Oracle® E-Business Intelligence

Daily Business Intelligence User Guide

Release 11i

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Oracle welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for revision.

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Preface

Audience for This Guide

Welcome to Release 11*i* of the *Oracle E-Business Intelligence 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.
- Oracle E-Business Intelligence Daily Business Intelligence (Daily Business Intelligence)

  If you have never used Daily Business Intelligence, Oracle suggests you attend one or more of the Daily Business Intelligence training classes available through Oracle University.
- The Oracle Applications graphical user interface.

  To learn more about the Oracle Applications graphical user interface, read the *Oracle Applications User's Guide*.

See Other Information Sources for more information about Oracle Applications product information.

How To Use This Guide

This guide contains the information you need to understand and use Daily Business Intelligence.

> **Attention:** This guide includes information about many features of Oracle Applications other than E-Business Intelligence. These other Oracle Applications may require separate licenses, and must be fully installed to take advantage of their features.

- Chapter 1, "Using Daily Business Intelligence": This chapter provides an overview of Daily Business Intelligence.
- Chapter 2, "Using Daily Business Intelligence for Financials": This chapter describes the features of Financials overview pages and reports.

- Chapter 3, "Using Daily Business Intelligence for Interaction Center": This chapter describes the features of Interaction Center overview pages and reports.
- Chapter 4, "Using Daily Business Intelligence for iStore": This chapter describes the features of iStore overview pages and reports.
- Chapter 5, "Using Daily Business Intelligence for Marketing": This chapter describes the features of Marketing overview pages and reports.
- Chapter 6, "Using Daily Business Intelligence for Product Lifecycle Management": This chapter describes the features of Product Lifecycle Management overview pages and reports.
- Chapter 7, "Using Daily Business Intelligence for Projects": This chapter describes the features of Project overview pages and reports.
- Chapter 8, "Using Daily Business Intelligence for Procurement": This chapter describes the features of Purchasing overview pages and reports.
- Chapter 9, "Using Daily Business Intelligence for Quoting": This chapter describes the features of Quoting overview pages and reports.
- Chapter 10, "Using Daily Business Intelligence for Sales": This chapter describes the features of Sales overview pages and reports.
- Chapter 11, "Using Daily Business Intelligence for Service": This chapter describes the features of Service overview pages and reports.
- Chapter 12, "Using Daily Business Intelligence for Service Contracts": This chapter describes the features of Service Contracts overview pages and reports
- Chapter 13, "Using Daily Business Intelligence for Supply Chain": This chapter describes the features of Supply Chain overview pages and reports.
- Appendix A, "Responsibility and Page Matrix": This appendix provides a list of all of the responsibilities available for Daily Business Intelligence. It also provides a list of the pages that those responsibilities can access, if the appropriate intelligence product is implemented.

Important: For information on Daily Business Intelligence for Human Resources, see the *Oracle Daily Business Intelligence for HRMS User Guide Supplement* on OracleMetalink (Note 284238.1).

Conventions

The following table describes the typographical conventions that are used in this manual.

Convention	Meaning
Monospaced text	Represents command line text. Type this text exactly as shown.
<>	Text enclosed in angle brackets represent a variable. Substitute an appropriate value for the variable text. Do not type the brackets.
[]	Square brackets enclose optional items or indicate a function key. Do not type the brackets.
|	A vertical bar represents an *or* option among several options. You must enter only one of the options. Do not type the vertical bar.
/directory or \directory	A slash before a directory name indicates that it is a subdirectory. The path name may be either uppercase or lowercase.
$ or C:\>	Represents the command prompt. Your prompt may differ.
\	In examples of commands you type online, a backward slash at the end of the line of text signifies that you must type the entire command, including the portion of the text on the second text line, on one command line. Do not type the backslash.

The following table describes special notes that alert you to important information.

Additional Information	Refers to portions of this manual, another manual, or the online documentation.
Attention	Highlights important information that will help you use the system.
Note	Contains helpful hints and practical tips that can save time and make installation or other procedures easier.
Warning	Warns you about actions which, if not carried out properly, could be damaging or destructive to your operations.

Documentation Accessibility

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documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program Web site at http://www.oracle.com/accessibility/

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JAWS, a Windows screen reader, may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, JAWS may not always read a line of text that consists solely of a bracket or brace.

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Other Information Sources

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

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).

- **Online Help** - The new features section in the HTML help describes new features in 11i. This information is updated for each new release of Daily Business Intelligence. The new features section also includes information about any features that were not yet available when this guide was printed. For example, if your administrator has installed software from a mini-packs an upgrade, this document describes the new features. Online help patches are available on MetaLink.

- **About Document** - Refer to the About document for patches that you have installed to learn about new documentation or documentation patches that you can download. The new About document is available on MetaLink.

Related User's Guides

Daily Business Intelligence shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other user's guides when you set up and use Daily Business Intelligence.

You can read the guides online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD included in your media pack, or by using a Web browser with a URL that your system administrator provides.

If you require printed guides, you can purchase them from the Oracle Store at http://oraclestore.oracle.com.

Guides Related to All Products

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 Daily Business Intelligence (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's guide online by choosing"Getting Started with Oracle Applications" from any Oracle Applications help file.

