .

Percent change in the number of lines shipped in the listed Book to Ship Days bucket, between the current and previous time periods. For example, 68 Lines Shipped under 1 day is a 5.0% increase over the previous time period, for lines that shipped under 1 day. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Percent of Total:**  $(\text{Lines Shipped for the Row} / \text{Total Number of Shipped Lines}) * 100$ .

Number of lines shipped in the listed Book to Ship Days bucket, expressed as a percentage of the total number of lines shipped.

#### Item-Level Reports

When viewing the reports at the item level, the following additional columns display:

- **Item** name as defined for the organization, appended with the organization code—for example, AS54888 (BOS).
- **Description** of the item as defined for the organization.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

Booked to Ship Days Trend shows the book-to-ship cycle time in days, over time.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Shipping Management Dashboard, page 15-24.

## Additional Information

For information on how assemble-to-order (ATO), pick-to-order (PTO), and kit items are handled, see Additional Information in: Shipping Management Dashboard, page 15-24.

## Past Due Schedule Performance

This section explains the following reports:

- Past Due Schedule Line Aging
- Past Due Schedule Line Trend
- Past Due Schedule Line Summary
- Past Due Schedule Line Detail
- Backorder Summary
- Backorder Detail
- Backorder Trend

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

The Past Due Schedule and Backorder reports can be used to answer the following questions:

- What inventory categories and items are supposed to be shipped, but are now past due?
- Which organizations have the most overdue items?
- Is the volume of past due order lines getting better or worse?
- What customers are affected by orders that are past due?

The Past Due Schedule reports provide the number of sales order lines that are firmed or booked (if a firmed date is not available, the booked date is used), not shipped, and past due (past the scheduled shipment date). They also display the average days past due for an item, organization, inventory category, or customer. An unshipped line is any shippable line that does not have an actual ship date in the delivery line details, is not fully canceled, and is not closed. These past due shipments are also known as *delinquent backlog*. From the report, you can also view the specific sales orders.

By monitoring this report, you can assess the number of scheduled order lines that have not yet shipped by their scheduled shipment date, and evaluate the performance of your shipping process. You can compare the past due order lines to prior periods to determine the fluctuation of volume in terms of lines and to see whether the trend is improving.

The Backorder reports show the number of sales order lines whose associated warehouse delivery detail line is in backorder status, including the backordered quantity.

For data to appear in these reports, the order lines must be booked and not yet shipped. Only firmed or booked orders (not returns), and only order lines with shippable items, are included. Canceled lines (lines in which the order quantity is 0) are not included in the report. (For example, if a past due line is canceled, it is not included in the past due value.) External and internal orders are included. Closed orders are excluded.

## Report Parameters

For information on the following parameters, see Common Concepts, page 15-3:

- **Organization**
- **Inventory Category**
- **Item**

The following parameter is also displayed in this report:

- **Customer:** Ship-to customers from sales order lines.

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The reports use the firmed or booked date to determine in which time period to report the data.

- **Past Due (Days):** Buckets of past due days for shippable lines that are past their Schedule Ship Date on the sales order line, as of the selected date. (Specifically, these are lines that are past due as of the snapshot date. See Snapshots, page 15-6.)

For example, today is August 15, and an open order line's Schedule Ship Date is August 14. As of today, this order line appears in the 1 Past Due Days bucket. Order lines that are two days past due appear in the 2 Past Due Days bucket, and so on.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates. For example, if today's date (the date selected on the report) is the same date as the Schedule Ship Date, regardless of time, the line is not past due.

**Note:** If the line does not have a Schedule Ship Date, it is not included in this measure.

- **Past Due Lines:** Number of shippable order lines that are firmed or booked (booked metrics consider the firmed date, if it has been set up), but not shipped, where the date selected on the report is past the Schedule Ship Date. See Firmed Date, page 15-6 for more information.
- **Change:**  $((\text{Past Due Lines Current Period} - \text{Past Due Lines Previous Period}) / \text{Past Due Lines Previous Period}) * 100$

Percent change in the number of past due lines between the current and previous time periods, for the lines that fall in the listed Past Due (Days) bucket, using the latest recorded values from the time periods. (These recorded values are known as *snapshots*. See Snapshots, page 15-6.)

For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Percent of Total:**  $(\text{Past Due Lines for the Row} / \text{Total Past Due Lines}) * 100$ .

Number of past due lines in the listed Past Due (Days) bucket as a percentage of the total Past Due Lines.

### Past Due Schedule Line Aging

Headings are explained in Report Headings and Calculations, page 15-34.

### Past Due Schedule Line Summary

This following column displays:

- **Average Days Late:** (Sum of (Snapshot Date - Schedule Ship Date) for past due lines) / Past Due Lines.

Average number of days that a shippable line is past the Schedule Ship Date. For example, if there are 10 past due order lines for a given customer, the Average Days Late calculates the average days past due over the 10 order lines for that customer (if viewed by customer). For more information on the Snapshot Date, see Snapshots, page 15-6.

This measure rounds up to days, ignoring the hours, minutes, and seconds associated with the dates.

Other headings are explained in Report Headings and Calculations, page 15-34.

### Past Due Schedule Line Detail

This report includes the following columns:

- **Order Number:** Sales order number that contains the past due line. Click this number to view the specific sales order on the Order Information page. The Order Information page is part of Oracle Order Management.
- **Line Number:** Sales order's line number that is past due.
- **Organization:** Inventory organization from the Ship From Organization on the order line.
- **Customer:** Ship-to customer name from the sales order lines.
- **Booked Date:** The firmed or booked date from the sales order line.
- **Days Late:** Current Date minus Schedule Ship Date.

The number of days an order is past the scheduled ship date for lines that are shippable.

The dates used to calculate the difference are rounded up to days, ignoring the hours, minutes, and seconds associated with the dates.

### Backorder Summary

This report includes the following columns:

- **Backordered Lines:** Number of sales order lines whose associated warehouse delivery detail line is in backorder status. (Backorder status is displayed in the View Shipping Status or Shipping Transaction window in Oracle Order Management.)

In Oracle Order Management, an entire order line is put on backorder. If a lesser quantity of the order line can ship, it ships; the remaining quantity is placed on another order line and the associated delivery line is set to a backorder status.

- **Change:** ((Backordered Lines Current Period - Backordered Lines Previous Period) / Backordered Lines Previous Period) \* 100

Percent change in the number of backordered lines between the current and previous time periods, using the latest recorded values from the time periods. (These recorded values are known as *snapshots*. See Snapshots, page 15-6.)

For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Backordered Items:** Number of distinct items that are in a backorder status as of the selected date (or the latest snapshot). The same item is counted only once.
- **Change:**  $((\text{Backordered Items Current Period} - \text{Backordered Items Previous Period}) / \text{Backordered Items Previous Period}) * 100$ .

Percent change in the number of backordered items between the current and previous time periods, using the latest recorded values from the time periods. (These recorded values are known as *snapshots*. See Snapshots, page 15-6.)

For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

#### Backorder Detail

This report includes the following columns:

- **Order Number:** Sales order number that contains the backordered line. Click this number to view the specific sales order on the Order Information page. The Order Information page is part of Oracle Order Management.
- **Line Number:** Sales order's line number that is backordered.
- **Organization:** Inventory organization from the Ship From Organization (Warehouse) on the order line.
- **Customer:** Ship-to customer name from the sales order line.
- **Backordered Quantity:** Order quantity (Qty) on the line where the status in the delivery details (in the View Shipping Status or Shipping Transaction window) is backorder.
- **Request Date:** Request Date from the sales order line that is backordered.
- **Schedule Date:** Schedule Ship Date from the sales order line that is backordered.
- **Days Late to Request:** Snapshot Date - Request Date.

Number of days the line is past due, after the customer's requested date. The dates used to calculate the difference are rounded up to days, ignoring the hours, minutes, and seconds associated with the dates. For more information on the Snapshot Date, see Snapshots, page 15-6.

If the order line is ahead of schedule, this measure is a negative number. That is, an order can be placed in backorder status before the request date. For example, an order is placed for 10 items today, with a request date of tomorrow. Of the 10 items, 5 items are placed on backorder today. Since the request date is tomorrow, the items are not considered past due yet. Therefore, in a Days Late measure, they display as a negative number.

- **Days Late to Schedule:** Snapshot Date - Schedule Date.

Number of days the line is past due, after the schedule ship date. The dates used to calculate the difference are rounded up to days, ignoring the hours, minutes, and seconds associated with the dates. For more information on the Snapshot Date, see Snapshots, page 15-6.

If the order line is ahead of schedule, this measure is a negative number. That is, an order can be placed in backorder status before the schedule ship date. (See the example above, for Days Late to Request.)

#### Item-Level Reports

When viewing reports at the item level, the following additional columns display:

- For information on **Item**, **Description**, and **UOM**, see: Item-Level Details, page 15-7.
- **Quantity**. Total quantity (Qty) past due or backordered for the listed item in the selected time period.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

Past Due Schedule Line Trend shows the number of past due lines, over time.

Backorder Trend shows the number of backordered lines and items, over time.

To understand how to interpret backorder and past due data, see Snapshots, page 15-6.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Shipping Management Dashboard, page 15-24.

## Additional Information

Backorder and past due lines are captured as snapshots. To understand how to interpret backorder and past due data, see Snapshots, page 15-6.

For information on how assemble-to-order (ATO), pick-to-order (PTO), and kit items are handled, see Additional Information in: Shipping Management Dashboard, page 15-24.

# Inventory Management Dashboard

Use the Inventory Management dashboard to view information about inventory value and turns, and cycle count accuracy:

- View total inventory value, which includes inventory that is on hand (for example, in the store), WIP value (including material issues and resource charges), and inventory in transit between organizations.
- View inventory turns by organization, including the change in an organization's inventory turns over time.
- View cycle count accuracy, including hit/miss accuracy and adjustment rate.

Inventory Management uses information from the following application areas:

- Oracle Inventory
- Oracle Work in Process
- Oracle Cost Management
- Oracle Process Manufacturing (including Oracle Process Manufacturing Cost Management, Oracle Process Manufacturing Inventory Management, Oracle Process Manufacturing Process Execution)

## Parameters

For information on the following parameters, see Common Concepts, *Oracle Daily Business Intelligence User Guide*:

- **Organization**
- **Currency**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Reports and Graphs

This dashboard contains the following report regions:

- Inventory Management KPIs, page 15-38
- Inventory, page 15-39
- Inventory Turns, page 15-44
- Cycle Count Accuracy, page 15-46

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, *Oracle Daily Business Intelligence User Guide*.

## Inventory Management KPIs

Inventory key performance indicators (KPIs) are described in this section.

### KPI Definitions

- **Inventory Value:** Total cost of ending inventory, which consists of on-hand, intransit, and work-in-process (WIP) inventory.
- **Annualized Inventory Turns:** Annualized COGS / Average Daily Inventory

$$\text{Annualized COGS} = (\text{COGS} / \text{Number of Days in Selected Period}) * 365$$

Cost of goods sold is the cost of goods shipped as booked to the COGS account in Oracle Inventory. For determining cost of goods sold, or inventory cost, standard cost is used in a standard costing organization, and actual cost is used in an actual costing organization.

$$\text{Average Daily Inventory} = \text{Sum of Daily Ending Inventory Balance} / \text{Number of Days}$$

- **Hit/Miss Accuracy:**  $(\text{Total Hit Entries} / \text{Total No. of Entries}) * 100$   
Hit/Miss Accuracy is the percentage of the total number of cycle count entries that fall within the hit/miss tolerance as compared to the total number of cycle count entries made.
- **Gross Adjustments - Rate:**  $(\text{Total Gross Adjustment Value} / \text{Total System Inventory Value}) * 100$   
Gross Adjustment Rate is the gross value of the adjustments made during cycle counting to the total system inventory value of the counted items at the time of completion of the cycle count entries.



- **Exact Matches-Rate:**  $(\text{Total Match Entries} / \text{Total Number of Entries}) * 100$

The exact match rate is number of exact match entries as a percentage of the total number of cycle count entries.

An exact match entry is an entry where the counted quantity entered is the same as the system quantity.

## Related Reports and Links

For information on the related reports, see: Inventory Management Dashboard, page 15-37.

## Inventory

This section explains the following reports:

- Inventory Value Summary
- Inventory Value Trend
- Inventory Value by Type
- On-Hand Inventory Detail
- Intransit Inventory Detail

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

These reports can be used to answer the following questions:

- What is the total value of inventory, by inventory organization or inventory category, for a given period?
- What is the trend in inventory value over time, and how does it compare to previous periods?
- What percentage of total inventory value is in store, in transit, or on the shop floor?

The Inventory Value Summary report displays the total ending inventory, which consists of on-hand, work in process (WIP), and intransit inventory, as well as the change in each value that is on hand, in transit, or work in process. You can also view these values by item. This report shows the inventory levels by organization for your company's organizations. Inventory Value by Type displays on-hand, WIP, and intransit inventory values as a pie chart to show them as percentages of total ending inventory.

The following reports provide additional details on inventory value, by organization:

- The On-hand Inventory Detail report displays the value of available inventory by subinventory. At the item level, quantities are also shown.
- The Intransit Inventory Detail report displays the value of inventory that is in transit between organizations, by the owning organization, inventory category, or item. At the item level, quantities are also shown.

## Report Parameters

For more information on how parameters (including time periods) affect the results on dashboards, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

- **Organization:** Inventory organizations to which you have access as determined by organization security setup in Oracle Inventory.

Selecting All organizations displays data for all organizations to which you have access (not necessarily all organizations in the enterprise).

For Oracle Process Manufacturing (OPM), all process-enabled organizations to which you have access display in the parameter; however, only organizations that correspond to warehouses in which inventory transactions occur, or that have been identified as work in process (WIP) warehouses, display data in the reports.

- **Currency**
- **Inventory Category:** Oracle Item categories that are defined by the category set for the Inventory functional area.
- **Subinventory:** Subinventories defined in Oracle Inventory. Subinventories are defined for each organization. In the reports, the subinventories that are listed vary depending on the Organization selected.

Process organizations in Oracle Process Manufacturing do not use subinventories. Therefore, values generated from Oracle Process Manufacturing fall into an Unassigned subinventory in the reports, when viewing by subinventory.

Changes in inventory value due to cost updates in an average costing organization also display in an Unassigned subinventory, when viewing by subinventory. When a cost update occurs in an average costing organization, the change in an item's cost applies to the entire quantity of the item, which can reside in different subinventories. Therefore, the reports cannot distribute these values to item quantities across different subinventories. For more information on cost updates, see: Overview of Average Costing in the *Oracle Cost Management User's Guide*.

- **Item:** Items defined at the organization level in Oracle Inventory.

## Report Headings and Calculations

All of the inventory reports use the transaction date to determine in which time period to report the inventory value. All returns are also reflected on the return transaction date.

Items produced by discrete manufacturing are referred to as assemblies; items produced by process manufacturing are referred to as products, coproducts, or by-products.

- **On-Hand Value:** Total value of the on-hand quantity for each item, excluding WIP and intransit inventory. For standard costing organizations, the inventory is valued at the standard cost of each item. For actual costing organizations, the inventory is valued at the actual cost of each item. For more information, see Overview of On-hand and Availability, *Oracle Inventory User's Guide*, Viewing On-Hand Quantities, *Oracle Inventory User's Guide*, Viewing Inventory Positions, *Oracle Inventory User's Guide*, and Requesting the Multi-Organization Quantity Report, *Oracle Inventory User's Guide* in the *Oracle Inventory User's Guide*.
- **Change:** The change in on-hand quantity based on the selected comparison period.
- **Intransit Value:** Value of inventory that is being shipped between organizations. The value is placed under the owning organization's inventory value based on the shipment's free on board (FOB) code.

For Oracle Process Manufacturing, intransit includes internal orders and Oracle Process Manufacturing (OPM) Inventory Transfers. It does not include Move

Immediate or Move Journalized transactions. The OPM Inventory Transfers are FOB receipts; the sending organization owns inventory until it is received by the receiving organization.

- **Change:** The change in intransit quantity based on the selected comparison period.
- **WIP Value:** Inventory issued to the shop floor for production and assembly operations. The WIP value includes both inventory that is shipped for outside processing and inventory that is in transit to outside processing. The WIP value is reported by the category of the final assembly item on the work order, if the work order is for a final assembly. (The assembly items may be subassemblies or final assemblies.) The value after processing includes the outside processing cost. Work in process that is charged to a scrap account ceases to be part of the WIP value.

For Oracle Process Manufacturing, the WIP value of a batch is associated with the inventory organization that corresponds to the WIP Warehouse specified on the batch header. It includes the value of ingredients consumed and resources used; it does not include burdens associated directly with the product of the batch.

- **Change:** The change in WIP quantity based on the selected comparison period.
- **Total Value:** Ending inventory, including inventory on hand, issued to Work in Process (WIP), and intransit inventory. If you are viewing the total value by organization, this is the ending inventory for all item categories in that organization. If you are viewing the total value by category, this is the ending inventory for all items in that category, in the selected organization or organizations. For example, the total value for items in the Monitors category, in the Seattle organization, may be 16 million. The total value for all items in the Monitors category, across all organizations, may be 18 million.
- **Change:**  $((\text{Total Value Current Period} - \text{Total Value Previous Period}) / \text{Absolute Value of Total Value Previous Period}) * 100$ .

Percent change in the total inventory value between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

In the Inventory Value Summary report, change is tracked individually for On-Hand Value, WIP Value, and Intransit Value.

- **Percent of Total:** Inventory value expressed as a percentage of the selected parameters. For example, you select a category in the Inventory Category parameter. All other parameters are set to All, and the View By is Organization. In this example, Organization 1 displays a Percent of Total of 62%. That is, of all organizations with inventory in this category, Organization 1 carries 62% of the inventory in this category.

The following columns display:

- **Value:** The inventory value for each inventory type.
- **Change:** The change in the value of the inventory type compared to the prior period or year.

#### **Inventory Value Summary**

Headings are explained in Report Headings and Calculations, page 15-40.

#### **Inventory Value Trend**

Headings are explained in Report Headings and Calculations, page 15-40.

**Inventory Value by Type**

Headings are explained in Report Headings and Calculations, page 15-40.

**On-Hand Inventory Detail**

Headings are explained in Report Headings and Calculations, page 15-40

**Intransit Inventory Detail**

Headings are explained in Report Headings and Calculations, page 15-40.

**Graphs**

The Total Value graph shows the current and previous period's total inventory value for each organization in the selected organizations, and the related Inventory Value Trend graph shows the total inventory value over time. The Inventory Value by Type graph displays the ending inventory value by type (WIP, Intransit, or On-hand), as a percentage of total inventory, in a pie graph.

The On-hand Value graph displays the On-Hand value of items by selected dimension.

The Intransit Value displays the Intransit value of items by selected dimension.

The Inventory Breakdown graph shows the current and previous period's total inventory value for each organization in the selected organizations, with a breakdown of the inventory value by On-Hand, WIP, and Intransit. The related trend report shows this information over time.

**Personalization**

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

**Related Reports and Links**

For information on the related reports, see: Inventory Management Dashboard, page 15-37.

**Additional Information**

For classifying inventory value, the system uses the categories that are defined by the category set for the inventory functional area.

Assignment of items to inventory categories can be controlled at the master organization level or at the individual organization level. Oracle Daily Business Intelligence uses the category assignments set up in Oracle Inventory. If the items are assigned to categories at a master organization level, all inventory in all organizations is reported by the category in the master organization. If the items are assigned to categories at an individual organization level, the inventory is reported in each organization to which the categories have been assigned.

If inventory categories are assigned at the master organization level, each item will be categorized identically within each organization, as in the following example:

***Example of Inventory Categories Assigned at the Master Organization Level***

Item	Value	Organization	Inventory Category
Item 1	500 USD	Org 1	Category 1
Item 1	700 USD	Org 2	Category 1
Item 2	300 USD	Org 2	Category 3
Item 4	400 USD	Org 2	Category 1
Total:	1,900 USD		

The results in inventory value by category, for all organizations, are as follows:

***Inventory Value by Category for All Organizations***

Category	Total Value
Category 1	1600 USD
Category 3	300 USD

***Example of Inventory Categories Assigned at the Individual Organization Level***

Item	Value	Organization	Inventory Category
Item 1	500 USD	Org 1	Category 1
Item 1	700 USD	Org 2	Category 2
Item 2	300 USD	Org 2	Category 3
Item 4	400 USD	Org 2	Category 1
Total:	1,900 USD		

***Inventory Value by Category for All Organizations***

Category	Total Value
Category 1	900 USD
Category 2	700 USD
Category 3	300 USD

In other words, inventory value is always reported in a category based on the organization that holds the inventory, whether it is controlled from the master organization, or at the individual organization level.

For more information on how inventory items are categorized and assigned, see the *Oracle Inventory User's Guide*.

## Inventory Turns

This section explains the following reports:

- Inventory Turns
- Inventory Turns Trend

**Note:** This section provides descriptions of parameters and columns common to the reports listed above.

The Inventory Turns Trend graph provides a comparison of the inventory turns across organizations. When any of the inventory values is negative, its portion of the pie graph is not plotted.

The Inventory Turns report can be used to answer the following questions:

- What is the number of inventory turns by inventory organization for a given period?
- What is the inventory turns trend for a specific inventory organization?
- How do current inventory turns compare across inventory organizations?

The Inventory Turns report measures the number of times that inventory cycles, or is consumed, for a specific time period and organization (or for all organizations). The annualized cost of goods sold is also shown relative to the inventory investment (average on-hand inventory value).

For Oracle Process Manufacturing, the inventory turns value refers to data from Oracle Order Management, not Oracle Process Manufacturing (OPM) Order Fulfillment.

### Report Parameters

- **Organization:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*.
- **Currency:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*.

### Report Headings and Calculations

*Annualized* means the data for the selected time period is prorated for the entire fiscal year. For example, if the Period is Quarter, the annualized inventory turns are for the entire fiscal year, based on the data so far in the quarter.

- **Average Daily Inventory:** Sum of Daily Ending Inventory Balance / Number of Days.

Average of the daily ending inventory balance since the start of the specified time period. The inventory balance includes value of asset items in the inventory accounts. The inventory balance excludes receipt inventory owned by suppliers; it also excludes expense items and asset items in expense subinventories.

Oracle Process Manufacturing does not differentiate between expense items and asset items. Non-asset items are referred to as noninventory items in process manufacturing. On-hand inventory quantity balances and values are not tracked for noninventory items.

- **Annualized COGS:** (COGS / Number of Days in Selected Period) \* 365.