User Guides Related to This Product

The following user guides are related to this product.

- Oracle Applications User's Guide
- Oracle E-Business Intelligence Daily Business Intelligence User Guide
- Oracle General Ledger User's Guide
- Using Oracle HRMS - The Fundamentals
- Oracle Advanced Product Catalog online help
- Oracle Inventory User's Guide

Installation and System Administration

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 an installation of 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, the Oracle8 technology stack, and the Oracle8*i* Server 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's 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.

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 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 6*i* forms so that they integrate with Oracle Applications.

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 how to apply this UI to the design of an application built by using Oracle Forms.

Other Implementation Documentation

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 11*i*. It includes new features, enhancements, and changes made to database objects, profile options, and seed data for this interval.

Multiple Reporting Currencies in Oracle Applications

If you use the Multiple Reporting Currencies feature to record transactions in more than one currency, use this manual before implementing Daily Business Intelligence. This manual details additional steps and setup considerations for implementing Daily Business Intelligence with this feature.

Multiple Organizations in Oracle Applications

This guide describes how to set up and use Daily Business Intelligence with Oracle Applications' Multiple Organization support feature, so you can define and support different organization structures when running a single installation of Daily Business Intelligence.

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.

Oracle Applications Flexfields Guide

This guide provides flexfields planning, setup and reference information for the Daily Business Intelligence 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, integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on Metalink

Oracle Manufacturing APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes API’s and open interfaces found in Oracle Manufacturing.

Oracle Order Management Suite APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes API's and open interfaces found in Oracle Order Management Suite.

Oracle Applications Message Reference Manual

This manual describes all Oracle Applications messages. This manual is available in HTML format on the documentation CD-ROM for Release 11i.

Training and Support

Training

Oracle offers a complete set of training courses to help you and your staff master Daily Business Intelligence and reach full productivity quickly. These courses are organized into functional learning paths, so you take only those courses appropriate to your job or area of responsibility.

You have a choice of educational environments. You can attend courses offered by Oracle University at any one of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Daily Business Intelligence working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle8*i* server, and your hardware and software environment.

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 Oracle Applications 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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1

Using Daily Business Intelligence

This chapter describes the common features of Daily Business Intelligence that are used by all intelligence products.

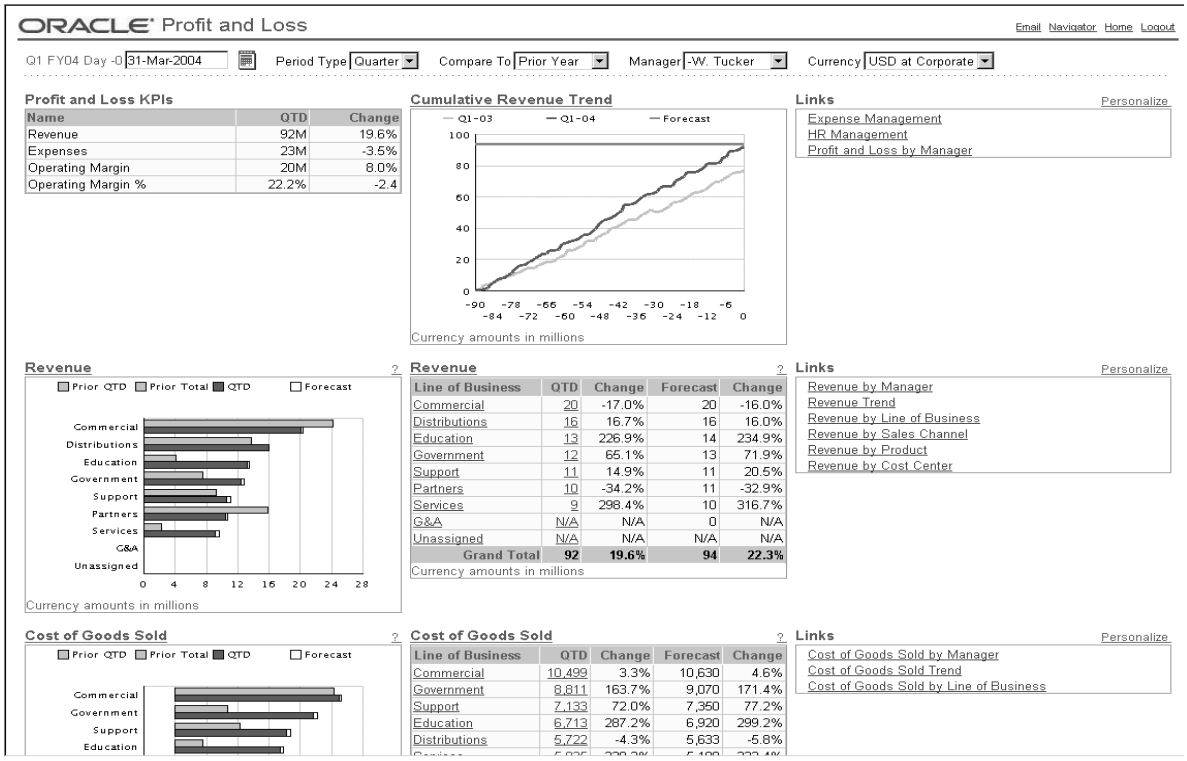
This chapter contains the following topics:

- Overview of Daily Business Intelligence on page 1-1
- Responsibilities on page 1-4
- Pages on page 1-4
- Parameters on page 1-5
- Regions on page 1-12
- Reports on page 1-18
- General Page Behavior on page 1-20

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 overview pages and drill-to reports.