COGS is the cost of goods sold for the specified time period. COGS refers to the total item costs associated with the products sold. In this report, COGS is the cost of goods shipped as booked to the COGS account in Oracle Shipping. The value of COGS used to calculate Turns excludes inter-organization transfers. For actual costing

organizations, the cost is the actual cost. For standard costing organizations, the standard cost is used. This calculation annualizes the COGS for the entire fiscal year.

- **Turns:** Annualized COGS / Average Daily Inventory.

Number of times that inventory cycles, or is consumed, for the specified time period, annualized for the entire fiscal year. For an example of an inventory turns calculation, see: Additional Information, page 15-45.

- **Change:** Turns Current Period - Turns Previous Period.

Change in inventory turns between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

Inventory turns do not include inter-organization transfers. For internal sales orders, if the shipping network is not enabled for inter-company transactions, the transaction is also not included in the inventory turns.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graph

The Inventory Turns graph displays the inventory turns by organization and compares it with the prior period or year.

The Inventory Turns Trend graph shows the annualized inventory turns, for all selected organizations over time.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Inventory Management Dashboard, page 15-37.

For information on the Planned Inventory Turns report, see: Planned Performance, *Oracle Daily Business Intelligence User Guide*.

## Additional Information

The following table demonstrates an inventory turns calculation where the date parameter is 15-Feb-2002 and the Period is Week (in other words, the week beginning February 11, as of February 15).

### ***Inventory Turns Example***

<b>Date</b>	<b>Total Inventory Value (in thousands)</b>	<b>COGS (in thousands)</b>
11-Feb-02	37,132	164
12-Feb-02	36,968	164
13-Feb-02	39,851	164
14-Feb-02	39,726	125
15-Feb-02	39,578	0
<b>Average Daily Ending Inventory:</b>	39,251	
<b>Total COGS:</b>	—	617
<b>Annualized COGS for the week as of 15-Feb-2002:</b>	—	32,172
<b>Turns:</b>	—	0.8

In thousands, the table shows the average daily ending inventory for the week to date as 38,651. The total COGS for the week to date is 617, but the *annualized* COGS (for the entire fiscal year) is 32,172. Dividing the annualized COGS by the average daily inventory gives an inventory turns ratio of .8

If an inventory organization is new (created some time during the selected time period), it does not appear in the report until the date of the first receipt. Once some inventory has been received in that organization, the inventory turns is 0 until the first shipment out of that organization. The following table shows an example.

### ***Example of 0 Inventory Turns***

<b>Month</b>	<b>Average Daily Inventory</b>	<b>Annualized COGS</b>	<b>Inventory Turns</b>
Jan-2002 *	—	—	—
Feb-2002 *	—	—	—
Mar-2002	4,258	0	0.0
Apr-2002	6,547	1361	0.2

The table shows that an inventory organization was created sometime between January and March. In March, inventory valued at 4,258 was received into the organization. Since nothing shipped from the organization yet, the COGS and turns are 0. In April, some inventory was shipped, resulting in COGS and turns values.

## **Cycle Count**

This section explains the following reports:

- Cycle Count Accuracy



- Cycle Count Accuracy Trend
- Hit/Miss Summary
- Cycle Count Adjustment Summary
- Cycle Count Adjustment Detail

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

Use the Cycle Count reports to view information on the accuracy of your organization's inventory cycle counting. Key metrics include Hit/Miss Accuracy, Gross Adjustment Rate, and Exact Match Rate.

These reports can be used to answer the following questions:

- How accurate is the organization's inventory?
- What are the discrepancies between the system quantity and the entered quantity?

## Report Parameters

- **Currency:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*.
- **Organization:** Inventory organizations to which you have access as determined by organization security setup in Oracle Inventory.

Selecting All organizations displays data for all organizations to which you have access (not necessarily all organizations in the enterprise).

For Oracle Process Manufacturing (OPM), all process-enabled organizations to which you have access display in the parameter; however, only organizations that correspond to warehouses in which inventory transactions occur, or that have been identified as work in process (WIP) warehouses, display data in the reports.

- **Inventory Category:** Oracle Inventory categories that are defined by the category set for the Inventory functional area.
- **Subinventory:** Subinventories defined in Oracle Inventory. Subinventories are defined for each organization. In the reports, the subinventories that are listed vary depending on the Organization selected.

Process organizations in Oracle Process Manufacturing do not use subinventories. Therefore, values generated from Oracle Process Manufacturing fall into an Unassigned subinventory in the reports, when viewing by subinventory.

- **Item:** Items in Oracle Inventory, concatenated with the Inventory Organization Code.
- **Cycle Count:** Sets of cycle counting parameters. Each set, identified by a unique name, includes a list of items, schedule, and tolerances. These are defined in Oracle Inventory. In Oracle Process Manufacturing, there is only one cycle count specification for an organization. Hence, all cycle count entries in Oracle Process Manufacturing are associated with an Unassigned cycle count.
- **Cycle Count Class:** Groups of items that are included in a particular Cycle Count. Cycle count classes are defined in Oracle Inventory and Oracle Process Manufacturing Inventory Management. For Oracle Process Manufacturing, Cycle Count Classes are populated using items' ABC Rankings.

## Report Headings and Calculations

- **Total Entries:** The total number of cycle count entries made for an item during the selected period.
- **Hits**
  - **Entries:** A cycle count entry is considered a hit if the discrepancy between the entered and system quantities falls within the tolerance limits specified.
  - **Rate:** The ratio of hits to the total number of cycle count entries.
  - **Change:** Compares the hits measure with its value during the same period last year (if the selected comparison period is prior year), or previous period (if the selected comparison period is prior period).
- **Misses**
  - **Entries:** A cycle count entry is considered a miss if the discrepancy between the entered and system quantity exceeds the tolerance.
  - **Rate:** The ratio of misses to the total number of cycle count entries.
  - **Change:** Compares the misses measure with its value during the same period last year (if the selected comparison period is prior year), or previous period (if the selected comparison period is prior period).

**Note:** Hit/miss tolerance is a user-defined limit for the difference between the system tracked on-hand quantity and the actual cycle count quantity.

In Oracle Inventory, hit/miss tolerance percentages are specified while defining the cycle count header and cycle count classes. Oracle Inventory uses the percentages defined at the cycle count class level first. If not defined for an item's class, it uses the tolerances at the cycle count header level. If no tolerances are defined for the header or for the cycle count class, Oracle Inventory assumes that there is no limit to the hit/miss tolerance, and all entries are therefore "hits" regardless of the discrepancy.

Oracle Process Manufacturing uses its Warning Tolerance as the basis for hit/miss determination. A count is considered a hit if the absolute value of the adjustment quantity is less than System Inventory Quantity \* (Percent Warning Tolerance / 100).

- **Exact Matches**
  - **Entries:** Cycle count entries where the count entered matches the system quantity and for which no adjustment was made.
  - **Rate:** The ratio of exact match entries to the total number of cycle count entries. An exact match entry is also considered a Hit entry, since it deviates by 0% and is within hit/miss tolerance. Click a Rate value to access the Hit/Miss Summary report.
  - **Change:** Compares the exact matches measure with its value during the same period last year (if the selected comparison period is prior year), or previous period (if the selected comparison period is prior period).
- **Hit/Miss**

- **Accuracy:** This column aggregates the hit/miss accuracy based on the parameters you select. Click an Accuracy value to access the Hit/Miss Summary report.
- **Change:** The change in hit/miss accuracy over the selected period.
- **Adjustment Entries:** The number of entries where an actual adjustment was made to the item quantities.
- **Positive Adjustment Value:** The value of the item quantity adjusted.
- **Negative Adjustment Value:** The value of the negative quantity adjustment made.
- **Gross Adjustments**
  - **Value:** Total Positive Adjustments + Total Negative Adjustments  
The total absolute adjustment made for an item during a cycle count.
  - **Rate:** This measure provides the ratio of the total adjustments made to the item quantities and how they compared with the on-hand quantities at the time of the cycle count.
  - **Change:** Compares the gross adjustments rate with the rate during the same period last year (if the selected comparison period is prior year), or previous period (if the selected comparison period is prior period).
- **Net Adjustments**
  - **Value:** Total Positive Adjustments - Total Negative Adjustments  
The difference between total positive and negative adjustments for an item.
  - **Rate:** Ratio of the net adjustments made to the item quantities and how they compared with the on-hand quantities at the time of the cycle count.
  - **Change:** Compares the net adjustments rate with the rate during the same period last year (if the selected comparison period is prior year), or previous period (if the selected comparison period is prior period).
- **System Inventory Value:** The on-hand values of an item at the time of cycle count entry. It is calculated by valuing the system inventory quantity at cost.

#### Cycle Count Adjustment Detail

This report contains the following headings:

- **Item Description:** Displays the Item Description of the item, displayed only when viewed by item.
- **UOM:** Displays the primary UOM of the item for the organization it belongs to, displayed only when viewed by item.
- **System Inventory - Quantity:** The total quantity adjusted. It is displayed when viewed by item only.
- **Positive Adjustment - Quantity:** The total quantity adjusted of all entries where the Entered Quantity was greater than System Quantity. This is displayed when viewed by item only.
- **Negative Adjustment - Quantity:** The total quantity adjusted of all entries where the Entered Quantity was less than the System Quantity. This is displayed only when viewed by item.

Other headings are explained in Report Headings and Calculations, page 15-48.

## Graphs

The Hit/Miss Accuracy graph compares the hit/miss accuracy across inventory categories or other parameter you select. The related trend graph shows this comparison over time.

The Hit Rate graph compares the hit rates across inventory categories or other parameter you select.

The Miss Rate graph compares the miss rates across inventory categories or other parameter you select.

The Exact Match Rate graph compares the exact match rate across inventory categories or other parameter you select. The related trend graph shows this comparison over time.

The Gross Adjustment Trend graph shows the Gross Adjustment Value and Rate over a period of time.

The Gross Adjustment Rate graph compares the gross adjustment rate across inventory categories, or other view by parameters, with prior year or prior period values.

The Net Adjustment Rate graph compares the miss rate across inventory categories or other parameter you select.

The Total Adjustment Value graph compares the total positive and total negative adjustments made to the items during cycle counting.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Inventory Management Dashboard, page 15-37.

## Manufacturing Management Dashboard

Use the Manufacturing Management dashboard to view manufacturing performance:

- Compare actual production values with planned production values. See: Production to Plan, page 15-53.
- View standard and actual costs, and cost variances, for all closed jobs. (Standard costs include material, resource, outside processing, and overhead costs.) See: Manufacturing Cost Variance, page 15-59.
- View all open jobs for which there is an unrecognized cost variance—that is, the cost charged is greater than the standard cost for the job. See: Current Unrecognized Variance, page 15-61.
- Compare the total, actual material cost that is charged to completed jobs (jobs with the status of completed-no charge, canceled, or closed) with the standard material cost. See: Material Usage Variance, page 15-57.
- Compare the value of utilized resources and available resources, and view the percentage resource utilization. See: Resource Utilization, page 15-63.
- View actual and standard resource costs, and the resource variance, for all completed jobs (jobs with the status of completed-no charge, canceled, or closed). View the actual and standard hours for a resource and the resource efficiency, for all completed jobs. See: Resource Variance, page 15-72.

- View scrap values, compare these with gross production values, and see the percentage of scrap, for all jobs (open or closed). See: Scrap, page 15-66.

Manufacturing Management uses information from the following application areas and transactions:

- Oracle Advanced Supply Chain Planning (for example, planned and firm orders)
- Oracle Work in Process (for example, production quantity and value, scrap quantity and value, and WIP material and resource transactions)
- Oracle Inventory (for example, material issues and returns, and WIP completions and returns)
- Oracle Process Manufacturing (including OPM Cost Management, OPM Inventory Management, OPM Process Execution, and OPM Product Development)
- Oracle Cost Management (for example, item costs and cost variances)
- Oracle Bills of Material (for example, standard material requirements for jobs)
- Oracle Engineering (for example, standard resource requirements for jobs)
- Oracle Flow Manufacturing (for example, production quantity and value, scrap quantity and value, and WIP material and resource transactions)

Both repetitive jobs and flow schedules are included in the reports. (The Resource Variance and Efficiency reports, however, do not include flow data. See Resource Variance, page 15-72 for additional information.) Returns are taken into account in the reports. For example, WIP assembly values subtract WIP return values.

Oracle Shop Floor Management jobs, project manufacturing data, and non-standard jobs are excluded from the reports.

The Manufacturing Management dashboard is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Manufacturing Intelligence responsibilities.

## Parameters

For information on the following parameters, see Common Concepts, *Oracle Daily Business Intelligence User Guide*:

- **Organization**
- **Currency**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Reports and Graphs

This dashboard contains the following report regions:

- Manufacturing Management KPIs, page 15-52
- Production to Plan, page 15-53
- Material Usage Variance, page 15-57

- Resource Utilization, page 15-63
- Scrap, page 15-66

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, *Oracle Daily Business Intelligence User Guide*.

## Manufacturing Management KPIs

Manufacturing Management key performance indicators (KPIs) are described in this section.

### KPI Definitions

- **Production to Plan:**  $(\text{Produced Standard Value} / \text{Planned Standard Value}) * 100$ .  
The Produced Standard Value is the total quantity of assembly completions for each item in the selected time period, multiplied by the cost of the item when the baseline plan was collected. The Planned Standard Value is the total quantity of the item on firm and planned orders in the selected time period, multiplied by the cost of the item when the baseline plan was collected.  
This KPI shows how production values compare to planned values, as a percentage.  
See also: Production to Plan, page 15-53.
- **Production Value:** The Production Value is the net of WIP Completions value and WIP Returns value, into the Inventory Asset Account. All WIP returns in a discrete job are processed as of the return transaction date.  
See also: Production to Plan, page 15-53.
- **Manufacturing Cost Variance:**  $((\text{Actual Cost} - \text{Standard Cost}) / \text{Standard Cost}) * 100$ .  
Actual cost charged to all closed jobs, as a percentage of the standard cost for all closed jobs (standard cost of production).  
See also: Manufacturing Cost Variance, page 15-59.
- **Material Usage Variance:**  $((\text{Actual Usage} - \text{Standard Usage}) / \text{Standard Usage}) * 100$ .  
Actual Usage is the actual quantity of components issued to a job for an assembly, multiplied by the Actual Cost. (The actual quantity issued to a job is the quantity issued from inventory to work in process.) Standard Usage is the standard quantity of components in the assembly, multiplied by the Actual Cost. (The standard quantity is obtained from the bills of material or Oracle Process Manufacturing formula.)  
This KPI shows how much material was consumed as compared to the standard material consumption.  
See also: Material Usage Variance, page 15-57.
- **Resource Utilization:**  $(\text{Resource Cost Charged} / \text{Cost of Resources Available}) * 100$ .  
Resource Cost Charged is the resource hours charged to all open and closed jobs, multiplied by the standard cost of the resource on the date of the resource transaction. Cost of Resources Available is the available hours specified on the resource calendar for a selected period, multiplied by the standard cost of the resource during that period.  
This KPI shows the extent to which available resources are utilized.

See also: Resource Utilization, page 15-63.

- **Resource Variance:**  $((\text{Actual Resource Cost} - \text{Standard Resource Cost}) / \text{Standard Resource Cost}) * 100$ .

Actual Resource Cost is the resource hours charged to a completed job, multiplied by the actual cost of the resources based on each resource transaction. Standard Resource Cost is the standard resource hours for a job, based on the actual routing used, multiplied by the standard cost of a resource at the time of completion.

This KPI shows the resource cost charged as compared to the standard resource cost.

See also: Resource Variance and Efficiency, page 15-72.

- **Scrap:**  $(\text{Scrap Value} / \text{Gross Production Value}) * 100$ .

Scrap Value is the value of scrap generated across all item categories, obtained from all scrap transactions. It is the cost that was charged to an assembly that was scrapped. Gross Production Value is the cost of work in process completions into inventory (minus returns), plus Scrap Value.

This KPI shows the value of scrap generated, compared with the gross production value.

The Scrap KPI does not apply to Oracle Process Manufacturing (OPM). The OPM product that does not meet the specification is either reworked within the same batch or is completed as a coproduct using another item. The rework impact is reflected in the Resource Variance report (see Resource Variance and Efficiency), and the coproduct impact is reflected in the Material Usage Variance report (see Material Usage Variance).

See also: Scrap, page 15-66.

## Related Reports and Links

For information on the related reports, see: Manufacturing Management Dashboard, page 15-50.

## Production to Plan

This section explains the following reports:

- Production to Plan
- Production to Plan Trend
- Cumulative Production to Plan
- Actual Production Job Detail

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

The Production to Plan and related reports can be used to answer the following questions:

- What is the total value of production for any selected period, by organization and inventory category?
- How does the production compare to the plan for the selected period, by organization and inventory category?

- Which items were over-produced and under-produced, compared to the plan?

The Production to Plan and related reports capture the details of a particular plan, and compare those numbers with actual production numbers on the same date or in the same time period. During the implementation of Oracle Daily Business Intelligence, one or more plans were selected as a baseline for comparison. (Since a production plan changes frequently, often daily, to accommodate the changing status of orders and supplies, the baseline of that plan enables you to compare actual production values with a stable snapshot of the initial plan.) The baseline is created from plans in Oracle Advanced Supply Chain Planning. The baseline is set up during implementation and can be changed as needed.

The Production to Plan report displays the planned standard value, produced standard value, and the ratio of the two as a percentage. It also displays the actual production value, which may include items that have not been planned.

The Production to Plan reports may be used to monitor the production with respect to a baseline plan, and to control unplanned production or deviations from the plan.

## Report Parameters

For information on the following parameters, see *Common Concepts, Oracle Daily Business Intelligence User Guide*:

- **Organization**
- **Currency**
- **Inventory Category**
- **Item:** Even if the plan uses product families, the reports display the data by item and inventory category.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: *Parameters, Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Production to Plan reports use the work in process (WIP) completion date to determine in which time period to report the Produced Standard Value and Actual Production Value.

Current cost is the latest item cost from Oracle Cost Management when the baseline plan was collected by Oracle Daily Business Intelligence. (Note that this is not necessarily the item cost at the time the plan was created, but at the time the plan was collected for the reports.)

The reports exclude non-standard jobs, but include expense items. Asset items cannot be completed into expense subinventories. All WIP assembly values subtract WIP return transaction values, as of the return transaction date.

References to WIP completions below are assembly completions in discrete manufacturing; in Oracle Process Manufacturing, these are known as product, coproduct, or by-product completions. A WIP completion occurs when the quantity is completed and transferred to inventory.

- **Planned Standard Value:**  $\text{Planned Quantity} * \text{Current Cost}$ .

Total planned quantity of WIP completions for each item in the selected time period, multiplied by the cost of the item when the baseline plan was collected. The



planned quantity is obtained from all firm and planned orders (make orders, not buy orders) released in Oracle Advanced Supply Chain Planning, for each item.

- **Produced Standard Value:** Actual Quantity \* Current Cost.

Total actual quantity of WIP completions for each item in the selected time period, multiplied by the cost of the item when the baseline plan was collected. The Produced Standard Value includes only items that were included in the plan.

**Note:** If produced and planned values are zero for a selected time period, then there is no baseline plan data for that period. For example, the reports display actual production values from 1999 forward. The baseline plan, however, was set up to be collected from January 1, 2003 forward. Assume that you are viewing data in 2002. In this example, actual production values display for 2002, but produced and planned standard values are 0 in 2002.

- **Production to Plan:** (Produced Standard Value / Planned Standard Value) \* 100.

Produced Standard Value as a percentage of the Planned Standard Value.

- **Change:** Production to Plan Current Period - Production to Plan Previous Period.

Difference in the production to plan ratio between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Actual Value:** Actual value of WIP completions, in the inventory account.

The Actual Value includes all items, even those that were not included in the plan.

If you are viewing the report by Item, Organization is not All, and Period is Week or Month, then you can click the Actual Value to display the Actual Production Job Detail report. This report provides information about the completed quantity and the actual value for all job statuses. Because this report extracts data directly from Oracle Applications, it provides the real-time status of the job. From this report, you can access the Job Information Report, page 15-68.

- **Change:** ((Actual Value Current Period - Actual Value Previous Period) / *Absolute Value of Actual Value Previous Period*) \* 100.

Percent change in the actual value between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Planned Quantity:** Planned production quantity for the selected period. The value is taken from all firm and planned orders released in Oracle Advanced Supply Chain Planning.

- **Actual Quantity:** Actual production quantity for the selected period, from WIP completions in the inventory account.

If there is a planned quantity for an item, but no WIP completions, the actual and produced values for the item are 0. For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

Production to Plan Trend shows the production-to-plan ratio over time.

Production Value Trend shows the actual production value for the selected organization, over time.

Cumulative Production to Plan shows the cumulative planned and produced standard values for the selected organization and time period. These values help you see how much production might be required to achieve the plan by the end of the selected period.

The following columns are unique to the Cumulative Production to Plan graph and reports:

- **Cumulative Produced Standard Value:** Accumulated Produced Standard Value, up to the selected date.
- **Cumulative Planned Standard Value:** Accumulated Planned Standard Value for the entire period. (The planned value covers the period during which the plan was both run in Oracle Advanced Supply Chain Planning and collected by Oracle Daily Business Intelligence.)

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Manufacturing Management Dashboard, page 15-50.

For information on the Past Due Schedule Line Summary report, see: Past Due Schedule Line Aging, *Oracle Daily Business Intelligence User Guide*.

## Additional Information

Planned values are available for certain time buckets in Oracle Advanced Supply Chain Planning. The period being viewed in the reports, however, may be part of a larger time bucket. For example, you are viewing production-to-plan numbers by week in the reports, but the planning time bucket is monthly. In another example, you are viewing quarter-to-date data through August 15. The planning buckets are monthly; however, since you are only viewing data through August 15, you are viewing only part of the August planning time bucket.

In such cases, planned values for the period being viewed are not directly available. Instead, the values for each day are prorated according to the planning buckets in Oracle Advanced Supply Chain Planning. The non-working days of the organization that owns the plan, as well as the manufacturing organization, are ignored. The prorating is done according to the Oracle Daily Business Intelligence enterprise calendar, for all organizations.

For example, the following organizations have different calendars:

- Organization 1 works Monday through Friday.
- Organization 2 works Monday through Saturday.
- Organization 3 works seven days a week.

Oracle Advanced Supply Chain Planning has its own planning buckets. For example, a plan has Organization 1 producing 56 items every week. If the Oracle Daily Business Intelligence calendar uses a seven-day week, the Manufacturing Management dashboard prorates the 56 items for Organization 1 across a seven-day week. In this example, the

planned number for a single day is 8. The actual number produced may be more or less, and is reported on the actual date of manufacture.