Figure 1–1 Profit and Loss Overview Page



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

Overview pages are also designed to be relevant for a particular user. When a user opens an overview page, 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 overview page, 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 overview page, 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 overview pages as soon as you run the incremental request set for the overview page. For example, if you book an invoice in Oracle Receivables, that invoice is reflected in the Profit and Loss overview page the next time 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 product and provide access to a particular overview page or set of overview pages. See: Responsibilities on page 1-4.
- **Overview Page:** An overview page is a collection of content that is designed to meet the needs of a particular responsibility. Overview pages contain parameters, regions, and KPIs. See: Pages on page 1-4.
- **Parameter:** Each overview page contains a set of parameters that you can use to change the data that is displayed on the overview page. Some parameters, such as Date or Period Type are common to all overview pages, whereas other parameters, such as Commodity, are unique to a specific overview page. Parameters are based on dimensions, which organize data into reporting hierarchies. Each overview page has a parameter that acts as the primary dimension for the overview page. The primary dimension differs depending on the overview page. For example, the primary dimension on the Profit and Loss overview page is Manager. See: Parameters on page 1-5.

- **Region**: A *region* is a container for a unique set of information on an overview page. There are five different types of regions in Daily Business Intelligence: table, graph, parameter, KPI, and links. See: Regions on page 1-12.
- **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 overview page contains a set of KPIs that the content of the overview page 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 on page 1-12.

The following sections provide detailed information on each of these terms and the common tasks that you can perform in Daily Business Intelligence.

Responsibilities

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

You cannot create new overview page responsibilities or 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. Responsibilities are assigned by the Business Intelligence Administrator during implementation. See: *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide.*

For a matrix of the responsibilities and the overview pages they can access, see: Responsibility and Page Matrix on page A-1.

Pages

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

To access an overview page, you 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 overview page. 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 overview page is unique, the basic features and functionality of each overview page is the same. All overview pages contain the following features:

- Parameters
- Regions

For a description of the basic functionality of overview pages, which includes printing, emailing, and displaying data on the overview page, see: General Page Behavior on page 1-20.

Parameters

Every overview page or report has a set of parameters that determine the data that is displayed. These parameters appear in the parameters region. The set of common parameters are, in order from right to left:

- Date Parameter on page 1-7
- Period Type Parameter on page 1-7
- Compare To Parameter on page 1-8
- Primary Dimension Parameter on page 1-10
- Currency Parameter on page 1-11