If the values display in a currency other than the transaction currency, the system applies a currency conversion rate to the values. For the Actual Value, the system applies the rate associated with the date of the WIP completion or return. For Planned Standard Value and Produced Standard Value, the system applies the rate associated with the date the item costs were collected for the reports. The planned and produced values apply the same rate, so that the values can be compared.

Over-completions are treated in the reports like any other completion.

## Material Usage Variance

This section explains the following reports:

- Material Usage Variance
- Material Usage Variance Trend
- Material Usage Job Detail

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

The Material Usage Variance report and its related trend report can be used to answer the following questions:

- Does the actual cost of material used in a job exceed the standard cost for all completed jobs, for a selected period, by organization and inventory category?
- What is cost variance in amount and percentage for all completed jobs for a selected period, by organization and inventory category?

The Material Usage Variance report displays the standard cost and actual cost of material consumption, for all completed jobs, for an organization or inventory category. The report also displays the variance in those amounts and their percent of the total standard cost. This report can be used to monitor and control the cost of material consumed for completed jobs with respect to standards for each item, inventory category, time period, or organization.

Completed jobs are jobs for which no more charges are expected. These are closed, completed-no charge, and canceled jobs. (In Oracle Process Manufacturing, jobs are known as batches. See Additional Information, page 15-59.) Variances are shown for both standard and actual (average) costing organizations.

## Report Parameters

For information on the following parameters, see Common Concepts, *Oracle Daily Business Intelligence User Guide*:

- **Organization**
- **Currency**
- **Inventory Category**
- **Item**

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Material Usage Variance report uses the job completion date to determine in which time period to report the usage.

- **Standard Usage:** Cost of the standard quantity of components (or, in Oracle Process Manufacturing, ingredients) required for a job. The standard quantity of components required is obtained from the bill of material (or formula, for Oracle Process Manufacturing) after completion of the job. The item cost of the components is the average item cost of all issues of each component for the job. A job is completed when the quantity is completed and transferred to inventory.
- **Actual Usage:** Cost of the actual quantity of components used for a job. The actual quantity issued to a job is the quantity issued from inventory to work in process (WIP). The actual cost of components is obtained from the WIP Issue and WIP Component Return transactions for a job.
- **Variance Amount:** Actual Usage - Standard Usage.

If you are viewing the report by Item, Organization is not All, and Period is Week or Month, then you can click the Variance Amount value to access the Material Usage Job Detail report. You can use this report to monitor and control material consumption costs to keep them in line with standards for completed jobs. From this report, you can access the Job Information Report, page 15-68.

- **Change:**  $((\text{Variance Amount Current Period} - \text{Variance Amount Previous Period}) / \text{Absolute Value of Variance Amount Previous Period}) * 100$ .

Percentage change in the variance amount between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Variance Percent:**  $((\text{Actual Usage} - \text{Standard Usage}) / \text{Standard Usage}) * 100$ .
- **Change:** Variance Percent Current Period - Variance Percent Previous Period.

Difference in the variance amount between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Item** name as defined for the organization, appended with the organization code—for example, AS54888 (BOS). This column displays when viewing the report at the item level.
- **Item Description** defined at the organization level when viewing the report at the item level.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Material Usage Variance Trend graph shows the Variance Percent over time.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Manufacturing Management Dashboard, page 15-50.

## Additional Information

In Oracle Process Manufacturing, jobs are known as batches. Occasionally, Oracle Process Manufacturing (OPM) batches contain more than one product, referred to as coproducts. When a batch produces coproducts, it is not sufficient to scale the material requirement using the total yielded quantity when calculating material variance, because the coproducts could have different material requirements and costs. If the actual yield from a batch produces a different ratio of coproducts than planned, then it is considered in the material usage variance calculation. When Oracle Daily Business Intelligence extracts the data from Oracle Process Manufacturing for displaying in the reports, the extraction uses a cost allocation factor for the coproducts to weight the quantities. For example, product A has a higher cost allocation factor than product B, and you plan to produce 10 units of each product using the standard quantity of ingredients. If you produce 9 units of product A and 11 units of product B, then a negative material variance occurs. If you produce 11 units of product A and 9 units of product B, then a positive material variance occurs.

If the values display in a currency other than the transaction currency, the system applies a currency conversion rate to the values. The currency conversion rate date used for the conversion is the date on which the job was completed. (That is, the standard and actual values apply the same rate, so the values can be compared.)

Over-completions are treated in the reports like any other completion.

## Manufacturing Cost Variance

This section explains the following reports:

- Manufacturing Cost Variance
- Manufacturing Cost Variance Trend
- Manufacturing Cost Job Detail

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

The Manufacturing Cost Variance reports can be used to answer the following questions:

- What is the actual cost compared to the standard cost for all closed jobs in a given time period, by organization and inventory category?
- What is the cost variance in amount and percentage for all closed jobs in a given time period, by organization and inventory category?
- How do the current metrics compare with those of previous periods?

The Manufacturing Cost Variance report displays the standard cost and actual cost for all closed jobs for any given time period, by organization and inventory category. These costs include material, resource, outside processing, and overhead costs. The report also displays the difference or variance in the standard and actual amounts, and the actual cost as a percentage of standard cost.

As done in Oracle Applications, variances are shown for standard costing organizations. They are shown for average costing organizations only if Oracle Cost Management is set up to report variances for closed jobs. See the description of Variance Amount below.

These reports can be used to monitor and control costs with respect to standards for each item, inventory category, time period, and organization.

## Report Parameters

For information on the following parameters, see Common Concepts, *Oracle Daily Business Intelligence User Guide*:

- **Organization**
- **Currency**
- **Inventory Category**
- **Item**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Manufacturing Cost Variance reports use the job closing date to determine in which time period to report the cost variance.

- **Standard Cost:** Total standard cost of all quantities produced of each item. The quantity produced is obtained from all closed jobs. The standard cost for each closed job is obtained from Oracle Cost Management. (It is the Cost Relieved that is displayed for the job in Oracle Work in Process.)
- **Actual Cost:** Total actual cost charged to all closed jobs. (If there is a closed job, but no cost charged, the actual cost is 0.) The actual cost, which is computed in Oracle Cost Management, is the Cost Incurred that is displayed for the job in Oracle Work in Process.
- **Variance Amount:** Actual Cost - Standard Cost.

For average costing organizations only, if Oracle Cost Management is set up to report variances for closed jobs, this report displays those variances. (That is, if the System Option in the Costing tabbed region in the WIP Parameters in Oracle Applications is set to Use Actual Resources, then the report displays No Data Found for average costing organizations. If the System Option is set to Use Predefined Resources, then the variances are reported as given in Oracle Applications.) Standard costing organizations always show a variance, if variance occurred.

If you are viewing the report by Item, Organization is not All, and Period is Week or Month, then you can click the Variance Amount value to access the Manufacturing Cost Job Detail report. You can use this report to monitor and control costs with respect to standards, for each job. From this report, you can access the Job Information Report, page 15-68.

- **Change:**  $((\text{Variance Amount Current Period} - \text{Variance Amount Previous Period}) / \text{Absolute Value of Variance Amount Previous Period}) * 100$ .

Percentage change in the variance amount between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Variance Percent:**  $(\text{Variance Amount} / \text{Standard Cost}) * 100$ .

Manufacturing cost variance as a percentage of the standard cost.

- **Change:**  $\text{Variance Percent Current Period} - \text{Variance Percent Previous Period}$ .

Difference in the variance percentage between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Completed Quantity:** Quantity of the item completed, obtained from the closed jobs. (This quantity comes from the Completed quantity in the Discrete Jobs window in Oracle Work in Process, in the Job History tabbed region.)

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Manufacturing Cost Variance graphs show the Variance Amount and Variance Percent over time.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Manufacturing Management Dashboard, page 15-50.

## Additional Information

If the values display in a currency other than the transaction currency, the system applies a currency conversion rate to the values. The currency conversion rate date used for the conversion is the date on which the job was closed. (That is, the standard and actual values use the same rate, so the values can be compared.)

## Current Unrecognized Variance

This section explains the Current Unrecognized Variance and the Open Job Detail reports.

These reports can be used to answer the following questions:

- Does the actual cost charged currently exceed the total standard cost for any open jobs, by organization and inventory category?
- Currently, what is the cost variance in amount and percentage for the open jobs for a selected time period, by organization and inventory category?

The Current Unrecognized Variance report displays the standard cost and actual cost for any open jobs, where the actual cost charged exceeds the total standard cost, as of the date the data was last updated. (The jobs may or may not be complete. Any jobs that are not closed are included.) The date the data was last updated is the latest date that the information was collected from Oracle Applications for displaying in the reports. Typically, information is collected daily. It depends on how frequently

your administrator scheduled the collections. You can view the costs by organization and inventory category. The report also displays the variance as an amount and as a percentage of the total standard cost.

Only jobs whose actual cost exceeds the standard cost are included. For example, a job was created for 10 items. If the cost for those 10 items is still less than the standard cost for 10, the job does not display in this report. Data is shown for standard costing organizations only. (Costing methods are associated with organizations when setting up Oracle Cost Management. Costing methods are visible in the Organization Parameters window in Oracle Inventory.)

This report can be used to monitor and control costs for open jobs with respect to standards, for each item, inventory category, and organization.

## Report Parameters

For information on the following parameters, see Common Concepts, *Oracle Daily Business Intelligence User Guide*:

- **Organization**
- **Currency**
- **Inventory Category**
- **Item**

You cannot select a date in the report parameters. This report shows the latest data as of the Data Last Updated date that displays beneath the report.

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Current Unrecognized Variance report uses the date on which the data was last collected from Oracle Applications (the Data Last Updated date) to determine in which time period to report the actual and standard cost.

- **Standard Cost of Open Jobs:** Quantity \* Current Cost.

For all open jobs, this is the job quantity (or plan quantity for Oracle Process Manufacturing batches) or the completed quantity, whichever is greater, multiplied by the current cost for each item, as of the Data Last Updated date. Current cost is the latest item cost collected by Oracle Daily Business Intelligence from Oracle Cost Management.

- **Total Cost Charged:** Total actual cost charged to all open jobs (any job that is not closed). The actual cost, which is computed in Oracle Cost Management, is the Cost Incurred that is displayed for the job in Oracle Work in Process.
- **Variance Amount:** Total Cost Charged - Standard Cost of Open Jobs.

If you are viewing the report by Item, and Organization is not All, then you can click the Variance Amount to access the Open Job Detail report. You can use this report to see job-level information on all open jobs where actual cost exceeds standard cost. Because this report extracts data directly from Oracle Applications, it provides the real-time status of the job. From this report, you can access the Job Information Report, page 15-68.

- **Variance Percent:** (Variance Amount / Standard Cost of Open Jobs) \* 100.



- **Actual Quantity:** Actual production quantity of the item being completed.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Current Unrecognized Variance graphs show the Variance Amount and Variance Percent for the items in the selected organization.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Manufacturing Management Dashboard, page 15-50.

## Additional Information

If the values display in a currency other than the transaction currency, the system applies a currency conversion rate to the values. For the values in this report, the system applies the rate associated with the date the item costs were collected for the reports. (That is, the standard and actual values use the same rate, so they can be compared.)

Over-completions are treated in the reports like any other completion.

## Resource Utilization

This section explains the following reports:

- Resource Utilization
- Resource Utilization Trend
- Resource Efficiency—See Resource Variance, page 15-72
- Resource Efficiency Trend—See Resource Variance, page 15-72
- Resource Variance—See Resource Variance, page 15-72
- Resource Variance Trend—See Resource Variance, page 15-72

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

The Resource Utilization report and trend report can be used to answer the following questions:

- What is the availability of each resource, and how much is utilized for any selected time period by organization, resource group, and department?
- Which resources were most utilized, as a percentage of their availability, and were likely to have been bottlenecks? Which may be under-utilized or have excess capacity?

The Resource Utilization report displays the cost of resource availability and resource usage for a selected time period by organization, resource group, and department. The

report also displays the resource utilization as a percentage of the available resource. This report can be used to monitor and control utilization of resources, to identify likely bottlenecks and under-utilized resources.

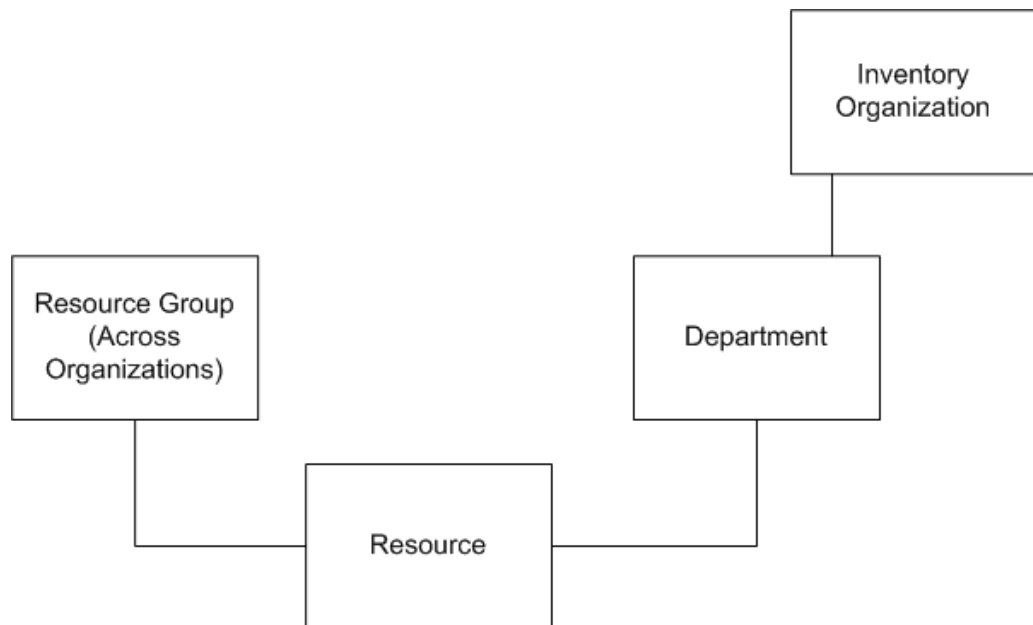
Only time-based resources (resources whose utilization or availability is given in units of time, such as hours) are included in the report. This report includes all available or charged resources in Oracle Engineering, Oracle Work in Process, and Oracle Process Manufacturing in the selected time period.

The Resource Utilization Trend report lets you see resource utilization over time. This report shows the metrics for several previous periods and lists the change from the previous period in the column.

## Report Parameters

These reports use the following parameters:

- **Organization:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*.
- **Currency:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*.
- **Resource, Resource Group, Department:** Resources are defined in Oracle Engineering. Depending on how the setup was done in Oracle Engineering, the resources can be grouped by Resource Group or Department. As shown in the following illustration, resource groups are defined across organizations; departments are defined within an organization.



- Each resource belongs to one or more owning departments within an organization. (The resource cannot be used in another organization, but it can be used in another department.) Therefore, the resource departments that are listed depend on the inventory organization selected in the Organization parameter.

Utilized hours are obtained from all open and closed jobs. If a resource is owned by one department and used by another, the report displays the utilization by owning department, resource group, or resource.

For discrete manufacturing, resource departments are mandatory in Oracle Applications; resource groups are optional. If your company has not set up resource groups, the report lists all resources under a single Unassigned resource group. Click the Unassigned group to display each resource.

For Oracle Process Manufacturing (OPM), Resource Groups are sourced from the Plant Resource attribute called the Resource Category (known as the Group Resource in previous releases). The Resource Category is a required field, and it defaults to the resource itself. Resource Departments are sourced from the OPM's Resource Class, which is an optional attribute of the Resource defined at the global level. If the Resource Class is left blank, the report places the resource in an Unassigned resource department (when viewing the data by department). Click the Unassigned department to display each resource.

## Report Headings and Calculations

The Resource Utilization reports use the resource transaction date to determine in which time period to report the utilization.

- **Resource Cost Charged:** Cost of all resources charged to jobs (open or closed) in the selected time period. The resource hours charged are multiplied by the standard cost for the resource, as of the date of the resource transaction in Oracle Work in Process. The standard cost of the resource comes from Oracle Cost Management.
- **Cost of Resource Available:** Resource hours available for each resource, multiplied by the standard cost for each resource as of the day the data was collected by Oracle Daily Business Intelligence from Oracle Applications. Each resource may be available for 24 hours, or for certain shifts. Resource availability is obtained from the resource or manufacturing calendar in Oracle Engineering and Oracle Work in Process.
- **Utilization:**  $(\text{Resource Cost Charged} / \text{Cost of Resource Available}) * 100$ .
- **Change:** Utilization Current Period - Utilization Previous Period).

Difference in utilization between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

If viewing the resource utilization by resource, the following additional columns display. The profile option *BOM : Hour UOM* in Oracle Applications is used as a basis for converting the resource's primary unit of measure into hours:

- **Available Hours:** Number of available resource hours in the selected time period, as of the selected date.
- **Utilized Hours:** Number of resource hours used in the selected time period, as of the selected date.

If available hours are not known, Cost of Resource Available is reported as N/A. If there is an available resource, but no resource costs charged, the Resource Cost Charged and Utilized Resource are 0.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Resource Utilization Trend graph shows the Utilization percentage for all resources in the selected organization, over time.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Manufacturing Management Dashboard, page 15-50.

## Additional Information

In Oracle Applications, resource capacities are available only at a given time. Therefore, the reports do not recreate capacities for dates that occur before Oracle Daily Business Intelligence was implemented. When Oracle Daily Business Intelligence is first set up, and the data is collected from Oracle Applications for displaying in the reports, the capacity collected at that time is assumed to be the capacity for all previous dates. Thereafter, data is typically collected daily, and the current capacity is reflected as of each collection date. In other words, if you enter a past date that occurred before Oracle Daily Business Intelligence was implemented, the capacity used is the capacity as of the implementation date.

If the values display in a currency other than the transaction currency, the system applies a currency conversion rate to the values. For the values in this report, the system applies the rate associated with the date of the resource availability (or of the resource transaction, if a transaction occurred). This rate is used for both the resource utilization and availability as of that date, so the values can be compared.

## Scrap

This section explains the following reports:

- Scrap
- Scrap Trend
- Scrap Job Detail

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

The Scrap reports can be used to answer the following questions:

- What was the value and quantity of scrap generated in a given time period, by organization and inventory category?
- What was the percentage of scrap value and quantity to the gross production value and quantity?

The Scrap reports display the value and quantity of scrap generated in a given time period, by organization and inventory category. The reports also display the gross production value and the scrap as a percentage of gross production. This report can be used to assess the quality of the production process.

Scrap does not apply to Oracle Process Manufacturing (OPM). The OPM product that does not meet the specification is either reworked within the same batch or is completed as a coproduct using another item. The rework impact is reflected in the Resource Variance report (see Resource Variance, page 15-72), and the coproduct impact is reflected in the Material Usage Variance report (see Material Usage Variance, page 15-57).

## Report Parameters

For information on the following parameters, see Common Concepts, *Oracle Daily Business Intelligence User Guide*:

- **Organization**
- **Currency**
- **Item**
- **Inventory Category**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Scrap report use the scrap transaction date to determine in which time period to report the scrap quantity and value.

- **Scrap Value:** Value of scrap as of the day it was generated, minus scrap returns. The scrap value is the cost that was charged to an assembly that was scrapped. The value is obtained by aggregating all scrap transactions. The value includes scrap generated from all standard discrete jobs, open or closed. Cost updates are not taken into account. (For more information on cost updates, see: Overview of Average Costing, *Oracle Cost Management User's Guide* in the *Oracle Cost Management User's Guide*.)
- **Change:**  $((\text{Scrap Value Current Period} - \text{Scrap Value Previous Period}) / \text{Absolute Value of Scrap Value Previous Period}) * 100$ .

Percentage change in the scrap value between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Gross Production Value:** Sum of the work in process (WIP) completion value and Scrap Value in the selected period. These values are obtained from WIP assembly completions and scrap transactions. Return transactions are subtracted from the gross production value. A WIP completion occurs when the quantity is completed and transferred to inventory.
- **Scrap Value Percent:**  $(\text{Scrap Value} / \text{Gross Production Value}) * 100$ .

Percentage of the gross production value that is scrap.

If you are viewing the report by Item, Organization is not All, and Period is Week or Month, then you can click the scrap percent value to access the Scrap Job Detail report. You can use this report to monitor and control scrap. Because this report extracts data directly from Oracle Applications, it provides the real-time status of the job. From this report, you can access the Job Information Report, page 15-68.

- **Change:**  $\text{Scrap Value Percent Current Period} - \text{Scrap Value Percent Previous Period}$ .

Difference in the scrap value percentage between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Scrap Quantity:** Quantity of partially or fully completed assemblies that were scrapped using the scrap transaction.
- **Gross Production Quantity:** Sum of the WIP completion quantity and Scrap Quantity.

- **Scrap Quantity Percent:** (Scrap Quantity / Gross Production Quantity) \* 100.

Percentage of the gross production quantity that was scrap.

If there is a gross production value for an item for a given set of parameters, and there are no scrap transactions, the scrap quantity and value are 0 (zero).

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Scrap Trend graph shows the percentage of the gross value production that is scrap, over time.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Manufacturing Management Dashboard, page 15-50.

## Additional Information

If the values display in a currency other than the transaction currency, the system applies a currency conversion rate to the values. The currency conversion rate date used for the conversion is the date associated with each transaction.

Over-completions are treated in the reports like any other completion.

## Job Information

This report displays current data relating to a job. It provides a variety of information about open and closed jobs, such as job start date, schedule completion date, status, various costs, and variances by cost-elements.

# Product Cost Management Dashboard

Use the Product Cost Management dashboard to view information about factors affecting product gross margin, such as the fulfilled value of orders, product cost, and manufacturing cost variances.

- View product gross margin by organization, product category, item, and customer, including change in product gross margin over time.
- View standard and actual manufacturing costs, and the resulting variance, for all closed jobs.
- View material usage variance amount and percent by organization, inventory category, and item.
- View resource variance amount and percent by resource group, organization, department, and resource.

The Product Cost Management uses information from the following application area:

- Oracle Order Management

- Oracle Work in Process
- Oracle Cost Management
- Oracle Bills of Material
- Oracle Flow Manufacturing
- Oracle Process Manufacturing (including Oracle Process Manufacturing Product Development, Process Execution, and Costing)

The Product Cost Management is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Product Cost Intelligence responsibilities.

## Parameters

For information on the following parameters, see Common Concepts, *Oracle Daily Business Intelligence User Guide*:

- **Organization**
- **Currency**

For more information on how parameters affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Reports and Graphs

This dashboard contains the following report regions:

- Product Cost Management KPIs, page 15-69
- Product Gross Margin, page 15-70
- Material Usage Variance, page 15-57
- Resource Variance, page 15-72

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, *Oracle Daily Business Intelligence User Guide*.