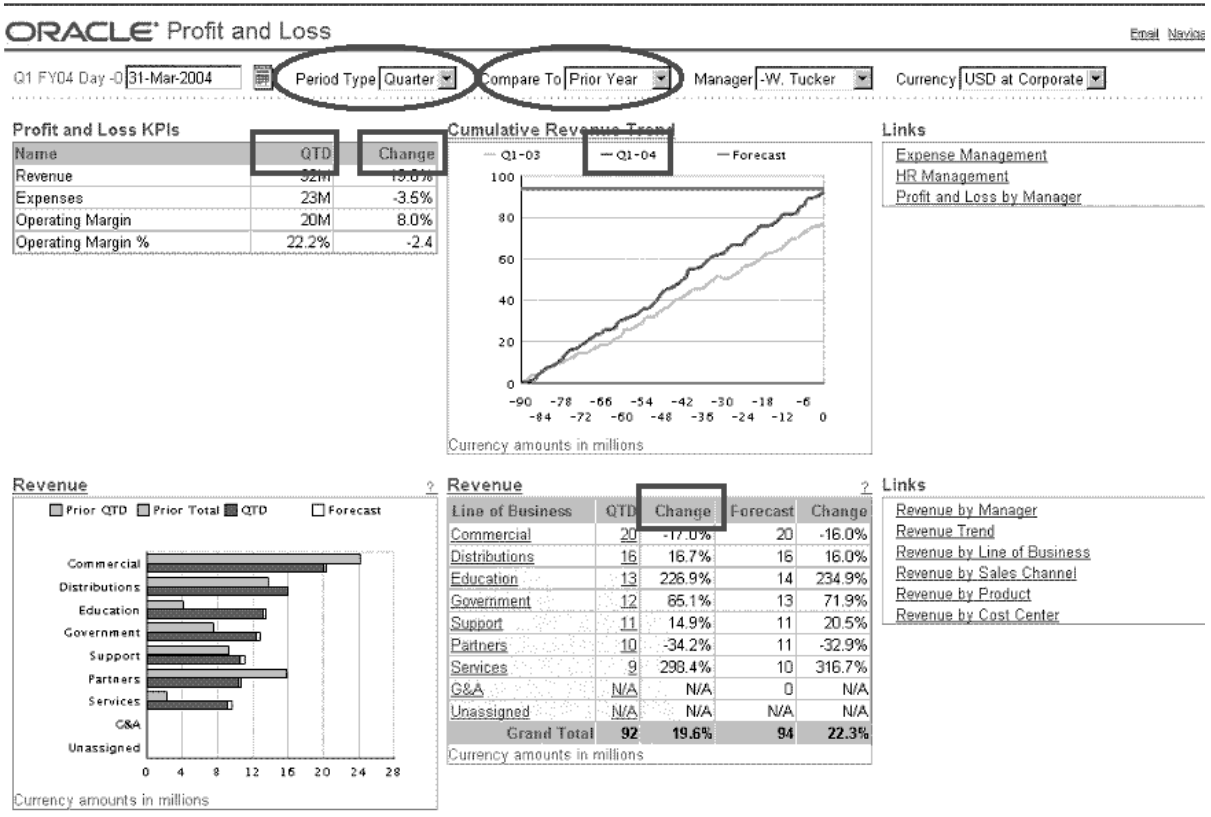
Figure 1–2 Parameter Region



The default value for each parameter is either defaulted by the overview page or is defined by the Business Intelligence Administrator during implementation. See: *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Every time you change the value of a parameter on an overview page, the data is automatically refreshed. Changing a parameter can affect the amount of data displayed, the column headings in regions, the content of the KPI region, and the format of the graph regions.

Figure 1–3 How Parameters Affect Overview Page Content



For example, if you change the Period Type parameter from Month to Year, the column headings in the regions in the overview page will change from MTD to YTD. 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, any shared values are passed when you drill to other overview pages or reports. For example, if you set the Date parameter to March 1, 2003 in a overview page, and then drill to a report, the value in the Date parameter will be passed from the overview page to the report.

When you log out of Oracle Applications, your last parameter settings are cached. Therefore, the next time you log into the overview page, you can view the same

summaries. The Date parameter, however, is not cached. The Date parameter automatically defaults to the current system date every time you log in.

The following sections provide detailed descriptions of each of the common parameters. Note that some overview pages and reports do not display all of these parameters.

Date Parameter

The date parameter, also known as the "as of date" determines the start date for the data on the overview page or report. Unless otherwise noted in the documentation, data 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 Type = Quarter, then the to-date information would be " Q4 FY03 Day -60", assuming that January falls in the forth 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 overview page 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 Page Behavior on page 1-20.

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 by the Business Intelligence Administrator during implementation. For more information, see: *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide.*

Period Type Parameter

The period type parameter determines the period of data on the overview page. The possible period types are determined by your enterprise calendar. Possible period types are:

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

- Year (Y)
- X Rolling Days: The number of days including the selected date, for which you want to view projected or historical calculations.

Project Intelligence, supports additional period types, including fiscal (GL) periods and project (PA) periods. The following is a list of the additional period types available in Project Intelligence:

- 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.

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

When you set the period type 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 Type = 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 Business Intelligence Administrator sets the default period type during implementation. See: *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide.*

For more information on the additional period types available with Project Intelligence, see: *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide.*

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 in the table and graph regions as follows:

- **Compare To = Prior Year:** The change or variance from the current year to the previous year.
- **Compare To = Prior Period:** The change or variance from the current period to the previous period.
- **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 Type = Week, or no data will appear on the overview page.

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 Type: 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:

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

Period Type: 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:

As of Date: 31-DEC-2005

Period Type: 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 affects the graph format. 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.

Table 1–1 Graph Formats for Trend or Comparison Graphs

If Compare To =	Trend	Comparison
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 overview page will display “N / A” in the KPI region or "No data found" in the table region. For more information on null data, see: General Page Behavior on page 1-20.

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 overview page. For example, the primary dimension on the Profit and Loss overview page is Manager; the primary dimension on the Commodity Spend Management overview page is Commodity. There is only one primary dimension for each overview page. The overview page and its associated reports may have additional dimensions that you can use to narrow the report details. 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 overview pages:

- Manager
- Operating Unit
- Warehouse
- Sales Group
- Project Organization
- Country
- Line of Business
- Commodity

Some primary dimensions, such as Warehouse or Operating Unit, are automatically populated based on your Oracle Applications set up. Other primary dimensions, such as Manager or Line of Business, need to be set up by the Business Intelligence Administrator while implementing Daily Business Intelligence. For more information, see: *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

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 security used by specific parameters, see: *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

For more information on the KPI region, see: Key Performance Indicator Region on page 1-13.

Currency Parameter

The currency parameter determines the currencies used in Daily Business Intelligence. The list of available currencies is determined by the overview page and the data that you are using.

Most overview pages display only the primary currency. The primary currency is sometimes referred to as the global currency.

Some overview pages enable you to view data in either the primary or the *secondary currency*. The primary and secondary currencies and rate types are defined when the Business Intelligence Administrator sets up Daily Business Intelligence. For more information, see: "Set Up Daily Business Intelligence Global Parameters" in *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*.

Some overview pages 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 overview page. Functional currency is only available if all of the data that is summarized on the overview page 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. For information on whether an overview page uses the functional currency, see the overview page description in the appropriate chapter in this guide.

When you run the initial or incremental request set, Daily Business Intelligence converts your transactions from the transactional or functional currency into the primary or secondary currency using the primary or secondary rate, respectively.

To ensure that the currency conversion process is successful, you must ensure that you have the appropriate exchange rates defined in General Ledger *before* you attempt to load or refresh an overview page.

Important: Currency exchange rates must exist for all functional currencies and the primary currency for all financial periods between the global start date and current system date. If you are implementing overview pages that use a secondary currency, then your system administrator must ensure that rates exist between your functional currencies and the secondary currency for the same time periods.

For example, if you have transactions in euros, dollars, yen, and swiss francs, and your primary currency is U.S. dollars, then you must ensure that a daily exchange rate exists between each of the transaction currencies and the primary currency. Otherwise, Daily Business Intelligence will not be able to convert transaction data into the primary currency. If you are using a secondary currency, then you must also ensure that a daily exchange rate exists between each of the transaction currencies and the secondary currency.

In the parameter list of values, the primary and secondary currencies appear as follows: <Currency> at <rate type> (for example, USD at Corporate).The functional currency appears as follows: <Currency>.

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 on page 1-13.

Regions

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

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

- Parameter Region on page 1-13
- KPI Region on page 1-13
- Table Region on page 1-14
- Graph Region on page 1-15
- Links Region on page 1-17

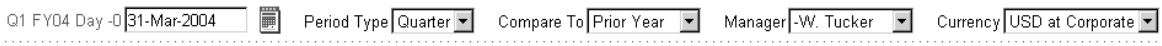
Only the table and graph regions are based on underlying reports. Multiple tables and graph regions can be based on the same underlying report.

The following sections provide detailed descriptions of each region type.

Parameter Region

The parameter region contains the common parameters for the overview page or report. Whenever you update a parameter, the contents of the overview page are automatically refreshed.

Figure 1–4 Parameter Region



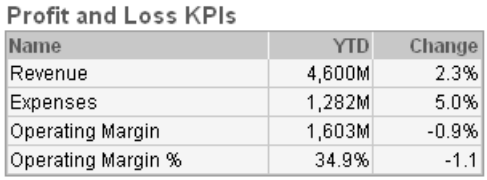
See: Parameters on page 1-5.

KPI Region

The KPI region displays the actual and change values as a percentage for every KPI on the overview page. 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.

Figure 1–5 KPI Region - Table Format

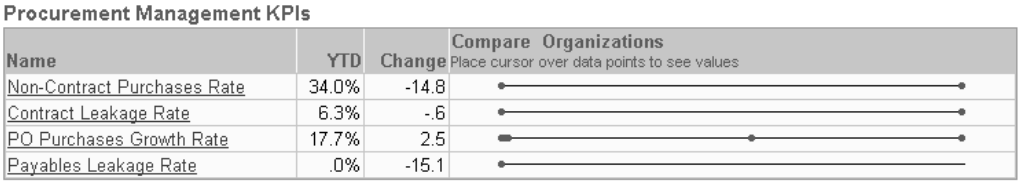


Profit and Loss KPIs

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.

Figure 1–6 KPI Region - Comparison Format



Procurement Management KPIs

Name	YTD	Change	Compare Organizations Place cursor over data points to see values
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	

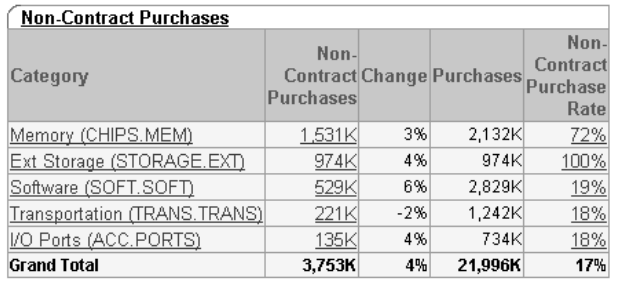
In comparison format, the KPI region displays the actual and change or variance values for each KPI and it shows the distribution of change or variance for each KPI using a scatter graph.

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 drill down to a report with more details on the value.

Figure 1–7 Table Region



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%
Grand Total	**3,753K**	**4%**	**21,996K**	**17%**

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 overview page, the first column of the table may be truncated.

Graph Region

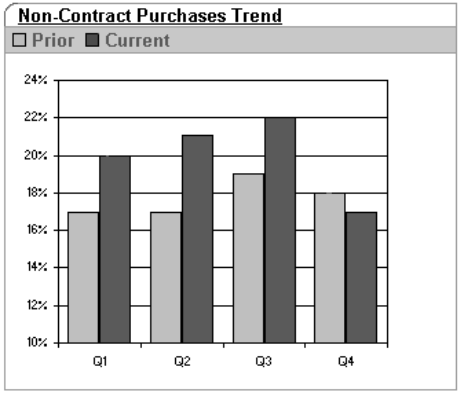
The graph region is based on an underlying report. You can drill to the underlying report by clicking on the region title.

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.