## Product Cost Management KPIs

Product Cost Management key performance indicators (KPIs) are described in this section.

### KPI Definitions

- **Product Gross Margin** =  $((\text{Fulfilled Value}) - \text{COGS}) / \text{Fulfilled Value} \times 100$   
 Fulfilled Value = Fulfilled Quantity \* Selling Price for sales order lines.  
 COGS = Total item costs associated with the products shipped.
- **Manufacturing Cost Variance** =  $((\text{Actual Cost} - \text{Standard Cost}) / \text{Standard Cost}) \times 100$   
 Actual Cost = Actual cost charged to all closed jobs.  
 Standard Cost = Standard cost for all closed jobs.
- **Material Usage Variance** =  $((\text{Actual Usage} - \text{Standard Usage}) / \text{Standard Usage}) \times 100$

Actual Usage = Actual quantity of components issued to a job for an assembly, multiplied by the Actual Cost for all completed jobs. (The actual quantity issued to a job is the quantity issued from inventory to work in process.)

Standard Usage = Standard quantity of components in the assembly, multiplied by the Actual Cost for all completed jobs. (The standard quantity is obtained from the bills of material or Oracle Process Manufacturing formula.)

- **Resource Variance** = ((Actual Resource Cost - Standard Resource Cost) / Standard Resource Cost) \* 100

Actual Resource Cost = Resource Hours charged to a completed job \* Actual Cost of Resources based on each resource transaction for all completed jobs.

Standard Resource Cost = Standard Resource Hours for a job, based on the actual routing used \* Standard Cost of Resource at the time of completion for all completed jobs.

## Related Reports and Links

For information on the related reports, see: Product Cost Management Dashboard, page 15-68.

## Product Gross Margin

This section explains the following reports:

- Product Gross Margin
- Product Gross Margin Trend

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

This report is useful for managers who are responsible for product profitability and percentage gross margin. The Product Gross Margin reports can be used to answer the following questions:

- What is the product margin, by product category and by product, in a given time period?
- What is the trend of product margin over time, for all or for specific organizations or product categories?
- How does product margin compare across organizations?

The Product Gross Margin report compares the total cost of goods sold (COGS) for items that are shipped on sales orders to the total fulfilled value of items on sales orders. The report expresses product gross margin as the difference between total fulfilled value and COGS. The report displays the product gross margin value (fulfilled value, minus COGS) as a percentage of total fulfilled value.

The Product Gross Margin report shows the margin on orders booked after the global start date. If an order was booked before the global start date and fulfilled subsequently, then it is not included in the report.



For Oracle Process Manufacturing, the fulfilled value, COGS and margin refer to data from Oracle Order Management, not Oracle Process Manufacturing (OPM) Order Fulfillment.

## Report Parameters

- **Organization:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*.
- **Currency:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*.
- **Product Category:** These are product categories defined during Oracle Applications setup, to categorize products that are sold. For pick-to-order (PTO), kit, and assemble-to-order (ATO) models, the products are categorized according to the top model associated with each configuration.

The report also gives margin values for products (items on sales orders) that were not assigned to a product category during Oracle Applications setup. These products are displayed in an Unassigned category.

- **Item:** Items defined in Oracle Inventory, concatenated with the Inventory Organization Code.

See Common Concepts, *Oracle Daily Business Intelligence User Guide* for information on these report parameters.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The fulfilled value of all orders is reported on the fulfillment date of the order line. The cost of goods sold for the order line is reported on the date of the shipment. The fulfilled value of all order returns is accounted for on the fulfillment date of the RMA. The adjustment to cost of goods sold for returns is displayed on the date of the receipt of goods.

- **Fulfilled Value:** Fulfilled Value is the value of all order lines for products, fulfilled by an organization. It includes the Fulfilled Values for both external and internal orders. Fulfilled Value is calculated as the product of the Fulfilled Quantity and the Selling Price on the order line (including discounts and charges). Retrobilling orders and order lines credits and charges are not included in Fulfilled Value.
- **COGS:** Cost of goods sold (COGS). COGS refers to the total item costs associated with the products sold. In this report, COGS is the cost of goods shipped as booked to the COGS account in Oracle Shipping. For actual costing organizations, the cost is the actual cost. For standard costing organizations, the standard cost is used.
- **Margin:** Fulfilled Value - COGS.

Margin is calculated as the difference between fulfilled value and cost of goods sold for products. Order lines with service items are excluded. For information on service items, see: Common Concepts, *Oracle Daily Business Intelligence User Guide*.

(The Margin (%) is displayed on the Product Cost Management dashboard; the Margin is displayed when you view the full report.)

- **Margin (%):**  $((\text{Fulfilled Value} - \text{COGS}) / \text{Fulfilled Value}) * 100$ .

Product gross margin, calculated as the difference between product fulfilled value and cost of goods sold for products, expressed as a percentage of product fulfilled value. (See Margin above, for more detail about the margin calculation.)

- **Change:** Margin % Current Period - Margin % Previous Period.

Change in margin percentage between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

The margin for drop-shipped items is displayed in the shipping organization identified on the order line.

Negative fulfilled value or COGS indicates sales returns of shipped items. Negative margin indicates the cost of an item was greater than its selling price on the order.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Product Gross Margin Trend graph shows the product margin percentage for all product categories in the selected organizations, over time.

Other Product Gross Margin graphs show the product margin percentage, by product category, or by product.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Product Cost Management Dashboard, page 15-68.

## Material Usage Variance

See Material Usage Variance, page 15-57 for information on these reports.

## Resource Variance

This section explains the following reports:

- Resource Variance
- Resource Variance Trend
- Resource Variance Job Detail
- Resource Utilization Trend—See Resource Utilization, page 15-63
- Resource Utilization—See Resource Utilization, page 15-63
- Resource Efficiency
- Resource Efficiency Trend
- Resource Efficiency Job Detail

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

The Resource Variance reports can be used to answer the following questions:

- Does the actual cost of the resource used in a job exceed the standard cost for all completed jobs in a given time period, by organization, resource group, and department?
- What is the resource cost variance in amount and percentage for all completed jobs in a given time period, by organization, resource group, and department?
- How do the current metrics compare with those of previous periods?

The Resource Efficiency reports can be used to answer the following questions:

- Were the resource hours used on a job within the standards for all completed jobs in a given time period?
- What was the efficiency of each resource for all completed jobs in a given time period?
- How do the current metrics compare with those of previous periods?

The Resource Variance report displays the standard resource cost and actual resource cost for all completed jobs for a selected time period, by organization, resource group, and department. The report also displays the variance as an amount and as a percentage of the total standard resource cost. This report can be used to monitor and control resource costs for all completed jobs with respect to standards, for each resource, resource group, department, time period, and organization.

The Resource Efficiency report displays the standard resource hours required and actual hours used for all completed jobs in a given time period. The report also displays the resource efficiency as the percentage of standard to actual hours for each resource.

The Resource Variance and Resource Efficiency reports consider all completed jobs for which no more charges are expected. These are Closed, Complete-No Charges, and Canceled jobs. Variances are shown for both standard and actual costing organizations. If the resource charges for any job change, the reports show the updated figures.

## Report Parameters

- **Organization**
- **Currency**
- **Resource Group**
- **Department**
- **Resource**

See Common Concepts, *Oracle Daily Business Intelligence User Guide* for information on the **Organization** and **Currency** parameters.

For a description of the **Resource**, **Resource Group**, and **Department** parameters, see: Resource Utilization, page 15-63.

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

The Resource Variance and Resource Efficiency reports use the job completion date to determine in which time period to report the data. (For example, charges that occur later are moved back to the job completion date.)

- **Actual Cost:** Actual resource hours charged, multiplied by the actual resource rate for each resource.

The actual resource rate is obtained from the work in process (WIP) resource transactions. The rate is the cost per unit of time.

- **Standard Cost:** Standard resource hours, multiplied by the standard rate for each resource.

The standard resource hours are obtained from the routing used for the job. The standard hours are calculated using the actual quantity completed on the job, not the Job Start Quantity.

For Oracle Process Manufacturing, the costing of closed batches uses the Batch Completion date for looking up resource costs for both actual and standard resource costs.

- **Variance Amount:** Actual Cost - Standard Cost.

If you are viewing the report by Resource, Organization is not All, and Period is Week or Month, then you can click the Variance Amount value to access the Resource Variance Job Detail report. You can use this report to monitor and control resource costs with respect to standards, for completed jobs. From this report, you can access the Job Information Report, page 15-68.

- **Change:**  $((\text{Variance Amount Current Period} - \text{Variance Amount Previous Period}) / \text{Absolute Value of Variance Amount Previous Period}) * 100$ .

Percentage change in the variance amount between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

- **Variance Percent:**  $(\text{Variance Amount} / \text{Standard Cost}) * 100$ .

- **Change:** Variance Percent Current Period - Variance Percent Previous Period.

Difference in the variance percentage between the current and previous time periods. For complete information on how change comparisons work, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

If viewing the variance by resource, the following additional columns display. Viewing actual hours by resource helps you identify whether the cost of a resource is high because of the rate or because of the excess hours used for processing.

- **Actual Hours:** Actual resource hours obtained from Oracle Work in Process, from the WIP resource transactions for each job.
- **Standard Hours:** Standard resource hours obtained from Oracle Engineering and Oracle Work in Process, from the routing used for the job. The standard hours are calculated using the actual quantity completed on the job, not the Job Start Quantity.

The Resource Efficiency reports displays the following additional column:

- **Resource Efficiency:**  $(\text{Standard Hours} / \text{Actual Hours}) * 100$ .

Percentage of standard to actual hours for each resource.

If you are viewing the report by Resource, Organization is not All, and Period is Week or Month, then you can click the Resource Efficiency value to access the Resource Efficiency Job Detail report. You can use this report to see how efficiently a job was done by comparing actual hours spent with standard hours. From this report, you can access the Job Information Report, page 15-68. The Job Information report displays current data relating to a job. This report provides a variety of information about open and closed jobs, such as job start date, schedule completion date, status, various costs, and variances by cost-elements.

If a completed job has no resource charges, the actual hours and cost are 0.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Graphs

The Resource Variance Trend graphs display the Variance Amount and Variance Percent over time.

The Resource Efficiency Trend graph displays the Resource Efficiency percentage over time.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Product Cost Management Dashboard, page 15-68.

## Additional Information

Resource variance in the Resource Variance report does not capture variation due to non-standard routing. The report does not take into account changes in resource rates after job completion, even if the job is not closed.

The standard rate is the resource rate that was in effect the first time Oracle Daily Business Intelligence collected the data, after the job was completed.

Oracle Flow Manufacturing does not allow manual charges. Therefore, in the Resource Variance and Efficiency reports, if an organization has half flow jobs and half discrete jobs, the 100 percent efficiency of flow resources would distort the overall variance and efficiency. Therefore, flow data is excluded from these reports.

If the values display in a currency other than the transaction currency, the system applies a currency conversion rate to the values. The currency conversion rate date used for the conversion is the date on which the job was completed. (That is, the standard and actual values use the same rate, so the values can be compared.)

## Plan Management Dashboard

Use the Plan Management dashboard to compare plans with each other or to see how the plans are changing over time:

- Display planned revenue, cost, margin, and margin percentage, including the variance in these numbers between the selected plan and the compare plan. See: Planned Revenue and Margin, page 15-80.

- Display planned production, carrying, and purchasing costs for the selected plan and compare plan, including the variance in these numbers between the plans. See: Planned Revenue and Margin, page 15-80.
- View a trend of the planned revenue, margin, and costs by month, quarter, and year. See: Planned Revenue and Margin, page 15-80.
- Understand the reasons for potential revenue shortfall.
- Display the planned inventory turns, on-time shipment percentage, and resource utilization, including the variance in these measures between the selected plan and the compare plan. See: Planned Performance, page 15-85.
- Display the planned resource utilization percentage for each resource, resource group, or department, including the variance in this measure between the selected plan and the compare plan. See: Planned Performance, page 15-85.
- View a trend of the planned inventory turns, planned on-time shipment percentage, and planned resource utilization by month, quarter, and year. See: Planned Performance, page 15-85.
- Monitor key performance measures in planned revenue, margin, margin percentage, inventory turns, on-time shipment percentage, and resource utilization. See: Planning KPIs, page 15-79.

The Plan Management dashboard uses information from the following application area:

- Oracle Advanced Supply Chain Planning

The Plan Management dashboard is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Planning Intelligence responsibilities.

## Parameters

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

- **Period:** Month, Quarter, and Year values are available. Oracle Advanced Supply Chain Planning may use different calendars for different organizations. The Plan Management reports in Oracle Daily Business Intelligence re-aggregate the key performance measures (KPIs) in Oracle Advanced Supply Chain Planning to render them within the Enterprise Calendar that is set up for Oracle Daily Business Intelligence. This re-aggregation enables the KPIs in Oracle Advanced Supply Chain Planning to be reasonably compared with other measures in Oracle Daily Business Intelligence. It also ensures that the results of two plans can be reasonably compared. (See Additional Information, below.)

You cannot select a specific date at the top of the page for the Plan Management reports. The reports show information that is summarized for the entire period, as indicated by the Period Name and Period parameters. The date range covered by a plan is dictated by the plan's run date and the planning horizon, as defined in Oracle Advanced Supply Chain Planning.

- **Period Name:** This parameter displays future plan periods for all plans. It is dependent on the Period. Depending on the period chosen, the parameter displays all available periods defined in the plan(s). If you choose Month from the Period parameter, and the planning horizon for the plan was for 1/1/01 to 12/31/03, then the Period Name parameter contains "Jan-01, Feb-01, Mar-01, etc." If you choose Quarter from the Period parameter, then Period Name contains "Q1-01, Q2-01, etc."

- **Organization:** Inventory organizations to which you have access as determined by organization security setup in Oracle Inventory.

Selecting All organizations displays data for all organizations to which you have access (not necessarily all organizations in the enterprise).

- **Currency:** For a definition, see Common Concepts, page 15-3.

Currency measures in the reports (such as Revenue and Cost) are displayed in the same currency that is used for the measures in ASCP. For each organization, these measures equal the organization-level figures in the ASCP planner workbench. For more information, see the *Oracle Advanced Planning and Scheduling Implementation and User's Guide*.

- **Plan:** Plans from Oracle Advanced Supply Chain Planning of the type Manufacturing, Production, or Distribution.

Plans are captured as snapshots, which are scheduled when setting up Oracle Daily Business Intelligence. For example, suppose the following plans exist in Oracle Advanced Supply Chain Planning (ASCP):

Plan X (run weekly)

- Run in ASCP on August 10, 2003
- Run in ASCP on August 17, 2003

Plan Y (run monthly)

- Run in ASCP on September 1, 2003

In Oracle Daily Business Intelligence, a senior planner schedules weekly snapshots of Plan X and just one snapshot of Plan Y. The following snapshots are available to choose from in the Plan and Compare Plan parameters. The plans are listed in the following format: Plan Name-Run Date.

- Plan X-10-AUG-2003
- Plan X-17-AUG-2003
- Plan Y-1-SEPT-2003

If weekly snapshots were not taken of Plan X, the snapshots might only be as follows:

- Plan X-10-AUG-2003
- Plan Y-1-SEPT-2003

The frequency of the plan snapshots depends on how frequently the senior planner scheduled them in the Oracle Daily Business Intelligence setup. For example, if a plan is run weekly, every Sunday, the snapshots may be taken weekly, 3 days after the plan is run.

The plan snapshots contain data that extends from the plan run date to the planning horizon end date. For example, if the plan is run on August 10, then viewing data by month shows data from August 10, forward for that plan. (If you are viewing data for a longer time period than the planning horizon, the data displays only up until the planning horizon end date.)

The Plan Management reports get their data from database tables in Oracle Advanced Supply Chain Planning (ASCP) by taking snapshots of the data. These snapshots enable good reporting performance, even when Oracle Advanced

Supply Chain Planning is implemented on a separate instance than the enterprise resource planning (ERP) system.

- **Compare Plan:** The same plans as listed in the Plan parameter. Choose None if you want to see only a single plan's data.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Additional Information

If you view the data in a time period that is smaller than the ASCP plan period, then the report distributes the data accordingly. For example, an ASCP period may be a quarter, whereas you are viewing the data by month. The report divides the quarterly plan numbers by the total number of days in the quarter. Then it multiplies this number by the number of days in the month.

In the case of average inventory balances, the reports assume that the average inventory balance for an ASCP period is the same for each day in that period. For example, the inventory turns for a quarter in ASCP is the same inventory turns for one month in the reports. On the other hand, if the ASCP periods are months and you view quarterly or yearly data in the reports, the reports average the monthly average inventory balances over the quarter or year.

Following is an example of average inventory balance used in the inventory turns calculation. Planned inventory turns is calculated as follows:  $(\text{Cost of Total Demand in the Period} * (365 / \text{Number of Days in Period})) / \text{Cost of Average Inventory for the Period}$ . In this example, the *Cost of Total Demand in the Period* is represented by COGS (cost of goods sold). The  $(\text{Cost of Total Demand in the Period} * (365 / \text{Number of Days in Period}))$  is the Annualized COGS. The Average Daily COGS is the COGS divided by the number of days in the period.

### ***Example of Average Inventory Balance Used in the Inventory Turns Calculation***

Month	COGS	Days	Average Daily COGS	Annualized COGS	Average Inventory Value	Turns
January	310	31	10	3,650	100	37
February	336	28	12	4,380	110	40
March	496	31	16	5,840	130	45
Quarter 1	1,142	90	13	4,631	113	41

In this example, ASCP gives the planned turns for each month, but in the Planned Performance report (which shows the planned inventory turns) you have selected a time period of Quarter. This example shows that the inventory values are averaged over the quarter to give the quarterly inventory turns.

## Reports and Graphs

This dashboard contains the following report regions:

- Planning KPIs, page 15-79



- Planned Revenue and Margin, page 15-80
- Planned Performance, page 15-85

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, *Oracle Daily Business Intelligence User Guide*.

## Planning KPIs

Planning key performance indicators (KPIs) are described below. These are the same KPIs visible in the planner workbench in Oracle Advanced Supply Chain Planning.

### KPI Definitions

The Variance shows the absolute change between the Plan and Compare Plan.

- **Planned Revenue:** Total Shipment Units \* Standard Price \* Standard Discount, from Oracle Advanced Supply Chain Planning.

Use this KPI to determine the total revenue value of independent demand for the period, including sales orders and forecasted demand. See also: Planned Revenue and Margin, page 15-80.

- **Planned Margin:** Planned Revenue - (Total Shipment Units \* Standard Cost), from Oracle Advanced Supply Chain Planning.

Use this KPI to determine the period's margin that is projected to result from the Planned Revenue. See also: Planned Revenue and Margin, page 15-80.

- **Planned Margin Percent:** (Planned Margin / Planned Revenue) \* 100.

Use this KPI to determine the margin percentage for the period. See also: Planned Revenue and Margin, page 15-80.

- **Planned Inventory Turns:** (Cost of Total Demand in the Period \* (365 / Number of Days in Period)) / Cost of Average Inventory for the Period.

Use this KPI to determine the inventory turns that are projected to result from the execution of the plan. See also: Planned Performance, page 15-85.

- **Planned On-Time Shipment:** (Total Number of Order Lines - Number of Late Order Lines) / Total Number of Order Lines \* 100.

Use this KPI to determine the customer service level projected to result from the execution of the plan. Compare this KPI with the Planned Inventory Turns to determine the ideal tradeoff between inventory levels and customer service. See also: Planned Performance, page 15-85.

- **Planned Resource Utilization:** (Hours of Capacity Planned / Available Hours of Capacity) \* 100, from Oracle Advanced Supply Chain Planning.

Use this KPI to help identify resource constraints to manufacturing throughput. These would be resources whose utilization would be near or exceeding 100%. Under-utilization may also point to revenue opportunities that could result from changes in product promotion or pricing strategies. See also: Planned Performance, page 15-85.

### Related Reports and Links

For information on the related reports, see: Plan Management Dashboard, page 15-75.

## Planned Revenue and Margin

This section explains the following reports:

- Planned Revenue and Margin
- Planned Revenue and Margin Trend
- Plan Details
- Planned Organizations
- Planned Cost Breakdown Summary
- Planned Cost Breakdown Summary Trend
- Planned Purchasing Cost
- Potential Revenue Shortfall Trend
- Top Potential Revenue Shortfall Reasons

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

The Planned Revenue and Margin and related reports can be used to answer the following questions:

- How do different optimization objectives between two plans affect projected profitability?
- Over time, how have the profit expectations of a plan changed? (Changes can result from a variety of factors, including forecast changes or resource downtime, and material constraint changes.)
- How will differences between plans affect a company's cash flow, as cash flow is affected by procurement needs?

The Planned Revenue and Margin report multiplies the total planned shipments by the standard item price, including the discount, to display planned revenue. It subtracts planned cost from the planned revenue to display planned margin. Planned margin is divided by the planned revenue to yield the planned margin percentage.

The Planned Cost Breakdown Summary report calculates planned production costs, planned carrying costs, and planned purchasing costs for the selected plan. The Planned Purchasing Cost report displays the planned purchasing cost by supplier.

These reports also display the variance in their measures between the selected plan and the compare plan.

From these reports, you can easily examine the definitions of the selected plans using the Plan Details and Plan Organizations reports. The Plan Details report displays the details of the selected plan as it was set up in Oracle Advanced Supply Chain Planning, such as the plan horizon. From this report, you can access the Plan Organizations report to view the inventory organizations that are covered by the selected plan.

**Note:** All of the measures in these reports, such as margin percentage, come from Oracle Advanced Supply Chain Planning, where they are visible in the planner workbench. For additional details, refer to the *Oracle Advanced Planning and Scheduling Implementation and User's Guide*.

## Report Parameters

For more information on how parameters (including time periods) affect the results on dashboards and reports, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

For information on the following parameters, see Plan Management Dashboard, page 15-75:

- **Organization**
- **Currency**
- **Period**
- **Period Name**
- **Plan**
- **Compare Plan**

For information on the following parameters, see Common Concepts, page 15-3:

- **Item**
- **Product Category**
- **Inventory Category**

Even if the plan uses product families, the reports (except for Planned Revenue and Margin) display the data by item and inventory category. Planned Revenue and Margin displays data by item and product category.

## Report Headings and Calculations

After a plan runs in Oracle Advanced Supply Chain Planning (ASCP), ASCP creates planned activities, such as planned purchase orders and planned manufacturing orders, with suggested dates. It also plans to move existing scheduled activity, such as sales orders, to new suggested dates, if required by material or resource constraints. The reports use the suggested dates in ASCP to determine the time period in which to report the data. For example, revenue appears in the time period containing the demand satisfied date (suggested due date).

### Planned Revenue and Margin

This report includes the following columns:

- **Organization:** Inventory organization in the selected plan or compare plan. This column displays only when Organization is selected as the View By. If an organization appears in one plan but not the other, the measure for the plan that does not contain the organization is interpreted as zero.

Unless you want to compare the plans of different organization structures, you should ensure that the plans being compared include the same organizations. Use the Plan Details report (described below) to see a plan's organizations.

- **Revenue:** Total Shipment Units \* Standard Price \* Standard Discount.

Value of the items planned to be shipped (revenue value of independent demand).

Total Shipment Units is the number of units planned to be shipped (shipped quantity) in ASCP. The quantity includes both existing demand from sales orders in Oracle Order Management and forecasted demand from Oracle Demand Planning.

Standard Price and Standard Discount are the item price and standard discount for the item in ASCP. For assemble-to-order (ATO), pick-to-order (PTO), and kit

sales, revenue and margin are presented for top model items, as calculated by ASCP. See the *Oracle Advanced Supply Chain Planning User Guide* for more information.

- **Cost:** Total Shipments Units \* Standard Cost.

This is the Planned Cost from ASCP. It is the cost of the items planned to be shipped.

- **Margin:** Revenue - Cost.

The difference between the planned Revenue and planned Cost is the potential margin for the items planned to be shipped.

- **Margin Percent:** (Planned Margin / Planned Revenue) \* 100.

The ratio of planned Margin to planned Revenue is the potential margin percentage for the items planned to be shipped.

- **Variance:** Plan Measure - Compare Plan Measure.

In all of the Plan Management reports, the variance is the difference between the Plan and Compare Plan measures. It is the variance of the value directly preceding it in the report. For example, revenue of 42 thousand in the Plan and 50 thousand in the Compare Plan results in a variance of -8 thousand. The variance between two percentages is calculated the same: for example, 98.5% - 97.4% = 1.1.

#### Plan Details

This report shows the definition of the plan in ASCP:

- **Plan:** Name of the plan, appended with the plan's run date.
- **Plan Description:** Description of the plan as defined in ASCP.
- **Plan Horizon:** Dates between which the plan is being used.
- **Plan Type:** Type of Manufacturing, Production, or Distribution.
- **Run Date:** Latest run date in ASCP that was captured by the plan snapshot. (Oracle Daily Business Intelligence takes snapshots of the ASCP plans.)

For example, a plan is run in ASCP on the 5th, 15th, and 25th of the month. Assume that Oracle Daily Business Intelligence is set up to take scheduled snapshots of the plan on the 10th and 20th of the month. On the 16th of the month, the Plan Details report shows the 5th as the last run date, since the latest snapshot was taken on the 10th.

- **Snapshot Date:** Date that the snapshot of the plan was taken. For example, the plan is run weekly, every Sunday. Assume that the snapshot frequency scheduled by the senior planner in Oracle Daily Business Intelligence is weekly, with an offset of 2 days after the plan has run. In this example, if the Run Date is April 10, the Snapshot Date is April 12.
- **Planned Organizations:** Number of distinct organizations included in the plan. Click the number to open the Planned Organizations report, which lists the organizations.

#### Potential Revenue Shortfall Trend

This report shows the amount of revenue that is at risk of being lost due to late shipment planning exceptions.

This report contains the following columns:

- **Planned Revenue:** Total Shipment Units x Standard Price) x Standard Discount. The value of what is planned to be shipped.

- **Revenue Shortfall:** Total Shortfall in Shipment Units x Standard Price x Standard Discount. The value of what is planned to be shipped after the scheduled ship date or for which there are supply exceptions.
- **Variance (Revenue Shortfall):** Variance between the Plan and Compare To Plan for the Revenue Shortfall measure.
- **Firm Revenue:** Planned Revenue - Revenue Shortfall. The portion of the Planned Revenue that is projected to ship on time, without supply exceptions.
- **Margin Shortfall:** The difference between the Planned Revenue Shortfall and its Planned Cost. It is simply the margin (calculated the same way as Planned Margin), but just for the items planned to be shipped late.
- **Variance (Margin Shortfall):** Variance between the Plan and Compare To Plan for the Margin Shortfall measure.
- **Margin Percent Shortfall:** The ratio of the Planned Margin Shortfall to the Planned Revenue Shortfall.
- **Variance (Margin Percent Shortfall):** Variance between the Plan and Compare To Plan for the Margin Percent Shortfall measure.
- **Revenue Percent Shortfall:** The ratio of the Planned Revenue Shortfall to the Planned Revenue.
- **Variance (Revenue Percent Shortfall):** Variance between the Plan and Compare To Plan for the Revenue Percent Shortfall measure.

#### **Top Potential Revenue Shortfall Reasons**

This report contains the following columns:

- **Ship-From Organization:** The internal organization whose ship-from (revenue) is potentially impacted.
- **Supplier:** The external supplier of the item that is an planning exception.
- **Supply Item:** An item sourced from an external supplier, where that item is a planning exception
- **Resource Organization:** An internal manufacturing organization responsible for a resource that is a planning exception.
- **Resource:** A resource belonging to the Resource Organization, where that resource is a planning exception.

This report contains the unique column Site/Department. This column shows the supplier site name if the reason is an item or the department name if the reason is a resource. For an explanation of the other columns, see Potential Revenue Shortfall Trend, page 15-82.

#### **Planned Cost Breakdown Summary**

This report includes the following columns:

- **Production Cost:** Sum of (Resource Time Needed \* Resource Cost), for all resources in the organization.

Resource Time Needed is an output of ASCP. Resource Costs are also taken from ASCP. The values used are those that were in place in ASCP on the plan's Run Date.

- **Carrying Cost:** Average Inventory for the Period \* Inventory Carrying Cost Percentage.

Planned cost of carrying inventory for the selected period. Inventory Carrying Cost is an output of ASCP. It is calculated based on the average inventory level in each time bucket.

- **Purchasing Cost:** Sum of (Standard Cost \* Supply Quantity) for all items.

Standard cost of all items that are planned to be purchased. The planned purchased items are an output of ASCP, based on the required supply. The Supply Quantity includes item quantities on both planned purchase orders and scheduled purchase order receipts.

Standard Cost is the item list price, multiplied by the supply quantity. In the absence of the item list price, the standard item cost is used.

- **Combined Cost:** Purchasing Cost + Carrying Cost + Production Cost.

Total of the planned production, carrying, and purchasing costs. This measure helps identify the most and least costly products or organizations.

#### **Planned Purchasing Cost**

The Planned Purchasing Cost report is a measure of the purchasing cost included in the plan (see Purchasing Cost, above), listed by supplier. (ASCP provides the association between planned purchase orders and suppliers.)

#### **Item-Level Reports**

When viewing reports at the item level, the following additional columns display:

- For information on **Item**, **Description**, and **UOM**, see: Item-Level Details, page 15-7.
- **Shipment Quantity.** The quantity planned to be shipped is determined by ASCP. The quantity includes both sales orders and forecast demand.

For information on factoring, null values, and other general information, see: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## **Graphs**

The Planned Revenue Trend and Planned Margin Trend graphs display the planned revenue, planned margin, and planned margin percentage over time.

The Planned Cost Breakdown Summary Trend graph displays the planned production costs, planned carrying costs, and planned purchasing costs over time.

## **Personalization**

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## **Related Reports and Links**

For information on the related reports, including how the reports display data when the selected time period differs from the ASCP plan periods, see: Plan Management Dashboard, page 15-75.

For information on the Product Gross Margin report, see: Product Gross Margin, *Oracle Daily Business Intelligence User Guide*.

## Planned Performance

This section explains the following reports:

- Planned Performance
- Planned Inventory Turns
- Planned Inventory Turns Trend
- Planned On-Time Shipment
- Planned On-Time Shipment Trend
- Planned Resource Utilization
- Planned Resource Utilization Trend

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

The Planned Performance and related reports can be used to answer the following questions:

- Based on the plans selected in the Plan and Compare Plan parameters, will a change of planning policy (represented by the policy differences between the two plans) result in a reduction of the inventory needed as compared to the total independent demand?
- Which planning policies result in the best balance of inventory turns and on-time shipments?
- Will resource overloading become a problem within the planning horizon?
- Towards what individual resources should attention be focused to prevent supply problems due to resource overloading?

The Planned Performance report displays the planned inventory turns, on-time shipment percentage, and resource utilization. The Planned Inventory Turns and Planned On-Time Shipment reports display these measures by inventory category, item, and organization. The Planned Resource Utilization report displays the planned resource utilization percentage for each resource, resource group, and organization.

The reports also display the variance in their measures between the selected plan and the compare plan.

**Note:** All of the measures in these reports, such as inventory turns, come from Oracle Advanced Supply Chain Planning, where they are visible in the planner workbench. For additional details, refer to the online Help in Oracle Advanced Supply Chain Planning, or the *Oracle Advanced Planning and Scheduling Implementation and User's Guide*.

## Report Parameters

For information on the following parameters, see Plan Management Dashboard, page 15-75:

- **Organization**
- **Currency**

- **Period**
- **Period Name**
- **Plan**
- **Compare Plan**

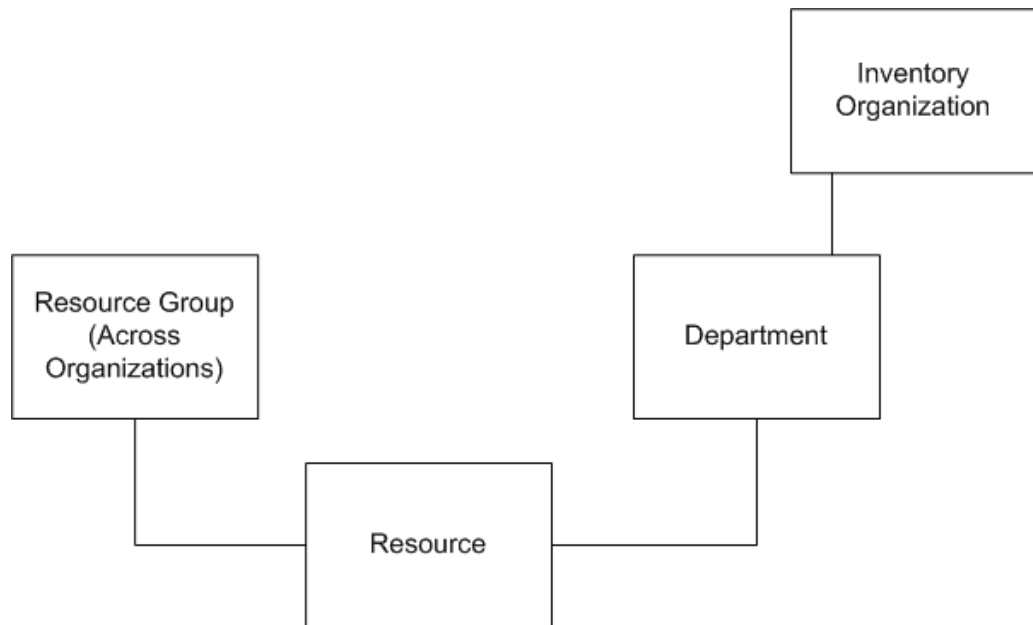
For information on the following parameters, see Common Concepts, page 15-3:

- **Item**
- **Inventory Category**
- **Product Category**

Even if the plan uses product families, the Planned Performance and related reports display the data by item and inventory category.

The following additional parameter displays in the Resource Utilization report:

- **Resource, Resource Group, Department:** Resources are used only by the Planned Resource Utilization report. They are defined in Oracle Engineering. Depending on how the setup was done in Oracle Engineering, the resources can be grouped by Resource Group or Department. As shown in the following illustration, resource groups are defined across organizations; departments are defined within an organization.



- Each resource belongs to one or more owning departments within an organization. (The resource cannot be used in another organization, but it can be used in another department.) Therefore, the resource departments that are listed depend on the inventory organization selected in the Organization parameter.

The Planned Resource Utilization report displays the planned utilization by owning department, resource group, or resource for the selected period. The Planned Resource Utilization Trend report shows data for several periods (of the type you choose: Month, Quarter, Year) in the future, as of the period you select. You can select a comparison plan; the graph will plot the data for both plans.



For more information on how parameters (including time periods) affect the results on dashboards and reports, see: *Parameters*, *Oracle Daily Business Intelligence User Guide*

## Report Headings and Calculations

After a plan runs in Oracle Advanced Supply Chain Planning (ASCP), ASCP creates planned activities, such as planned purchase orders and planned manufacturing orders, with suggested dates. It also plans to move existing scheduled activity, such as sales orders, to new suggested dates, if required by material or resource constraints. The reports use the suggested dates in ASCP to determine the time period in which to report the data.

### Planned Performance

This report includes the following columns:

- **Organization:** Inventory organization in the selected plan or compare plan. This column displays only when Organization is selected as the View By. If an organization appears in one plan but not the other, the measure for the plan that does not contain the organization is interpreted as zero.

Unless you want to compare the plans of different organization structures, you should ensure that the plans being compared include the same organizations.

- **Inventory Turns:**  $(\text{Cost of Total Demand in the Period} * (365 / \text{Number of Days in Period})) / \text{Cost of Average Inventory for the Period}$ .

Ratio of the cost of total demand over the cost of average inventory, for a given period. These costs come from Oracle Advanced Supply Chain Planning (ASCP). This measure shows the Inventory Turns from the planner workbench in ASCP. These are the inventory turns projected to result from the execution of the plan.

For a detailed formula of planned inventory turns, see: *Inventory Turns*, *Oracle Advanced Planning and Scheduling Implementation and User's Guide* in the *Oracle Advanced Planning and Scheduling Implementation and User's Guide*.

- **On-Time Shipment:**  $((\text{Total Number of Order Lines} - \text{Number of Late Order Lines}) / \text{Total Number of Order Lines}) * 100$ .

Percentage of the total number of order lines that are planned to be shipped on time (not shipped late). Late order lines are based on planning exceptions; they are an output of ASCP.

An order is late if the demand satisfied date in ASCP is later than the Schedule Ship Date on the sales order or the Forecast Date in Oracle Demand Planning. An order is considered on time if it is planned to be delivered before or on its scheduled ship or forecasted date.

This measure is the same as the Planned On-Time Delivery measure in the planner workbench in ASCP. This measure is used to determine the customer service level projected to result from execution of the plan.

- **Resource Utilization:**  $(\text{Hours of Capacity Planned} / \text{Available Hours of Capacity}) * 100$ .

Percentage of the capacity hours planned to be used, of the available capacity hours. The hours of required capacity are an output of ASCP. As done in ASCP, this calculation is based on manufacturing resources only. The Resource Utilization measure is the same as the Planned Resource Utilization KPI

in the planner workbench in ASCP. Use this measure and KPI to identify projected over-utilization, helping to identify bottlenecks to manufacturing throughput. Under-utilization may also point to revenue opportunities that could result from changes in product promotion or pricing strategies.

For more information, see: *Planned Utilization, Oracle Advanced Planning and Scheduling Implementation and User's Guide* in the *Oracle Advanced Planning and Scheduling Implementation and User's Guide*.

This measure shows the average utilization in the period. (Peaks or bottlenecks in the resource utilization might not show in a month or more period.)

- **Variance:** Plan Measure - Compare Plan Measure.

In all Plan Management reports, the variance is the difference between the Plan and Compare Plan measures. It is the variance of the value directly preceding it in the report. For example, the variance between two percentages is calculated as follows:  $98.5\% - 97.4\% = 1.1$ .

### **Planned Inventory Turns**

This report includes the following columns:

- **Cost:** Total Shipment Units \* Standard Cost.  
Cost of the items planned to be shipped. Total Shipment Units is the number of units planned to be shipped (shipped quantity) in Oracle Advanced Supply Chain Planning (ASCP). The quantity includes both existing demand from sales orders in Oracle Order Management and forecasted demand from Oracle Demand Planning.
- **Average Inventory Value:** Cost of average inventory for the period, as determined in ASCP.

Other headings are explained in Planned Performance, page 15-87.

### **Planned On-Time Shipment**

This report includes the following columns:

- **Lines On-Time:** Number of demand lines planned to be shipped on or before the demand date. Demand lines include sales order lines and forecast lines. The "demand date" of sales orders is the Schedule Ship Date. The demand date of forecasted orders is the forecast date from Oracle Demand Planning.
- **Lines Shipped:** Total number of sales order lines planned to be shipped.

For an explanation of On-Time Shipment, see Planned Performance, page 15-87.

### **Planned Resource Utilization**

This report includes the following additional columns:

- **Required Hours:** Number of hours the resources are required to be used, as given by ASCP.
- **Available Hours:** Number of hours the resources are available for use, as given by ASCP.

Other headings are explained in Planned Performance, page 15-87.

For information on factoring, null values, and other general information, see: *General Dashboard Behavior, Oracle Daily Business Intelligence User Guide*.

## Graphs

The Planned Resource Utilization Trend graph displays the planned resource utilization percentage over time.

The Planned On-Time Shipment Trend graph displays the planned on-time shipment percentage over time.

The Planned Inventory Turns Trend graph displays the planned inventory turns over time.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, including how the reports display data when the selected time period differs from the ASCP plan periods, see: Plan Management Dashboard, page 15-75.

The Inventory Turns, Shipping Performance, and Resource Utilization related reports provide actual numbers to compare with the planned inventory turns, on-time shipments, and resource utilization. For information on how Oracle Daily Business Intelligence calculates the actual numbers, see the following sections:

- Inventory Turns, *Oracle Daily Business Intelligence User Guide*
- Shipping Performance, page 15-26
- Resource Utilization, *Oracle Daily Business Intelligence User Guide*

When comparing the actual numbers in the above reports with the planned numbers, note the following:

- The Inventory Turns report calculates the average inventory value from an average of the daily historical inventory balances. ASCP projects inventory turns using the projected average inventory balance for a period.
- The Lines Shipped Performance report breaks down the on-time shipments measure into two measures: early shipments and on-time (on-schedule) shipments.

## Product Revenue, Bookings, and Backlog Dashboard

The Product Revenue Bookings and Backlog dashboard shows the state of revenue, from booked to recognized. You can see the revenue backlog for a given time period, how it compares to previous time periods, and the details of what comprises it.

Use the Product Revenue Bookings and Backlog dashboard to follow the course of potential revenue from firm orders to invoicing, and all the way to the revenue recognition process:

- View net product bookings in a selected period or over time.
- View revenue booked in a selected period or over time.
- View revenue resulting from new business booked in the selected period.
- View product revenue backlog in a selected period or over time.

Product Revenue Bookings and Backlog uses information from the following application areas:

- Oracle Order Management
- Oracle Accounts Receivable
- Oracle General Ledger

The Product Revenue Bookings and Backlog dashboard is available to the Daily Sales Intelligence and the Sales Manager responsibilities.

## Parameters

For information on the following parameters, see Common Concepts, page 15-3:

- **Sales Group**
- **Product Category**
- **Currency**

For more information on how parameters affect the results on dashboards, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Reports and Graphs

This dashboard contains the following report regions:

- Revenue, Bookings & Backlog KPIs, page 15-90
- Cumulative Bookings and Revenue, page 15-91
- Revenue Overview, page 15-92
- Bookings, Revenue and Revenue Backlog Trend, page 15-95

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, *Oracle Daily Business Intelligence User Guide*.

## Revenue, Bookings & Backlog KPIs

Revenue, Bookings & Backlog key performance indicators (KPIs) are described in this section.

### KPI Definitions

- **Net Booked:** (Total Value of Order Lines Booked) - (Absolute Value of Total Value of Return Lines Booked)

Revenue associated with all order lines for products that have been booked plus the negative value of returns order lines that have been booked.

The net booked metrics take into consideration that some order line bookings are for a positive value while others, for return lines or RMAs, are for a negative value.

Metrics are based on the firmed date rather than the booked date when a firmed date is available; in the case that the firmed date value is null, then the booked value is based on the booked date. See Firmed Date, page 15-6 for more information.

- **Revenue:** Revenue recognized from the sale of products, but not services.

Recognized revenue is revenue that has satisfied a set of recognition criteria, enabling it to be credited to an income statement; if the revenue has not met established criteria, then it is deferred until the criteria are met. Revenue enters the Receivables

system when an order has been fulfilled and an invoice is generated. Depending on the rules associated with an invoice line, the revenue is either recognized immediately or deferred according to a set of rules that results in a revenue recognition schedule. Manual review and allocation of revenue into deferred and recognized categories is also possible in many cases, because recognizing revenue can be a matter of judgment.

The revenue figures in the Product Revenue Bookings and Backlog dashboard will not be the net of:

- Offsetting amounts usually tracked in other accrued accounts (for example, bad debt and payment discounts).
- Internal orders that are entered through Oracle Order Management and adjusted for later in Oracle General Ledger.

Revenue will, however, be the net of product returns and credit memos.

- **Revenue Booked this Period:** Recognized revenue in a period that was also booked in the same period. For example, if the period is month, Revenue Booked This Period would be all revenue recognized in the current month that was also booked in the current month. If the revenue was booked last month and recognized this month, it should not be included in Revenue Booked This Period.

For revenue to be considered booked and recognized in the same period, the Booked Date from the order and the General Ledger Date from the invoice must both fall within the selected period.

- **Product Revenue Backlog:** The total value of order lines for products that have been booked in Oracle Order Management, but for which the revenue has not been recognized by Oracle Receivables; and the negative value of return order lines that have been booked, but for which the revenue has not been recognized by Oracle Receivables.

## Related Reports and Links

For information on the related reports, see: Product Revenue Bookings and Backlog Dashboard, page 15-89.

## Cumulative Bookings and Revenue

This section explains the Cumulative Bookings and Revenue report.

**Note:** This section provides descriptions of parameters and columns common to the reports listed above. Individual reports are not always explained.

## Report Parameters

For information on the following parameters, see Common Concepts, page 15-3:

- **Sales Group**
- **Product Category**
- **Currency**
- **Customer**
- **Customer Classification**

## Report Headings and Calculations

- **Period:** Dynamically set to the period specified in the parameters.
- **Net Booked for Selected Period:** The cumulative value of net bookings for the period as defined by the selected date and Period parameter.
- **Net Booked for Comparison Period:** The cumulative value of net bookings for the period selected in the Compare To parameter.
- **Revenue for Selected Period:** The cumulative value of net revenue bookings for the period as defined by the selected date and Period parameter.
- **Revenue for Comparison Period:** The cumulative value of net revenue bookings for the period selected in the Compare To parameter.

## Graphs

The Cumulative Net Booked graph displays the accumulated value of net bookings and revenue over time against the trend of a comparison period.

The Cumulative Revenue graph displays the accumulated value of revenue over time against the trend of a comparison period.