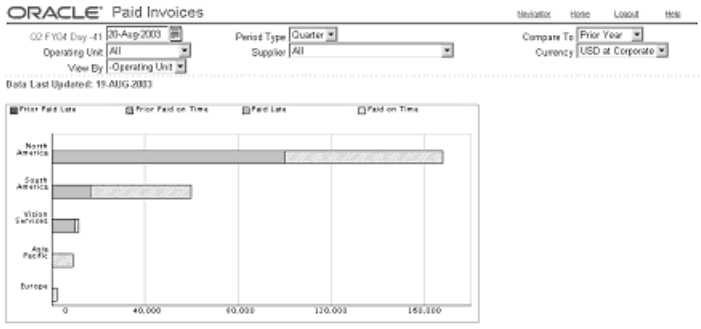
Figure 1–8 Graph Region - Trend Graph



- **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 statues (such as Invoice Paid Late and Invoice Paid on Time).

Figure 1–9 Paid Invoices with Patterned Stacked Bar Graph



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 overview pages, reports, or content.

Figure 1–10 Links Region



You can personalize the links that appear in the Links region. For more information, see: General Page Behavior on page 1-20.

Personalizing Pages

The Business Intelligence Administrator can personalize overview pages by doing the following:

- Enabling or disabling KPIs
- Hiding or showing regions
- Rearranging regions on the overview page

See: *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide.*

Reports

Every table and graph region on an overview page 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 overview pages and regions, but have the following differences:

- Reports generally have additional parameters (View By parameters), and some of these parameters may be dependant on one another. For example, in the PO Price Savings and Quantity Change report, the Customer and Category report parameters are dependant on the Operating Unit parameter.
- Reports with additional View By parameters enable you to drill and pivot on the values in the first column, so you can 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 date 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.

Exporting Report Data

You can export data from a report to a Microsoft Excel spreadsheet or to a PDF, by clicking Export. When you export to a spreadsheet, the graphs and links are not exported.

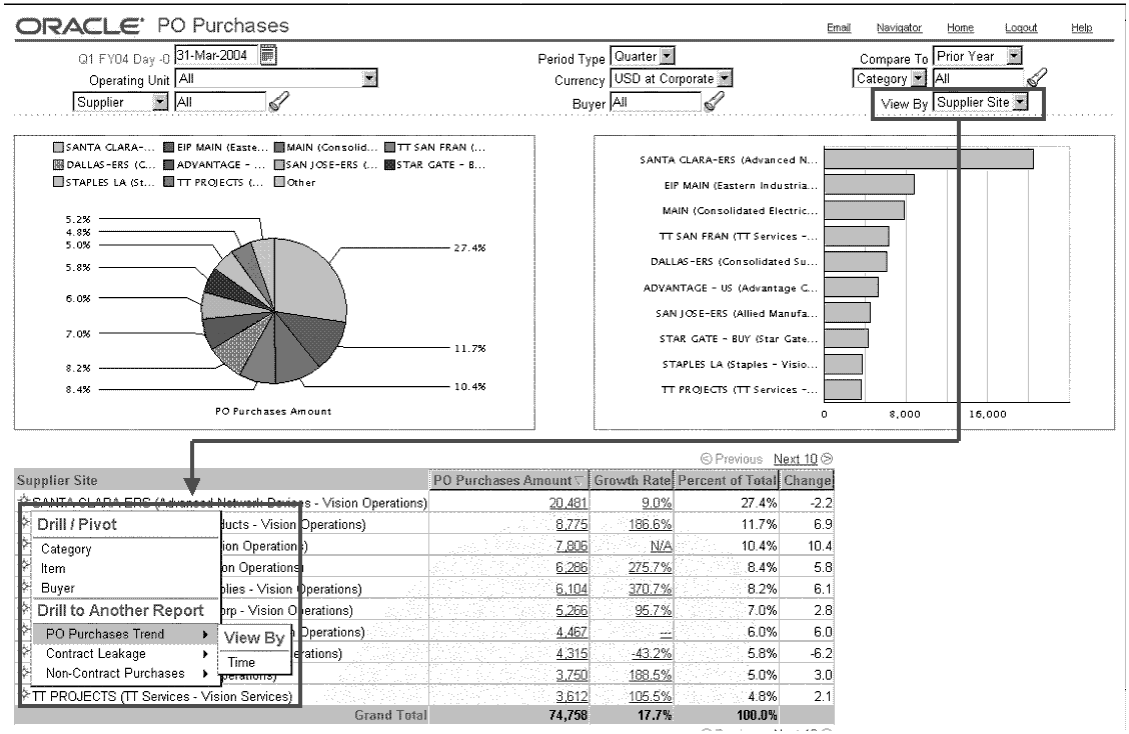
You must have Microsoft Excel installed to export a report to a spreadsheet. You must have Adobe Acrobat installed to export a report to a PDF.

Drill and Pivot

In reports that contain 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, assume that you set the View By parameter to Item, as shown in the following figure.

Figure 1–11 PO Purchases Before Drill and Pivot



In the report table, you can "drill and pivot" from a report item, 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 Category, Item, or Buyer or you can drill to the PO Purchases Trend, Contract Leakages, or the Non Contract Purchases reports and change the View By parameters when you drill to those reports.

Personalizing Reports

For information on personalizing reports, see: General Page Behavior on page 1-20.

General Page Behavior

The following section describes several common conventions that are used throughout overview pages.