**Note:** The complete trend line of the comparison period is shown, even if the current period is not yet complete.

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Product Revenue Bookings and Backlog Dashboard, page 15-89.

## Revenue Overview

This section explains the revenue overview report by sales group and by product category. This section also explains the following reports:

- Bookings Overview
- Net Product Bookings
- Product Revenue Backlog
- Booked Order Line Detail
- Booked Return Line Detail
- Backlog Line Detail

## Report Parameters

For information on the following parameters, see Common Concepts, page 15-3:

- **Sales Group**
- **Product Category**
- **Currency**

- **Customer**
- **Customer Classification**

## Revenue Overview Report Headings and Calculations

- **Net Booked:** (Total Value of Order Lines Booked) - (Absolute Value of Total Value of Return Lines Booked)  
  
Revenue associated with all order lines for products that have been booked plus the negative value of returns order lines that have been booked.  
  
The Net Booked metrics take into consideration that some order line bookings are for a positive value while others, for Return lines or RMAs, are for a negative value.
- **Change:** Percentage change in the Net Booked metric from the selected comparison period.
- **Revenue:** Revenue recognized from the sale of products, but not services. The value in this column links to the Product Revenue report for the displayed sales group.
- **Change:** Percentage change in the Revenue measure from the selected comparison period.
- **Revenue Booked this Period:** Revenue recognized in the same period in which it was booked. The value within this column links to the Product Revenue report for the displayed sales group.
- **Change:** Percentage change in the Revenue Booked this Period metric from the selected comparison period.
- **Product Revenue Backlog:** Potential revenue associated with order lines from the time the order line is booked until the associated revenue is recognized by the revenue recognition process in Oracle Receivables and posted to the General Ledger. The value within this column links to the Product Revenue Backlog report for the displayed sales group.
- **Change:** Percentage change in the Product Revenue Backlog metric from the selected comparison period.
- **Revenue Booked this Period:** The total value of revenue that has been booked, and has gone through the revenue recognition process and designated as revenue in the same period. The booked date and the General Ledger date fall within the same designated period.
- **Product Revenue Backlog:** Total value of order lines for products that have been booked in Oracle Order Management but for which the revenue has not been recognized by Oracle Receivables, plus the negative value of Return Order Lines that have been booked but for which the revenue has not been recognized by Oracle Receivables.

### Product Bookings

- **Orders:** Total value associated with booked order lines for products for the specified period of time.
- **Returns:** Total negative value associated with booked RMA order lines for products.
- **Net Product Order Backlog:** The specific part of the Product Revenue Backlog that reflects the value of order lines that have been booked in Oracle Order Management but not invoiced in Oracle Receivables. Due to implementations requirements

specified in this document, it is revenue associated with all order lines for products that have been booked but not fulfilled.

- **Deferred Product Revenue:** All revenue that has gone through the revenue recognition process and has been designated as deferred revenue, plus all revenue associated with line items that have been invoiced but which have not gone through the revenue recognition process.

#### Detail Reports

The additional column headings below are common to the Booked Order Line Detail, Booked Return Line Detail, and Backlog Line Detail reports:

- **Order Number:** The number of the order from the order heading. The order number is linked to the Order Detail page.
- **Line Number:** Specific line number for sales order line displayed.
- **Operating Unit:** Operating unit associated with order header.
- **Booked Date:** Booked date from the sales order line.
- **Customer:** Customer from the sales order line.
- **Item:** Master product number from the sales order line.
- **Description:** Master product description.
- **Sales Group:** Sales group credited with the booked value for the line item.
- **Booked Value:** Sum of (Booked Quantity \* Selling Price) for order lines during the selected period, sorted from highest to lowest.

#### Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

#### Related Reports and Links

For information on the related reports, see: Product Revenue Bookings and Backlog Dashboard, page 15-89.

#### Product Revenue

This report displays detail information about booked revenue, comparing revenue booked in the current period to revenue booked in previous periods, as well as trend analysis for rolling months or quarters.

#### Report Parameters

- **Sales Group:** Specifies which sales group data to display. For information about setting up sales groups, see Daily Business Intelligence for Sales in the *Oracle Daily Business Intelligence Implementation Guide*.
- **Product Category:** Specifies which product category data to display. For information about product categories, see Item Dimension Reporting in the *Oracle Daily Business Intelligence Implementation Guide*.
- **Customer:** Filters data by the specified customer.



## Report Headings and Calculations

- **xTD:** Cumulative value of product revenue for the period selected.
- **Change (xTD):** Change in xTD revenue compared to the selected period.
- **Booked this period:** The cumulative value of product revenue for the period selected when the order was also booked in Oracle Order Management during the same period.
- **Change (Booked this period):** Change in revenue booked during the current period compared to the period selected.

## Rolling Trend

- For a Period of Year, shows rolling 4-quarter revenue trend.
- For a Period of Quarter, shows rolling 3-month revenue trend.
- For a Period of Month or Week, does not show any data.

## Graphs

This report contains a pie graph that shows the revenue broken down by the entries in the View-by parameter.

## Related Reports and Links

For information on the related reports, see: Product Revenue Bookings and Backlog, *Oracle Daily Business Intelligence User Guide*.

## Bookings, Revenue and Revenue Backlog Trend

This section explains the following graphs:

- **Net Booked Trend:** Revenue associated with all order lines for products that have been booked, plus the negative value of return order lines that have been booked, over time.
- **Revenue Backlog Trend:** Potential revenue associated with order lines from the time the order line is booked until the associated revenue is recognized by the revenue recognition process in Oracle Receivables. The value within this column links to the Product Revenue Backlog report for the displayed sales group. This graph shows these values over time.
- **Revenue Trend:** Revenue recognized in Oracle Receivables and posted to the General Ledger from the sale of products, but not services. This graph shows these values over time.
- **Revenue Booked this Period Trend:** Revenue recognized by Oracle Receivables and posted to the General Ledger in the same period in which it was booked. This graph shows these values over time.

This section also explains these reports:

- Product Bookings and Revenue Trend
- Bookings, Revenue and Revenue Backlog Trend

## Personalization

See: General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Product Revenue Bookings and Backlog Dashboard, page 15-89.

## Warehouse Management Dashboard

The Warehouse Management dashboard features content relating to operational efficiency of a warehouse and capacity utilization. You can view data relating to outbound shipments, such as number of picks, pick release to ship cycle time and pick exceptions, putaway cycle time for incoming material, operation plan performance, and the amount of the warehouse storage that is in use and the weight and volume of the materials that are being stored.

The Warehouse Management dashboard groups data that comes from a variety of reports that you can access. The reports derive their data from the following Oracle Applications:

- Oracle Warehouse Management
- Oracle Inventory
- Oracle Order Management
- Oracle Purchasing

Use the Warehouse Management dashboard to monitor your warehouse operations. With this dashboard, you can answer the following questions:

- What is the average amount of time elapsed between pick release and actual shipment? See Pick Release to Ship Cycle Time, *Oracle Daily Business Intelligence User Guide*.
- How efficiently are received materials being moved from the receiving area into their final storage locations? See Receipts to Putaway Cycle Time, page 15-100.
- How effective are my operation plans? See Operation Plan Performance, page 15-109.
- Do I need to reallocate more space for any particular organization or subinventory? See Warehouse Storage Utilized, page 15-103.
- What is the volume and weight utilization of the warehouse at this moment? See Current Capacity Utilization, page 15-105.

The Warehouse Management dashboard is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Warehouse Intelligence responsibilities.

## Parameters

For information on the following parameters, see Parameters, *Oracle Daily Business Intelligence User Guide*:

- **Date**
- **Period:** These reports use rolling periods. For information on rolling periods, see Parameters, *Oracle Daily Business Intelligence User Guide*.
- **Compare To**
- **Organization:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*.

For more information on how parameters affect the results on dashboards, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Reports and Graphs

This dashboard contains the following report regions:

- Warehouse Management KPIs, page 15-97
- Pick Release To Ship Cycle Time, *Oracle Daily Business Intelligence User Guide*
- Receipts to Putaway Cycle Time, page 15-100
- Warehouse Storage Utilized, page 15-103
- Picks & Exceptions Analysis, page 15-107

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, *Oracle Daily Business Intelligence User Guide*.

## Warehouse Management KPIs

This section discusses the Warehouse Management key performance indicators:

### KPI Definitions

- **Pick Release To Ship (Hours):** (Total elapsed time for the shipping confirmations / Number of shipping confirmations)  
  
The average time from pick release to the time the delivery shipment is confirmed. Data is shown for delivery lines for which shipment has been confirmed in the selected period.  
  
This KPI links to the Pick Release to Ship Cycle Time report. See also Pick Release to Ship Cycle Time, *Oracle Daily Business Intelligence User Guide*.
- **Receipt To Putaway (Hours):** (Total elapsed time for all the putaways) / (Number of putaways)  
  
The average elapsed time from receipt of an item to the time it is put away to its final storage location.  
  
This KPI links to the Receipt to Putaway Cycle Time report. See also the Receipt to Putaway Cycle Time Report, page 15-102.
- **Utilized Volume:** The space occupied by the material stored in the organization or subinventory.  
  
This KPI links to the Warehouse Storage Utilized report. See also the Warehouse Storage Utilized Report, page 15-104.
- **Weight Stored:** The total weight of the material stored in the organization or subinventory.  
  
This KPI links to the Warehouse Storage Utilized report. See also the Warehouse Storage Utilized Report, page 15-104.
- **Pick Exceptions Rate:** (Picks with Exception / Picks) \* 100  
  
The number of picks in which an exception was encountered as a percentage of the total number of picks.  
  
This KPI links to the Picks & Exceptions Analysis report. See also the Picks & Exceptions Analysis Report, page 15-108.

## Related Reports and Links

For information on the related reports, see: Warehouse Management Dashboard, page 15-96.

## Pick Release to Ship Cycle Time

This section explains the following reports:

- Pick Release To Ship Cycle Time
- Pick Release to Ship Cycle Time Trend

You can use the Pick Release to Ship Cycle Time reports to answer the following questions:

- How efficiently are orders being moved from the storage location to shipping?
- How many delivery lines were pick released during the selected period?
- Has the pick release to ship cycle time improved in the last three months?

The Pick Release to Ship Cycle Time reports show the average time between pick release of delivery lines to shipping confirmation. Pick release is the process of selecting orders for release to the warehouse for packing and shipping. Shipping confirmation occurs when the order has passed through the shipping dock on its way to the customer. View the trend report to evaluate performance over time.

The data in these reports comes from the following Oracle applications:

- Oracle Inventory
- Oracle Order Management

## Additional Information

- For reporting purposes, Oracle Daily Business Intelligence considers the delivery lines that were marked with the following status codes in Oracle Order Management:
  - S: Released to warehouse
  - Y: Staged
  - C: Shipped
- If sales orders are shipped with “auto-pick confirm” set to On and the shipment is confirmed through the desktop, then data on these delivery lines is not collected for these reports.
- One pick released delivery line could generate multiple shipment confirmations. Oracle Daily Business Intelligence counts each shipment confirmation separately.
- Delivery lines pick released or ship confirmed before the global start date that is set up for Oracle Daily Business Intelligence are not reported.
- When this report is viewed by Subinventory, the Delivery Lines Pick Released column and its Change column display N/A.

## Report Parameters

These reports contain the following parameters:

- **Source Subinventory:** The actual storage location (not the suggested location) from where the material was picked.

**Note:** There is no source subinventory associated with pick released lines. If you select any subinventory other than All, then the Delivery Lines Pick Released and its Change column, and the Quantity Pick Released column display N/A.

- **Inventory Category:** See Common Concepts, page 15-3.
- **Item:** See Common Concepts, page 15-3.

**Note:** There is no source subinventory associated with pick released lines. If you view one of the Pick Release to Ship Cycle Time reports by source subinventory, then the Delivery Lines Pick Released column and its Change column display N/A.

## Report Headings and Calculations

This section explains the Pick Release to Ship Cycle Time reports:

### Pick Release to Ship Cycle Time Report

This report shows the average time taken from the time of pick release to shipment confirmation.

The report includes the following columns:

- **Delivery Lines Pick Released:** The delivery lines that were pick released during the selected period.
- **Change:** The change in the number of delivery lines picked. The delivery lines picked from the selected period are compared with those from the selected compare-to period.
- **Delivery Lines Ship Confirmed:** The number of shipping confirmation transactions during the selected time period.
- **Change:** The change in the delivery lines for which shipment was confirmed. The delivery lines from the selected period are compared with those from the selected compare-to period.
- **Pick Release to Ship (Hours):** The average time in hours from the point of pick release to when the shipping confirmation is issued.
- **Change:** The change in the pick release to ship hours. The pick release to ship time from the selected period is compared with that of the selected compare-to period.

If you view the report by Item, then the table displays the following additional columns:

- **Item Description:** A description of the item in the row.
- **UOM:** The primary unit of measure of corresponding items.
- **Quantity Pick Released:** The quantity of the item that was pick released, expressed in the primary unit of measure of the item.
- **Quantity Ship Confirmed:** The quantity of the item for which shipment was confirmed, expressed in the primary unit of measure of the item.

### Pick Release to Ship Cycle Time Trend Report

This report shows the trend for pick release to ship cycle time, which measures the average time taken to complete ship confirm from the time of pick release.

See Pick Release To Ship Cycle Time Report, page 15-99, for a description of the columns and headings.

## Graphs

The following graphs display on the Warehouse Management dashboard and in the Pick Release to Ship Cycle Time reports:

- **Pick Release To Ship Time:** This graph shows pick release to ship time in hours for the view-by selected. Data from the selected period is contrasted with data from the selected compare-to period.
- **Pick Release To Ship Time Trend:** This graph shows the pick release to ship time in hours from the selected date back in time. The data is grouped in increments of the selected time period.
- **Delivery Lines Pick Released:** This graph shows the number of delivery lines that were pick released for the view-by selected. Delivery lines pick released from the selected period are contrasted with those of the compare-to period.
- **Delivery Lines Pick Released Trend:** This graph shows the number of delivery lines that were pick released from the selected date back in time. The data is grouped in increments of the selected time period.
- **Delivery Lines Ship Confirmed:** This graph shows the number of delivery lines for which shipment was confirmed. Delivery lines ship confirmed from the selected period are contrasted with those of the compare-to period.
- **Delivery Lines Ship Confirmed Trend:** This graph shows the number of delivery lines for which shipment was confirmed for the view-by selected from the selected date back in time. The data is grouped in increments of the selected time period.

## Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Warehouse Management Dashboard, *Oracle Daily Business Intelligence User Guide*.

## Receipts to Putaway Cycle Time

This section explains the following reports:

- Receipt To Putaway Cycle Time
- Receipt To Putaway Cycle Time Trend

You can use the Receipts to Putaway Cycle Time reports to answer the following questions:

- How efficiently are received materials being moved to their final storage locations?

- Has the receipt to putaway time improved in the last three months? Does my inbound operation plan need to be reevaluated?
- Which items take the longest to put away?
- Is it taking longer to put away material into a particular subinventory?

The data in these reports comes from the following Oracle Applications:

- Oracle Purchasing
- Oracle Inventory
- Oracle Warehouse Management

Please note the following considerations:

- These reports show the time it takes to put away material received into its final storage location in the warehouse. Putaway tasks are counted irrespective of whether the material received is associated with a license plate number (LPN). This measure does not include the putaways for which the material was not received—that is, the putaway of material coming from manufacturing (WIP Completions).
- Receiving transactions and putaway tasks that occurred prior to the global start date are not reported. For information on global start date, see the description in Date Parameter, *Oracle Daily Business Intelligence User Guide*.
- The receiving transactions displayed are for the period and may not be related to the putaway tasks completed. For example, material is received in the warehouse during the selected time period, but it has not been put away during the selected time period. Similarly, material might have been put away during the selected period, but it was received much earlier.
- If an operation plan is aborted before it is put away into the final storage location, the tasks completed before abortion are not included in the reports.
- Desktop receipts can result in a putaway through a pack transaction and are included in the reports.
- Receiving transactions of type "Unordered/Match" are counted on the date of the match transaction. The cycle time is also calculated starting with the date on the match transaction.
- "One-time" items (also known as non-master items) are not put away because they are not inventory items. Therefore, Oracle Daily Business Intelligence does not include these transactions in the receiving measures.
- There is no destination subinventory associated with receiving transactions. When this report is viewed by Subinventory, then the Receiving Transactions column and its Change column display N/A. If you select a subinventory other than All from the Destination Subinventory parameter, then the Receiving Transactions column and its Change column display N/A.
- These reports do not count one-time items. These are items that can be purchased through a purchase order and received into the inventory but are not inventory items.

## Report Parameters

These reports contain the following parameters:

- **Destination Subinventory:** The inventory storage location in which the material must be stored. This is the final storage location where the item was put

away, irrespective of what the suggested subinventory was or whether the item was dropped off at another subinventory before it was finally put away.

- **Inventory Category:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*.
- **Item:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

This section explains the Pick Release to Ship Cycle Time reports:

### Receipt to Putaway Cycle Time Report

This report shows the time taken for the received material to be put away into the final storage location.

This report includes the following columns:

- **Receiving Transactions:** The number of material receipts during the selected time period.
- **Change:** The change in the number of material receipts. The material receipts from the selected period are contrasted with those of the selected compare-to period.
- **Putaways:** The number of time material was put away into the final storage locations during the selected period.

Putaway tasks are generated in Oracle Warehouse Management. Each task dynamically selects storage locations for materials received into the warehouse or completed from Oracle Work in Process.

- **Change:** The change in the number of putaways. The putaways from the selected period are contrasted with those of the selected compare-to period.
- **Receipt To Putaway Time (Hours):** The time (in hours) it took from receipt of material in the warehouse to when it was put away in its final storage location.
- **Change:** The change in the receipt to putaway time. The data from the selected period is contrasted with the data from the selected compare-to period.

If you view the report by Item, then the table displays the following additional columns:

- **Item Description:** A description of the item in the row.
- **UOM:** The primary unit of measure.
- **Quantity Received:** The quantity of the item that was received, expressed in the primary unit of measure of the item.
- **Quantity Putaway:** The quantity of the item that was put away, expressed in the primary unit of measure of the item.

### Receipt to Putaway Cycle Time Trend Report

This report displays the trend in the Receipt To Putaway (Hours), which is the average time taken, from the time material is received to the time the material is put away in the final storage location.

See Receipt to Putaway Cycle Time Report, page 15-102, for a description of the columns and headings.

**Note:** If you select a subinventory other than All, then the Receiving Transactions and Change columns display N/A.



## Graphs

The following graphs display on the Warehouse Management dashboard and in the Receipt to Putaway Cycle Time reports:

- **Receipt To Putaway Time:** This graph shows receipt to putaway time in hours for the view-by selected. Receipt to putaway time from the selected period is contrasted with that of the selected compare-to period.
- **Receipt To Putaway Time Trend:** This graph shows the receipt to putaway time in hours from the selected date back in time. The data is grouped in increments of the selected time period.
- **Receiving Transactions:** This graph shows the total number of receipts for the for the view-by selected. Receiving transactions from the selected period are contrasted with those from the selected compare-to period.
- **Receiving Transactions Trend:** This graph shows the receipts from the selected date back in time. The data is grouped in increments of the time period that was selected.
- **Putaways:** This graph shows the total number of putaways for the for the view-by selected. Putaways from the selected period are contrasted with those of the selected compare-to period.
- **Putaways Trend:** This graph shows the total number of putaways from the selected date back in time. The data is grouped in increments of the selected time period.

## Related Reports and Links

For information on the related reports, see: Warehouse Management Dashboard, page 15-96. The following dashboards also contain related reports:

- Commodity Supplier Management (Oracle Daily Business Intelligence for Procurement)
- Customer Fulfillment Management (Oracle Daily Business Intelligence for Supply Chain)
- Inventory Management (Oracle Daily Business Intelligence for Supply Chain)

## Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Warehouse Storage Utilized

This section describes the following reports:

- Warehouse Storage Utilized
- Warehouse Storage Utilized Trend
- Current Capacity Utilization

You can use these reports to answer the following questions:

- How much storage space is being used in a particular subinventory?
- Do I need to allocate more storage space for a particular organization?
- How does the warehouse volume utilization compare with the prior periods?

- At this moment, what is the volume and weight utilization of the warehouse?

The data in these reports comes from Oracle Inventory and Oracle Warehouse Management.

If you view a report by item, then the report displays N/A for any item for which weight and volume specifications are not provided in the item master. Only the item's quantity is shown.

Utilized Volume and Weight Stored reflect the weight and volume of the item and not the container.

## Report Parameters

These reports contain the following parameters:

- **Subinventory:** Subdivision of an organization, representing either a physical area or a logical grouping of items, such as a storeroom or receiving dock.
- **Inventory Category:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*.
- **Item:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*.

## Report Headings and Calculations

This section explains the Warehouse Storage Utilized reports:

### Warehouse Storage Utilized Report

This report indicates the storage space utilization of subinventories or organizations. It includes the volume and weight utilization measures.

The report includes the following columns:

- **Utilized Volume:** The space used by the material currently in the subinventory or organization.
- **Change:** The change in the volume used by the material in the subinventory or organization. The volume from the selected period is compared with the volume from the selected compare-to period.
- **Weight Stored:** The weight of the material that is currently stored in the subinventory or organization.
- **Change:** The change in the weight stored in the subinventory or organization. The weight from the selected period is compared with the weight from the selected compare-to period.

If you view the report by Item, then the table displays the following additional columns:

- **Item Description:** A description of the item in the row.
- **UOM:** The primary unit of measure of corresponding items.
- **Quantity:** The quantity of the stored item.

### Additional Information

Storage is computed for the entire subinventory or organization, and not for particular locators. The calculation of weight and volume utilized is based on item attributes and not based on the locator attributes.

### Warehouse Storage Utilized Trend Report

This report displays the trend in the Volume Utilized and Weight Stored KPIs and indicates the trend in the storage space utilization of the subinventory or organization.

See Warehouse Storage Utilized Report, page 15-104, for a description of the columns and headings.

### Current Capacity Utilization Report

The Current Capacity Utilization report differs from the other Warehouse Storage Utilized reports in that it reports on the actual on-hand quantity of the item and not the quantity as of the last refresh date. Most reports in Oracle Daily Business Intelligence are current as of the latest refresh of Oracle Daily Business Intelligence. That is the time when the incremental load gathers the latest data from Oracle Warehouse Management. This report, however, fetches the data directly from Oracle Warehouse Management transaction tables, so the data you see is current to the minute you run the report.

**Note:** If the system administrator did not set up the conversion for reporting units of measure, then the report you are trying to run could produce an error. If this occurs, consult the system administrator.

This report includes the following columns:

- **Utilized Volume:** The volume currently used by the material in the subinventory or organization.
- **Volume Capacity:** The total volume of the subinventory or organization that can be used by the material. The report does not display a total for this column when viewed by item or inventory category.
- **Volume Utilization:** (Used volume of a physical location / (Volume capacity of the physical location)) \*100  
The used volume of a physical location as a percentage of the volume capacity of the physical location.
- **Weight Stored:** The weight of the material that is currently stored in the subinventory or organization.
- **Weight Capacity:** The total capacity of the weight of material that can be stored in the subinventory or organization. The report does not display the total for this column when viewed by item or inventory category.
- **Weight Utilization:** The used weight of a physical location as a percentage of the weight capacity of the subinventory or organization.

If you view the report by Item, then the table displays the following additional columns:

- **Item Description:** A description of the item in the row.
- **UOM:** The primary unit of measure of corresponding items.
- **Quantity:** The quantity of the stored items.

### Additional Information

- In Oracle Warehouse Management, it is not mandatory to enter values in the Weight, Dimensions, and Volume fields of an item. Items which do not have these values are not included in the capacity utilized measures in Oracle Daily Business Intelligence for Supply Chain.

- All measures are reported in the reporting unit of measure (UOM). For more information, see *Common Concepts, Oracle Daily Business Intelligence User Guide*.
- All stock locators that are enabled as of collection are included.
- All capacity calculations are based on the primary unit of measure for the item.
- Only organizations and subinventories that have been enabled in Oracle Warehouse Management are included in the capacity utilization calculations.
- Only locators with a specified weight capacity are counted in the columns Weight Stored, Weight Capacity, and Weight Utilization. Similarly, only locators with a specified volume capacity are counted in the columns Utilized Volume, Volume Capacity, and Volume Utilization.
- Weight Utilized and Volume Utilized are the ending balance based on the end of the as-of date.

#### **Viewing the Report by Inventory Category or Item**

If you view this report by inventory category or item, then the following statements apply:

- The Volume Capacity and Weight Capacity columns reflect the organization or subinventory and will be the same for all the items.
- The utilized volume and utilized weight are those of the corresponding item(s), but the capacity is that of the selected inventory organizations or subinventories.
- The Volume Capacity and Weight Capacity columns display N/A for total.
- The total volume capacity is calculated as:  $\text{Volume or Weight Capacity} = \text{Sum}(\text{Volume or weight capacity of subinventories or organizations that are selected})$ .

## **Graphs**

The following graphs display on the Warehouse Management dashboard and in the Warehouse Storage Utilized reports:

- **Utilized Volume Trend:** This graph shows the total volume used in the selected organizations or subinventories from the selected date back in time. The data is grouped in increments of the selected time period.
- **Utilized Volume:** This graph shows the total space occupied in the selected organizations or subinventories across the selected time periods. The utilized volume from the selected period is contrasted with that of the selected compare-to period.
- **Volume Utilization:** This graph shows the used volume of a physical location as a percentage of the capacity of the physical location.
- **Weight Stored:** This graph shows the total weight stored in the selected organizations or subinventories. Weight stored from the selected period is contrasted with weight stored from the selected compare-to period.
- **Weight Stored Trend:** This graph shows the trend in the total weight stored in the selected organizations or subinventories across selected time periods from the selected date back in time. The data is grouped in increments of the time period that was selected.
- **Weight Utilization:** This graph shows the weight stored in a physical location as a percentage of the weight capacity of the physical location.

## Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Warehouse Management Dashboard, page 15-96.

## Picks & Exceptions Analysis

This section describes the following reports:

- Picks & Exceptions Analysis
- Picks & Exceptions Trend
- Pick Exceptions by Reason
- Operation Plan Performance
- Operation Plan Exceptions by Reason

You can use these reports to answer the following questions:

- What was the percentage of the number of picks to the total number of pick tasks across all organizations for the last 30 days?
- Has the company's pick exceptions rate been improving?
- What are the top reasons for the pick exceptions that are occurring?
- Which operation plan has the greatest number of executions with exceptions?
- What are the top five reasons for exceptions during operation plan executions?

The data in these reports comes from Oracle Warehouse Management.

Pick exceptions are encountered during the picking process and are entered into Oracle Warehouse Management. The Picks with Exceptions measure shows the number of *picks* during which an exception was encountered, regardless of the number of exceptions that were encountered during the pick. This measure is different from the Pick Exceptions measure, which shows the number of *exceptions* that was encountered, regardless of the number of picks. To summarize, the first measure focuses on the picks, while the second measure focuses on the exceptions.

Picks and Exceptions reports are related to outbound activity, while Operation Plan reports are related to inbound activity.

## Report Parameters

These reports contain the following parameters:

- **Subinventory:** A subdivision of an organization, representing either a physical area or a logical grouping of items, such as a storeroom or receiving dock.
- **Inventory Category:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*
- **Item:** See Common Concepts, *Oracle Daily Business Intelligence User Guide*
- **Operation Plan:** This parameter displays operation plans associated with organizations. An operation plan is a sequence of operations detailing the planned

movement of material within the warehouse facility for inbound activities. Operation plans are user defined and configurable.

- **Reason:** The reason code associated with an exception. The reason code is a means of classifying and explaining the reason why a transaction deviated from the system suggested action. Reason codes are user defined and independent of organization.

**Note:** Some exceptions do not have a reason code assigned. The skip task exception is one such example. Exceptions without reason codes display as Unassigned in the Exceptions by Reason Code report so that the totals are consistent across reports.

## Report Headings and Calculations

This section explains the Pick Release to Ship Cycle Time reports:

### Picks & Exceptions Analysis Report

This report shows picks across the organization, picks with exceptions, and the pick exceptions rate.

The report includes the following columns:

- **Picks:** The number of picks that occurred in the warehouse. This is a measure of the number of times material was picked out of stock locators for outbound purposes.
- **Change:** The change in the number of picks. The picks from the selected period are compared with the picks from the selected compare-to period.
- **Percent of Total:** (Number of picks / Number of pick tasks across all organizations) \* 100

The number of picks as a percentage of the total number of pick tasks across all organizations.

- **Picks with Exceptions:** The number of picks with exceptions.
- **Change:** The change in the number of picks with exceptions. The picks with exceptions from the selected period are compared with those from the selected compare-to period.
- **Pick Exceptions Rate:** (Number of picks with exceptions / Total number of picks) \* 100

The number of picks with exceptions as a percentage of the number of picks.

- **Change:** The change in the number of picks with exceptions as a percentage of the number of picks. The rate of the selected period is compared with the rate of the selected compare-to period.
- **Pick Exceptions:** The number of pick exceptions.
- **Change:** The change in the number of pick exceptions. The pick exceptions from the selected period are compared with those from the selected compare-to period.

If you view the report by Item, then the table displays an Item Description column.

### Picks & Exceptions Trend Report

This report displays the trend in the occurrence of pick exceptions.

See Picks & Exceptions Analysis Report, page 15-108, for a description of the columns and headings.

### Picks and Exceptions by Reason Report

This report groups pick exceptions by the reason for the exception.

The report includes the following columns:

- **Pick Exceptions:** The number of picks that occurred in the warehouse that ended in exceptions with the associated reason code.
- **Change:** The change in the number of pick exceptions. The pick exceptions from the selected period are compared with those from the selected compare-to period.
- **Percent of Total:** (Number of exceptions with specific reason code / Total number of exceptions) \* 100

The number of exceptions with a specific reason code as a percentage of the total number of exceptions.

### Additional Information

Not all exceptions are reported. Only exceptions logged at the time of a load operation are reported.

### Operation Plan Performance Report

This report provides information about cycle time, number of tasks, and number of exceptions to the execution of the operation plans that were set up in Oracle Warehouse Management. An operation plan is a sequence of operations detailing the planned movement of material within the warehouse facility for inbound activities. Subinventory in this report refers to the destination subinventory.

The report includes the following columns:

- **Operation Plan Cycle Time:** (Sum of cycle times for executions of an operation plan) / (Number of executions)

The cycle time for operation plans that were executed in the organization. The cycle time is calculated from the first load operation to the final drop operation.

**Note:** The executions are for the actual subinventory in which they started, not necessarily the system-suggested subinventory. This is because a user might have overridden the system-suggested subinventory.

Operation Plans that include only an inspection step are not reported.

- **Change:** The change in the operation plan cycle time between the selected period and the selected compare-to period.
- **Executions:** The number of times an operation plan was executed. An execution occurs when all the tasks in an operation plan are carried out one full time, from start to completion.
- **Executions with Exceptions:** The number of operation plan executions in which one or more exceptions was encountered.
- **Operation Plan Exceptions Rate:** (Executions with exceptions / Total executions) \* 100

The number of executions in which an exception was encountered as a percentage of the total number of executions.

- **Change:** The change in the operation plan exception rate between the selected period and the selected compare-to period.
- **Exceptions:** The number of exceptions that were encountered during the execution of an operation plan.
- **Change:** The change in the number of exceptions between the selected period and the selected compare-to period.

#### **Operation Plan Exceptions by Reason Report**

This report shows the number of exceptions that occurred during the execution of the operation plans by the reason code associated with the exceptions.

The report contains the following columns:

- **Exceptions:** The number of exceptions that occurred in the warehouse that ended in exceptions with the associated reason code.
- **Change:** The change in the exceptions between the selected period and the selected compare-to period.
- **Percent of Total:** The number of exceptions with a specific reason code as a percentage of the total number of exceptions.

## **Graphs**

The following graphs display on the Warehouse Management dashboard and in the Picks & Exceptions Analysis reports:

- **Picks:** This graph shows the number of picks performed by Organization, Subinventory, Inventory Category, or Item. Picks of the selected period are contrasted with those of the selected compare-to period.
- **Picks Trend:** This graph shows the trend in the picks in the selected organizations or subinventories from the selected date back in time. The data is grouped in increments of the time period that was selected.
- **Picks with Exceptions:** This graph shows the number of picks with exceptions by Organization, Subinventory, Inventory Category, or Item. Picks with exceptions of the selected period are contrasted with those of the selected compare-to period.
- **Picks with Exceptions Trend:** This graph shows the picks with exceptions trend in the selected organizations or subinventories from the selected date back in time. The data is grouped in increments of the selected time period.
- **Pick Exceptions:** This graph shows the number of pick exceptions by Organization, Subinventory, Inventory Category, or Item. Pick exceptions of the selected period are contrasted with those of the selected compare-to period.
- **Pick Exceptions Rate:** This graph shows pick exceptions as a percentage of total picks by Organization, Subinventory, Inventory Category, or Item. The rate of the selected period is contrasted with the rate of the selected compare-to period.
- **Pick Exceptions Rate Trend:** This graph shows the trend in the pick exceptions rate in the selected organizations or subinventories from the selected date back in time. The data is grouped in increments of the selected time period.
- **Pick Exceptions by Reason:** This pie chart shows pick exceptions grouped by their reason code.



- **Pick Exceptions Trend:** This graph shows the trend in the occurrence of pick exceptions in the selected organizations or subinventories from the selected date back in time. The data is grouped in increments of the selected time period.
- **Operation Plan Cycle Time:** This graph shows the cycle time across the selected dimensions. The cycle times of the selected period are contrasted with the cycle times of the selected compare-to period. The data is grouped in increments of the selected time period.
- **Operation Plan Exceptions:** This graph shows operation plan exceptions across the selected dimensions. Exceptions from the selected period are contrasted with exceptions from the selected compare-to period. The data is grouped in increments of the time period that was selected.
- **Operation Plan Exceptions Rate:** This graph shows operation plan exceptions as a percentage of total picks across the selected parameters. Exceptions from the selected period are contrasted with the exceptions from the selected compare-to period.
- **Operation Plan Exceptions by Reason:** This pie chart shows operation plan exceptions grouped by their reason code.

## Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Warehouse Management Dashboard, page 15-96.

# Transportation Management Dashboard

The Transportation Management dashboard groups and presents information about an organization's logistics operations in terms of the movement of freight. The dashboard provides information on freight costs, arrival performance, carrier billing, and freight cost recovery and variance. With this information, transportation managers can understand transportation performance as of any date and track trends over time. This can help transportation managers control costs, manage freight carriers, and drive continual improvement in the transportation operation.

The Transportation Management reports derive their data from the following Oracle Applications:

- Oracle Order Management
- Oracle Transportation Execution
- Oracle Payables

Use the Transportation Management dashboard to help you monitor transportation performance:

- Understand freight costs with respect to weight, volume, and distance. See Rated Freight Cost per Unit Weight, Volume, and Distance, page 15-113.
- View the rate of on-time arrivals at trip stops. See On-Time Arrival Rate, page 15-117.

- Find out the difference between the amounts carriers billed your organization and the amounts that have been approved and paid. See Carrier Billing and Payment, page 15-120.
- Monitor the amount of freight costs that are recovered from freight charges on order lines. See Carrier Billing and Payment, page 15-120.

The Transportation Management dashboard is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Transportation Intelligence responsibilities.

## Parameters

For an explanation of the Date and Compare To parameters, see Parameters, *Oracle Daily Business Intelligence User Guide*. For information on the Currency parameter, see Common Concepts, page 15-3:

- **Date**
- **Compare To**
- **Currency**
- **Mode:** This is the primary parameter for the page and it is unsecured. The Mode parameter lists all modes of transportation defined in Oracle Applications. If the mode was not designated in Oracle Transportation Execution, then the report displays "Unassigned." The values in the list come from Oracle Transportation Execution.

For more information on how parameters affect the results on dashboards, see: Parameters, *Oracle Daily Business Intelligence User Guide*.

## Reports and Graphs

This dashboard contains the following report regions:

- Transportation Management KPIs, page 15-112
- Rated Freight Cost, page 15-113
- On-Time Arrival Rate, page 15-117
- Carrier Billing and Payment, page 15-120
- Freight Cost Recovery Rate, page 15-122

For more information on Oracle Daily Business Intelligence, see: Overview of Daily Business Intelligence, *Oracle Daily Business Intelligence User Guide*.

## Transportation KPIs

Transportation key performance indicators are discussed in this section:

### KPI Definitions

- **Rated Freight Cost per Unit Weight:** Rated freight cost/Freight weight  
The cost per unit of weight for transporting goods for all deliveries within trips.  
This KPI links to the Rated Freight Cost per Unit Weight report. See also the Rated Freight Cost per Unit Weight Report, page 15-115.

- **Freight Weight:** The sum of all gross weights for deliveries that are associated with rated freight costs.

This KPI links to the Rated Freight Cost per Unit Weight report. See also the Rated Freight Cost per Unit Weight Report, page 15-115 .

- **On-time Arrival Rate:**  $((\text{Number of On-Time Arrivals to Trip Stops}) / (\text{Number of Arrivals Planned for every Trip Stop})) * 100$

The amount of times deliveries arrived at trip stops on time as a percentage of total deliveries.

This KPI links to the On-Time Arrival Rate report. See also the On-Time Arrival Rate Report, page 15-118.

- **Carrier Billed to Paid Variance:**  $((\text{Billed} - \text{Paid In Full}) / (\text{Absolute Value of Paid In Full for all carrier bills paid in full within the selected period})) * 100$

The amount of payment made to the carrier as a percentage of the total amount billed.

This KPI links to the Carrier Billing and Payment Variance report. See also the Carrier Billing and Payment Variance Report, page 15-120.

- **Carrier Payments:** The sum of all payments made to the carrier for the selected period (aggregated on the paid date of the payment created)

This KPI links to the Carrier Billing and Payment Variance report. See also the Carrier Billing and Payment Variance Report, page 15-120.

## Related Reports and Links

For information on the related reports, see: Transportation Management Dashboard, page 15-111.

## Rated Freight Cost per Unit Weight, Volume, and Distance

This section explains the following reports:

- Rated Freight Cost per Unit Weight
- Rated Freight Cost per Unit Weight Trend
- Rated Freight Cost per Unit Volume
- Rated Freight Cost per Unit Volume Trend
- Rated Freight Cost per Unit Distance
- Rated Freight Cost per Unit Distance Trend

You can use these reports to answer the following questions:

- How much did transportation cost per pound, per cubic feet, or per mile this period?
- How did organizations perform in comparison with last month, quarter, or year?
- Which organization is achieving the best unit cost per weight, volume, and distance?
- Which carrier service levels have the worst unit cost per weight, volume, and distance?
- How are the unit costs doing over time for carriers and organizations?
- What is the total spend by carrier, mode, and service level?

- Which carrier is responsible for the greatest cost of shipping goods?

These reports provide unit cost information, which you can use to assess how effectively goods are being consolidated for transportation. Managers can also use the data to assess how well the planning function is taking advantage of weight, volume, and distance breaks on freight rates.

## Report Parameters

These reports contain the following parameters:

- **Mode:** The Mode parameter lists all modes of transportation defined in Oracle Applications. If the mode was not designated in Oracle Transportation Execution, then the report displays "Unassigned." The values in the list come from Oracle Transportation Execution.
- **Carrier:** The defined freight carriers associated with Trips from Shipping. If the record does not list a carrier, then it is included the Unassigned category.
- **Service Level:** The defined service levels associated with Trips from Shipping. If the record does not list a service level, then the records are included in the Unassigned category.
- **Organization:** All the organizations for which shipments have been tracked. When displaying information for a single organization, the amounts are shown in the functional currency of the operating unit to which the organization belongs, and the primary currency.

This parameter is not available on the Rated Freight Cost per Unit Distance or Rated Freight Cost per Unit Distance Trend reports.

**Note:** This parameter is unsecured, which means that all users who have access to the dashboard can view information on all organizations.

- **Shipment Direction:**Refers to the direction of the shipment: Inbound, Outbound, Drop Ship, or Internal Orders

This parameter is not available on the Rated Freight Cost per Unit Distance or Rated Freight Cost per Unit Distance Trend reports.

## Report Headings and Calculations

This section explains the Rated Freight Cost per Unit Weight, Volume, and Distance reports.

The following columns are common to all of these reports:

- **Rated Freight Cost:** The sum of all freight costs that are calculated based on carrier freight rates and the freight weight, volume, distance, or other attributes. Rated freight cost is calculated by Oracle Transportation Execution.
- **Change:** The change in the rated freight cost. The rated freight costs from the selected period are compared with those of the selected compare-to period.
- **Percent of Total:** The rated freight cost of the row as a percentage of the grand total of the rated freight cost.

### **Rated Freight Cost per Unit Weight Report**

This report shows the cost per unit of weight for transporting goods for all deliveries within trips.

The report includes the following columns:

- **Freight Weight:** The gross weight (Net + Tare) transported by carriers for all deliveries within trips. It focuses on the sum of all gross weights for deliveries that are associated with rated freight costs.
- **Change:** The change in the freight weight. This is a comparison of the freight weight of the selected period and that of the selected compare-to period.
- **Percent of Total:** The freight weight of the row as a percentage of the grand total of the freight weight.
- **Freight Cost per Unit Weight:** (Rated freight cost) / (Freight weight in the global weight unit of measure)

The calculated cost per unit weight for transporting goods. It is calculated for all deliveries within trips.

- **Change:** The change in freight cost per unit weight. This is a comparison of the freight cost per unit weight of the selected period and that of the compare-to period.

See Report Headings and Calculations, page 15-114 for a description of Rated Freight Cost, Change, and Percent of Total.

### **Rated Freight Cost per Unit Weight Trend Report**

This report shows the rated freight costs and gross weights from deliveries associated with trips, where there is an actual departure date on the first trip stop.

See Rated Freight Cost per Unit Weight Report, page 15-115, for a description of the columns and headings.

### **Rated Freight Cost per Unit Volume Report**

This report shows the rated freight costs and associated volumes from deliveries associated with trips, where there is an actual departure date on the first trip stop.

The report includes the following columns:

- **Freight Volume:** The freight volume associated with the freight cost generated by Oracle Transportation Execution. It is aggregated by the global volume unit of measure.
- **Change:** The change in freight volume. The freight volume from the selected period is compared with that of the selected compare-to period.
- **Percent of Total:** The freight volume of the row as a percentage of the grand total of the freight volume.
- **Freight Cost per Unit Volume:** Rated freight cost / Rated freight volume

The calculated cost per unit volume for transporting goods.

- **Change:** The change in freight cost per unit volume. The freight cost from the selected period is compared with that of the selected compare-to period.

See Report Headings and Calculations, page 15-114 for a description of Rated Freight Cost, Change, and Percent of Total.

#### **Rated Freight Cost per Unit Volume Trend Report**

This report shows the rated freight costs and associated volumes from deliveries associated with trips, where there is an actual departure date on the first trip stop.

See Rated Freight Cost per Unit Volume Report, page 15-115, for a description of the columns and headings.

#### **Rated Freight Cost per Unit Distance Report**

This report shows the rated freight costs and associated distances from deliveries associated with trips, where there is an actual departure date on the first trip stop.

**Note:** This report only provides the Truck (TL) selection from the Mode parameter.

The report includes the following columns:

- **Distance:** The trip stop distances associated with the freight cost generated by Oracle Transportation Execution. It is aggregated by the global distance unit of measure.
- **Change:** The change in distance. The distance from the selected period is compared with that of the selected compare-to period.
- **Percent of Total:** The distance of the row as a percentage of the grand total of the distance.
- **Rated Freight Cost per Unit Distance:** Rated freight cost / Distance  
The calculated cost per unit distance for transporting goods.
- **Change:** The change in rated freight cost per unit distance. The rated freight cost per unit distance from the selected period is compared with that of the selected compare-to period.

See Report Headings and Calculations, page 15-114 for a description of Rated Freight Cost, Change, and Percent of Total.

#### **Rated Freight Cost per Unit Distance Trend Report**

This report shows the rated freight costs and associated distances from deliveries associated with trips, where there is an actual departure date on the first trip stop.

See Rated Freight Cost per Unit Distance Report, page 15-116, for a description of the columns and headings.

## **Graphs**

- **Rated Freight Cost:** This graph shows the rated freight costs across the selected parameters. The rated freight cost from the selected period is contrasted with that of the selected compare-to period.
- **Rated Freight Cost Trend:** This graph shows the rated freight cost from the selected date back in time. The data is grouped in increments of the selected time period.
- **Freight Weight:** This graph shows freight weight across the selected parameters. The freight weight from the selected period is contrasted with that of the selected compare-to period.
- **Freight Weight Trend:** This graph shows the freight weight from the selected date back in time. The data is grouped in increments of the selected time period.

- **Rated Freight Cost per Unit Weight:** This graph shows the rated freight cost per unit weight across the selected parameters. The rated freight cost per unit weight from the selected period is contrasted with that of the selected compare-to period.
- **Rated Freight Cost per Unit Weight Trend:** This graph shows the rated freight cost per unit weight trend from the selected date back in time. The data is grouped in increments of the selected time period.

## Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Transportation Management Dashboard, page 15-111.

## On-Time Arrival Rate

This section explains the following reports:

- On-Time Arrival Rate
- On-Time Arrival Rate Trend
- Trip Stop Arrival Performance Trend

You can use these reports to answer the following questions:

- Which carriers are consistently late on arrivals?
- What mode of transportation, carrier, or service level is most reliable?
- Are carriers typically early, late, or on time?
- How are carriers performing over time?
- How late are carriers arriving at trip stops?

These reports show the timeliness of carriers arriving to their trip stops. Supply chain or transportation managers can assess on-time performance. This information shows how carriers are performing, which ultimately affects deliveries to intermediate and end customers.

## Report Parameters

These reports contain the following parameters:

- **Mode:** The Mode parameter lists all modes of transportation provided by Oracle Applications. If the mode was not designated in Oracle Transportation Execution, then the report displays "Unassigned." The values in the list come from Oracle Transportation Execution.
- **Carrier:** The defined freight carriers associated with Trips from Shipping. If the record does not list a carrier, then it is included the Unassigned category.
- **Service Level:** The defined service levels associated with Trips from Shipping. If the record does not list a service level, then the records are included in the Unassigned category.

## Report Headings and Calculations

This section explains the On-Time Arrival Rate reports.

The following columns are common to all of these reports:

- **Trip Stop Arrivals:** The number of trip stops. A trip stop is a point along the route where material is either picked up or dropped off. A trip must consist of at least two stops (one pick-up and one drop-off), but could include any number of stops.
- **Change:** The change in trip stop arrivals. The trip stop arrivals from the selected period are compared with those of the selected compare-to period.
- **On-Time Trip Stop Arrivals:** The number of trip stops at which a carrier has arrived within tolerance according to the planned arrival date.

Tolerance comes from the Carrier On-time Arrival Window that is defined in Oracle Transportation Execution. The variance from the planned arrival date is calculated as the absolute value of (Actual Arrival Date - Planned Arrival Date). If this variance is less than the number of days defined in the Carrier On-time Arrival Window, then the shipment is considered to be on time.

- **Change:** The change in on-time trip stop arrivals. The on-time trip stop arrivals from the selected period are compared with those of the selected compare-to period.
- **On-Time Arrival Rate:**  $((\text{Number of On-Time Arrivals to Trip Stops}) / (\text{Number of Arrivals Planned for every Trip Stop})) * 100$

The number of on-time arrivals to trip stops as a percentage of the number of arrivals planned for every trip stop.

- **Change:** The change in the on-time arrival rate. The trip stop arrival rates from the selected period are compared with those of the selected compare-to period.

### On-Time Arrival Rate Report

This report shows the on-time performance for deliveries associated with trips for which there is an actual arrival date and planned arrival date on the trip stop.

The report includes the following columns:

- **Trip Arrivals:** The number of trips that have arrived at the last trip stop. A trip is defined as the route traversed by a carrier to pick up and deliver items. Oracle Daily Business Intelligence for Supply Chain only counts trips with a planned arrival date.
- **Change:** The change in the number of trip arrivals. The trip arrivals from the selected period are compared with those of the selected compare-to period.
- **Late Trip Stop Arrivals:** The number of trip stops at which a carrier has arrived later than the planned arrival date.
- **Early Trip Stop Arrivals:** The number of trip stops at which a carrier has arrived earlier than the planned arrival date.

### On-Time Arrival Rate Trend Report

This report shows the on-time performance for deliveries associated with trips for which there is an actual arrival date and planned arrival date on the trip stop.

- **Trip Arrivals:** The number of trips that have arrived at the last trip stop with planned arrival dates.
- **Change:** The change in trip arrivals. The trip arrivals from the selected period are compared with those of the selected compare-to period.



See Report Headings and Calculations, page 15-118, for a description of the other columns and headings.

### **Trip Stop Arrival Performance Trend Report**

This report shows the on-time performance for deliveries associated with trips for which there is an actual arrival date and planned arrival date on the trip stop.

The report includes the following columns:

- **Early Trip Stop Arrivals:** The number of trip stops at which a carrier has arrived earlier than the planned arrival date.
- **Early Arrival Rate:**  $(\text{Number of Early Trip Arrivals} / \text{Number of Planned Trips}) * 100$ .  
The percentage of trips that arrived at the destination trip stop earlier than the planned arrival date.
- **Late Trip Stop Arrivals:** The number of trip stops where carriers arrived later than the planned arrival date.
- **Late Arrival Rate:**  $(\text{Number of Late Trip Arrivals} / \text{Number of Planned Trips}) * 100$   
The percentage of trips that arrived at the destination trip stop later than the planned arrival date.
- **Planned Trip Stop Arrivals:** The number of trip stops that have an associated planned arrival date.
- **Trip Stop Arrivals to Plan:**  $(\text{Number of Trip Stop Arrivals} / \text{Number of Planned Trip Stop Arrivals}) * 100$   
The number of arrivals at trip stops that have an actual arrival date as a percentage of the number of planned trip stops that have a planned arrival date.

See Report Headings and Calculations, page 15-118, for a description of the other columns and headings.

## **Graphs**

- **Trip Stop Arrivals:** This graph shows the trip stop arrival totals across the selected parameters. Trip stop arrivals from the selected period are contrasted with those from the selected compare-to period.
- **Timeliness of Arrivals:** This graph displays the on-time, late, and early arrivals for the selected parameters.
- **On-Time Arrival Rate:** This graph shows the on-time arrival rate for the selected dimensions. The on-time arrival rate of the selected period are contrasted with that of the selected compare-to period.
- **Trip Stop Arrivals Trend:** This graph shows the trip stop arrival totals across the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period.
- **On-Time Arrivals Trend:** This graph shows the on-time arrivals for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period.
- **On-Time Arrival Rate Trend:** This graph shows the on-time arrival rate for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period.

- **Timeliness of Arrivals Trend:** This graph shows on-time, late, and early arrivals for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period.
- **Arrival Rates Trend:** This graph shows on-time, late, and early arrivals for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period.
- **Trip Stop Arrivals to Plan Trend:** This graph shows the number of trip stop arrivals to the planned trip stop arrivals for the selected parameters.

## Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Transportation Management Dashboard, page 15-111.

## Carrier Billing and Payment

This section explains the following reports:

- Carrier Billing and Payment Variance
- Carrier Billing and Payment Variance Trend

You can use the Carrier Billing and Payment reports to answer the following questions:

- Are carrier bills accurate? If not, by how much are they inaccurate?
- What is the trend in accuracy over time?
- How much is being paid to carriers this period?
- Which carrier constitutes the greatest cost of shipping goods?
- Which carriers are consistently billing more, and by how much?

The Carrier Billing and Payment reports show the accuracy of carrier freight bills. You can compare the total payments against the bills to find out accuracy.

## Report Parameters

- **Mode:** The mode only displays less than truckload (LTL) and Truck for these reports.
- **Carrier:** The defined freight carriers associated with trips from shipping. If the record does not list a carrier, then it is included in the Unassigned category.
- **Service Level:** The defined service levels associated with Trips from Shipping. If the record does not list a service level, then it is included in the Unassigned category.

## Report Headings and Calculations

This section explains the Carrier Billing and Payment reports:

### Carrier Billing and Payment Variance Report

This report shows the accuracy of carrier freight bills. The freight bills are compared to the approved amounts only when bills are fully paid to highlight by how much the

carrier bills are inaccurate. This report includes total payments, payments paid in full, approved bills, and the associated variances.

The report includes the following columns:

- **Payments:** The sum of all payment amounts made to carriers for the selected period.
- **Change:** The change in payments.
- **Percent of Total:**  $(\text{Payments for the row} / \text{Grand total of payments}) * 100$

The percent that the row represents with respect to the grand total of the payments.

- **Billed to Paid Variance**

- **Paid in Full:** The amount paid in full (where a fully paid date exists). The total, or cumulative, payment amounts for bills that have reached Paid status within the selected period. To reach Paid status, a bill must be paid in full within the selected period.
- **Billed:** The original amounts of freight bills that have been processed to Paid status. The original freight bill amounts are used for the variance calculation once the bills reach Paid status. The original bill amounts that contribute to the sum for a selected period could be from bills received before the selected period.
- **Variance Amount:** Billed – Paid In Full, for all carrier bills paid in full within the selected period.

The variance of the total amount paid in full as compared to the original carrier bill amount, expressed in terms of an amount difference.

- **Variance Percent:**  $((\text{Billed} - \text{Paid In Full}) / (\text{Absolute Value of Paid In Full for all carrier bills paid in full within the selected period})) * 100$

The variance of the total (cumulative) amounts paid in full as a percentage of the associated original carrier bill amounts.

- **Change:** The change in the billed to paid variance percent.

- **Billed to Approved Variance**

- **Approved Bills:** The sum of the bills that have been approved in the period paid (where a Fully Paid Date exists). The approved amounts of freight bills that have been processed to Paid status. The approved freight bill amounts are used for the variance calculation once the bills reach Paid status. The approved bill amounts that contribute to the sum for a selected period could be from bills received before the selected period.

- **Variance Amount:** Billed – Approved Bills, for all carrier bills paid in full within the selected period.

The variance of the original amounts as compared to the approved amounts for freight bills that are fully paid, expressed in terms of an amount difference.

- **Variance Percent:**  $(\text{Billed} - \text{Approved Bills}) / (\text{Absolute Value of Approved Bills}), \text{ for all carrier bills paid in full within the selected period} * 100.$

The variance of the original amounts as a percentage of the approved amounts for freight bills that are fully paid.

- **Change:** The change in the billed-to-approved variance percent

### Carrier Billing and Payment Variance Trend Report

This report shows the trend in the accuracy of carrier freight bills over time. It shows the trend of carrier payments, billed-to-paid variance, and billed-to-approved variance.

**Note:** You cannot select Air in the Mode parameter.

See Carrier Billing and Payment Variance Report, page 15-120, for a description of the columns and headings.

## Graphs

- **Carrier Payments:** This graph shows carrier payments for the selected parameters. The carrier payments from the selected period are contrasted with those from the selected compare-to period.
- **Carrier Payments Percent of Total:** This graph shows the percentage of the total for the selected parameters.
- **Billed to Paid Variance:** This graph shows the billed-to-paid variance for the selected parameters. The billed-to-paid variance of the selected period is contrasted with that of the selected compare-to period.
- **Carrier Payments Trend:** This graph shows carrier payments for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period.
- **Billed to Paid Variance Trend:** This graph shows the billed-to-paid variance for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period.
- **Billed to Approved Variance Trend:** This graph shows the billed-to-approved variance for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period.

## Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Transportation Management Dashboard, page 15-111.

## Freight Cost Recovery

This section explains the following reports:

- Freight Cost Recovery Rate
- Freight Cost Recovery Rate Trend

You can use the Freight Cost Recovery reports to answer the following questions:

- Are we charging customers the proper amount in order to recover our freight costs?
- Have the freight charges applied to orders and order lines been covering the cost of freight over time?

## Report Parameters

- **Organization:** All the organizations for which shipments have been tracked. When displaying information for a single organization, the amounts are shown in the functional currency of the operating unit to which the organization belongs, and the primary currency.
- **Customer:** The customer on the order.
- **Product Category:** See Common Concepts, page 15-3 for an explanation of this parameter.
- **Item:** Common Concepts, page 15-3 for an explanation of this parameter.

## Report Headings and Calculations

This section explains the Freight Cost Recovery reports:

### Freight Cost Recovery Rate Report

This report shows whether freight charges applied to orders and order lines are covering the cost of freight. Using this report, you can assess whether your business is charging the proper amount to customers to cover its freight costs.

The report includes the following columns:

- **Estimated Freight Cost:** All freight costs from order lines in Oracle Order Management, including manual and rated freight costs.
- **Change:** The change in the estimated freight cost.
- **Order Line Freight Charges:** The amount applied on order lines to charge customers for the shipping of goods.
- **Change:** The change in the order line freight charges.
- **Percent of Total:**  $(\text{Order Line Freight Charges for the Row} / \text{Grand Total of the Order Line Freight Charges}) * 100$

The percentage that the row represents with respect to the grand total of the order line freight charges.

- **Recovery Rate:**  $(\text{Order Line Freight Charges} / \text{Estimated Freight Cost}) * 100$

A percentage that represents the extent to which freight charges to customers are covering the total freight cost of shipping goods. If it is 100%, the total freight costs are entirely recovered by the freight charges.

- **Change:** The change in the freight cost recovery rate.

### Freight Cost Recovery Rate Trend Report

This report shows the trend in recovering freight costs, meaning that freight charges applied to orders and order lines are covering the cost of freight, over time.

See Freight Cost Recovery Rate Report, page 15-123, for a description of the columns and headings.

## Graphs

- **Order Line Freight Charges:** This graph shows the order line freight charges for the selected parameters. The order line freight charges from the selected period are contrasted with those from the selected compare-to period.

- **Order Line Freight Charges Percent of Total:** This graph shows the percentage of the total for the selected parameters.
- **Freight Cost Recovery Rate:** This graph shows the freight cost recovery rate for the selected parameters. The freight cost recovery rate of the selected period is contrasted with that of the selected compare-to period.
- **Estimated Freight Cost Trend:** This graph shows the estimated freight cost for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period.
- **Order Line Freight Charges Trend:** This graph shows the order line freight charges for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period.
- **Freight Cost Recovery Rate Trend:** This graph shows the freight cost recovery rate for the selected parameters from the selected date back in time. The data is grouped in increments of the selected time period.

## Personalization

For additional information about personalization, factoring, and other topics, see General Dashboard Behavior, *Oracle Daily Business Intelligence User Guide*.

## Related Reports and Links

For information on the related reports, see: Transportation Management Dashboard, page 15-111.

# Responsibility and Dashboard Matrix

## Responsibility and Dashboard Matrix

The following table provides a list of the responsibilities provided with Daily Business Intelligence and the dashboards they provide access to.

Responsibility	Dashboard
Commodity Manager	<ul style="list-style-type: none"> <li>Commodity Spend Management</li> <li>Commodity Supplier Management</li> <li>Payables Status</li> <li>Payables Management</li> <li>HR Management - Overview</li> </ul>
Cost Center Manager	<ul style="list-style-type: none"> <li>Expense Management</li> <li>HR Management - Overview</li> </ul>
Customer Support Manager	<ul style="list-style-type: none"> <li>Customer Support Management</li> <li>Expense Management</li> <li>HR Management - Overview</li> </ul>
Daily Business Intelligence Administrator	<ul style="list-style-type: none"> <li>Daily Business Intelligence Setup</li> </ul>
Daily Business Intelligence Designer	<ul style="list-style-type: none"> <li>Dashboard, Dimension, KPI, and Report designers</li> </ul>
Daily Commodity Intelligence	<ul style="list-style-type: none"> <li>Commodity Spend Management</li> <li>Commodity Supplier Management</li> </ul>
Daily Customer and Product Intelligence	<ul style="list-style-type: none"> <li>Customer Support Management</li> <li>Customer and Product Activity</li> <li>New and Renewal Support Comparison</li> </ul>
Daily Customer Support Intelligence	<ul style="list-style-type: none"> <li>Customer Support Management</li> </ul>
Daily Depot Repair Intelligence	<ul style="list-style-type: none"> <li>Depot Repair Management</li> </ul>

<b>Responsibility</b>	<b>Dashboard</b>
Daily Financials Intelligence	<ul style="list-style-type: none"> <li>• Expense Analysis</li> <li>• Expense Management</li> <li>• Funds Management</li> <li>• Profit and Loss</li> <li>• Profit and Loss by Manager</li> </ul>
Daily Fulfillment Intelligence	<ul style="list-style-type: none"> <li>• Customer Fulfillment Management</li> <li>• Shipping Management</li> </ul>
Daily HR Intelligence	<ul style="list-style-type: none"> <li>• HR Management- Overview</li> <li>• HR Management - Headcount</li> <li>• HR Management - Turnover</li> </ul>
Daily Interaction Center Intelligence	<ul style="list-style-type: none"> <li>• Email Center Management</li> <li>• Inbound Telephony Management</li> </ul>
Daily Inventory Intelligence	<ul style="list-style-type: none"> <li>• Inventory Management</li> </ul>
Daily iStore Intelligence	<ul style="list-style-type: none"> <li>• Store Management</li> <li>• Store Top Activity</li> </ul>
Daily Maintenance Intelligence	<ul style="list-style-type: none"> <li>• Maintenance Management</li> </ul>
Daily Manufacturing Intelligence	<ul style="list-style-type: none"> <li>• Manufacturing Management</li> </ul>
Daily Marketing Intelligence	<ul style="list-style-type: none"> <li>• Lead Management</li> <li>• Marketing Management</li> </ul>
Daily Payables Intelligence	<ul style="list-style-type: none"> <li>• Payables Management</li> <li>• Payables Status</li> </ul>
Daily Planning Intelligence	<ul style="list-style-type: none"> <li>• Plan Management</li> </ul>
Daily Procurement Intelligence	<ul style="list-style-type: none"> <li>• Procurement Management</li> <li>• Procure-to-Pay Management</li> <li>• Procurement Status</li> <li>• Procurement Performance Management</li> </ul>
Daily Product Cost Intelligence	<ul style="list-style-type: none"> <li>• Product Cost Management</li> </ul>
Daily Product Intelligence	<ul style="list-style-type: none"> <li>• Product Management</li> <li>• Product Management - Engineering</li> </ul>



<b>Responsibility</b>	<b>Dashboard</b>
Daily Project Intelligence	<ul style="list-style-type: none"> <li>• Projects Profitability Management</li> <li>• Projects Operations Management</li> <li>• Capital Projects Cost Management</li> <li>• Contract Projects Cost Management</li> </ul>
Daily Quoting Intelligence	<ul style="list-style-type: none"> <li>• Quote Management</li> </ul>
Daily Sales Intelligence	<ul style="list-style-type: none"> <li>• Opportunity Management</li> <li>• Product Revenue Bookings and Backlog</li> <li>• Sales Forecast Management</li> <li>• Sales Management</li> </ul>
Daily Service Contracts Intelligence	<ul style="list-style-type: none"> <li>• Service Contracts Management</li> <li>• Service Renewals Management</li> </ul>
Daily Service Intelligence	<ul style="list-style-type: none"> <li>• Customer Support Management</li> </ul>
Daily Supply Chain Intelligence	<ul style="list-style-type: none"> <li>• Customer Fulfillment Management</li> <li>• Shipping Management</li> <li>• Product Cost Management</li> <li>• Inventory Management</li> <li>• Manufacturing Management</li> <li>• Plan Management</li> <li>• Transportation Management</li> <li>• Warehouse Management</li> </ul>
Daily Transportation Intelligence	<ul style="list-style-type: none"> <li>• Transportation Management</li> </ul>
Daily Warehouse Intelligence	<ul style="list-style-type: none"> <li>• Warehouse Management</li> </ul>
Email Center Manager	<ul style="list-style-type: none"> <li>• Email Center Management</li> <li>• Expense Management</li> <li>• HR Management - Overview</li> </ul>
Engineering Manager	<ul style="list-style-type: none"> <li>• Product Management -</li> <li>• Engineering</li> <li>• Expense Management</li> <li>• HR Management - Overview</li> </ul>
Field Service Manager	<ul style="list-style-type: none"> <li>• Maintenance Management</li> </ul>
Funds Manager	<ul style="list-style-type: none"> <li>• Funds Management</li> </ul>

Responsibility	Dashboard
HR Line Manager	<ul style="list-style-type: none"> <li>• HR Management - Overview</li> <li>• HR Management - Headcount</li> <li>• HR Management - Turnover</li> </ul>
Marketing Manager	<ul style="list-style-type: none"> <li>• Expense Management</li> <li>• HR Management - Overview</li> <li>• Lead Management</li> <li>• Marketing Management</li> </ul>
Procurement Manager	<ul style="list-style-type: none"> <li>• Expense Management</li> <li>• HR Management - Overview</li> <li>• Payables Management</li> <li>• Payables Status</li> <li>• Procurement Management</li> <li>• Procure to Pay Management</li> <li>• Procurement Performance Management</li> <li>• Procurement Status</li> </ul>
Profit Center Manager	<ul style="list-style-type: none"> <li>• Profit and Loss</li> <li>• Profit and Loss by Manager</li> <li>• HR Management - Overview</li> </ul>
Project Executive	<ul style="list-style-type: none"> <li>• Projects Profitability Management</li> <li>• Projects Operations Management</li> <li>• Capital Projects Cost Management</li> <li>• Contract Projects Cost Management</li> <li>• Expense Management</li> <li>• HR Management - Overview</li> </ul>
Quoting Intelligence Manager	<ul style="list-style-type: none"> <li>• Quote Management</li> </ul>
Sales Manager	<ul style="list-style-type: none"> <li>• Opportunity Management</li> <li>• Product Revenue Bookings and Backlog</li> <li>• Sales Management</li> <li>• Sales Forecast Management</li> </ul>
Service Contracts Manager	<ul style="list-style-type: none"> <li>• Service Contracts Management</li> <li>• Service Renewals Management</li> <li>• Expense Management</li> <li>• HR Management - Overview</li> </ul>

<b>Responsibility</b>	<b>Dashboard</b>
Service Sales Manager	<ul style="list-style-type: none"> <li>• Service Renewals Management</li> <li>• Service Contracts Management</li> <li>• Expense Management</li> <li>• HR Management - Overview</li> </ul>
Supply Chain Manager	<ul style="list-style-type: none"> <li>• Customer Fulfillment Management</li> <li>• Shipping Management</li> <li>• Product Cost Management</li> <li>• Inventory Management</li> <li>• Manufacturing Management</li> <li>• Plan Management</li> <li>• Transportation Management</li> <li>• Warehouse Management</li> <li>• Expense Management</li> <li>• HR Management - Overview</li> </ul>
Vice President eCommerce	<ul style="list-style-type: none"> <li>• Store Management</li> <li>• Store Top Activity</li> </ul>
Web Store Manager	<ul style="list-style-type: none"> <li>• Store Management</li> <li>• Store Top Activity</li> </ul>



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## Additional Documentation

### Daily Business Intelligence for HRMS

The Daily Business Intelligence for Human Resources (DBI for HRMS) content is contained in a separate documentation set. To find information on how to use and implement DBI for HRMS, see the following additional documentation:

- About Oracle Daily Business Intelligence for HRMS (Oracle*MetaLink* Note: 300853.1)
- Oracle Daily Business Intelligence for HRMS User Guide Supplement (Oracle *MetaLink* Note: 300656.1)
- *Oracle Daily Business Intelligence for HRMS Implementation Guide Supplement* (Oracle*MetaLink* Note: 300655.1)



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