- General Page Behavior
  - Aligning Regions on page 1-20
  - Cached Parameters on page 1-21
  - Refreshing Data in Pages, Regions, and Reports on page 1-21
  - Email a Page or Report on page 1-21
  - Personalizing Regions in Pages or Reports on page 1-21
  - Printing a Report on page 1-22
  - Online Help for Regions on page 1-22
- Displaying Data
  - Calculating Change or Variance in Graph, Table, and KPI Regions on page 1-22
  - Factoring in Graph, Table, and KPI Regions on page 1-23
  - Decimal Places on page 1-24
  - Truncating on page 1-24
  - Null Values on page 1-25
  - Percent Values on page 1-25
  - Totals in Regions on page 1-25
- Troubleshooting
  - Currency Conversion Error on page 1-25

Aligning Regions

The alignment of the regions on a page 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, reajust your screen resolution or browser settings as necessary.

Cached Parameters

Each overview page 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 overview page, the parameters will use your cached parameter settings, not the default parameter settings.

Refreshing Data in Pages, Regions, and Reports

Only the Business Intelligence Administrator can refresh the underlying data set for overview pages and reports (for example, update the employee headcount, revenue, or items shipped numbers). The administrator must run the *incremental request set* for each overview page 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 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 Page or Report

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

You can only email overview pages 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*.

Personalizing Regions in Pages or Reports

You can personalize the Links region on an overview page 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 overview pages, 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 overview pages, regions, or reports
- Add, rename, or remove URLs
- Change the order of the links and URLs

4. Click OK to save your work.

Printing a Report

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

Online Help for Regions

You can access online help for table and graph regions in an overview page 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 page 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 page, its associated reports.

Displaying Data

The following sections describe how overview pages display data.

Calculating Change or Variance in Graph, Table, and KPI Regions

The "Change" and "Variance" values appear in the KPI, table, and graph regions. Both Change and Variance can be expressed as a percent or 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 Type and Compare To parameters (see: Parameters on page 1-5). Change is calculated using the following formulas.

Change% = ((Current Actual - Previous Actual)/(Absolute of Previous Actual))*100

Change = Current Actual - 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.

Variance% = ((Actual - Plan or Budget) / (Absolute of Plan or Budget))*100

Variance = Actual - Plan or Budget

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

Factoring in Graph, Table, and KPI Regions

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 an overview page 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.

Table 1–2 Factoring Examples

Factor	Actual Value	Factored Value
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

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 overview page and report descriptions for specific information on a particular quantity or count.

Truncating

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 overview pages 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 “---”.

Totals in Regions

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 overview pages and reports display the maximum number of rows.

Currency Conversion Error

If a currency conversion error occurs, an error will appear on the overview page. If you encounter a currency conversion error, 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 Business Intelligence Administrator for additional troubleshooting.

2

Using 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 product line, sales channel, or other dimensions. This information empowers managers to stay informed, develop insight and take action.

The DBI for Financials pages, portlets, 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 Internet Expenses
- Oracle Payables
- Oracle Receivables

The following is a list of the pages and reports available for DBI for Financials.

- Profit and Loss Page on page 2-6

    - Revenue Summary on page 3-8
    - Revenue by Product on page 3-9
    - Revenue by Sales Channel on page 3-9
    - Cost of Goods Sold Summary on page 3-9
    - Gross Margin Summary on page 3-10
    - Expense Summary on page 3-12
    - Operating Margin on page 3-13
- Profit and Loss by Manager Page on page 3-12
- Expense Management Page on page 3-15
    - Current Expenses per Head on page 3-17
    - T&E Expenses on page 3-18
    - Top 10 Spenders on page 3-18
- Payables Management Page on page 3-23
    - Invoice Activity on page 3-25
    - Invoice Types on page 3-26
    - Electronic Invoices on page 3-27
    - Electronic Invoices Trend on page 3-28
    - Paid Invoices on page 3-29
    - Paid Invoice Discounts on page 3-30
    - Holds Activity on page 3-31
- Payables Status Page on page 3-32
    - Discount Opportunities Summary on page 3-33
    - Holds Summary on page 3-34
    - Holds Categories Summary on page 3-36
    - Holds Trend on page 3-37
    - Invoices Due Aging Summary on page 3-37
    - Invoices on Hold Discount Summary on page 3-37
    - Invoices Past Due Aging Summary on page 3-38

- Open Payables Summary on page 3-39
- Holds History on page 3-35
- Invoice Detail Reports on page 3-26

Common DBI for Financials Concepts

The following concepts are common to all DBI for Financials pages.

- Profit and Loss and Expense Management Common Concepts on page 2-4
- Payables Common Concepts on page 2-20

See the following page descriptions:

- Profit and Loss Page on page 2-6
- Profit and Loss by Manager Page on page 2-14
- Expense Management Page on page 2-15
- Payables Management Page on page 2-23
- Payables Status Page on page 2-32

Responsibilities

The following responsibilities provide access to the DBI for Financials pages, portlets, and reports:

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

Profit and Loss and Expense Management Common Concepts

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

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*.

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

- **Line of Business:** Displays information along the Line of Business hierarchy.
- **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.*

Report Headings and Calculations

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

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

- **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) Change = ((Amount for Period to Date - Amount for Prior Period to Date) / |Prior Amount for Period to Date|) * 100.

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

  (xTD) Change = ((Amount for Period to Date - Budget) / |Budget|) * 100.
- **% of Forecast:** Percent of actual revenue or expenses to date against forecast.

  % of Forecast = (Period to Date / 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:

(Forecast) Change = ((Total Forecast Amount - Prior Actual Amount) / |Prior Actual Amount|) * 100.

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

(Forecast) Change = ((Total Forecast Amount - Total Budget) / |Total Budget Revenue|) * 100.

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

  Forecast vs. Budget % = ((Forecast - Budget) / |Budget|) * 100.

Profit and Loss Page

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

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

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

Table 2–1 Profit & Loss Performance Measures or KPIs

Performance Measure or KPI	Calculation
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

Page Parameters

There are no unique parameters for this page. For a description of the common parameters, see: Common DBI for Financials Concepts on page 3-3.

For information on how page parameters affect a Daily Business Intelligence page, see: Parameters on page 1-5.

Reports and Graphs

This page contains the following reports:

- Cumulative Revenue on page 2-7
- Revenue Summary on page 2-8
- Revenue by Product on page 2-9
- Revenue by Sales Channel on page 2-9
- Cost of Goods Sold Summary on page 2-9
- Gross Margin Summary on page 2-10
- Expense Summary on page 2-12
- Operating Margin on page 2-13

See: Overview of Daily Business Intelligence on page 1-1.

Cumulative Revenue

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 Revenue 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.

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 page 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.

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.

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.

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 page 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.

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:

Gross Margin = Revenue - Costs of Goods Sold

You can only access this report from the Profit and Loss and Profit and Loss by Manager pages. 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?

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.

  % Margin = (xTD Gross Margin / | xTD Revenue |) * 100

Note: If the % Margin is less than -999.99% or greater than 999.99%, then no value is displayed. See General Page Behavior on page 1-20.

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

  Change = % Margin - Prior % Margin

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

  Change % = % Margin - 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:

  Change = % Margin - Budget % Margin

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

  xTD Gross Margin = xTD Revenue - 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:

  Change = ((xTD Gross Margin - Prior xTD Gross Margin) / |Prior xTD Gross Margin|) * 100

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

  Change = ((xTD Gross Margin - Budget Gross Margin) / |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 page 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.

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 pages. 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?

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.

  % Margin = (xTD Operating Margin / |xTD Revenue|) * 100.

  Note: If the % Margin is less than -999.99% or greater than 999.99%, then no value is displayed. See: General Page Behavior on page 1-20.

- **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:

  Change = % Margin - Prior % Margin.

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

  Change = % Margin - Budget % Margin.

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

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

  Margin = xTD Gross Margin - 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:

  Change = ((xTD Operating Margin - Prior xTD Operating Margin) / |Prior xTD Operating Margin|) * 100

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

  Change = ((xTD Operating Margin - Budget Operating Margin) / |Budget Operating Margin|) * 100

Profit and Loss by Manager Page

The Profit and Loss by Manager page 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.

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

Table 2–2 Profit and Loss Performance Measures or KPIs

Performance Measures or KPI	Calculation
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|

Page Parameters

There are no unique parameters for this page. For a description of the common parameters, see: Common DBI for Financials Concepts on page 2-3.

For information on how page parameters affect a Daily Business Intelligence page, see: Parameters on page 1-5.

Reports and Graphs

This page contains the following reports and graphs:

- Cumulative Revenue on page 2-7
- Revenue Summary on page 2-8
- Revenue by Product on page 2-9
- Revenue by Sales Channel on page 2-9
- Cost of Goods Sold Summary on page 2-9
- Gross Margin Summary on page 2-10
- Expense Summary on page 2-12
- Operating Margin on page 2-13

Expense Management Page

The Expense Management page 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.

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

Table 2–3 Expense Management Performance Measures or KPIs

Performance Measures or KPIs	Calculation
Expenses	Based on the accounts mapped to the Expenses financial category in the Financial Dimension setup
% of Forecast	(Actual Expenses / Forecast Expenses) * 100
Forecast vs. Budget	((Forecast Expenses - Budget Expenses) / Budget Expenses) * 100

Table 2–3 Expense Management Performance Measures or KPIs

Performance Measures or KPIs	Calculation
Current Expenses per Head	Total Current Expenses / Current Headcount
Current T&E per Head	Total Current Travel and Entertainment Expenses / Current Headcount
Current Headcount	The manager hierarchy used to calculate headcount is determined by the current system date, not by the date selected on the page. You must use Oracle Human Resources to store and maintain information about the manager hierarchy and headcount.

Page Parameters

There are no unique parameters for this page. For a description of the common parameters, see: Common DBI for Financials Concepts on page 2-3.

For information on how page parameters affect a Daily Business Intelligence page, see: Parameters on page 1-5.

Reports and Graphs

This page contains the following reports and graphs:

- Expense Summary on page 2-12
- Headcount and Expenses Trend on page 2-17
- Current Expenses per Head on page 2-17
- T&E Expenses on page 2-18
- Top 10 Spenders on page 2-18

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.

Current Expenses per Head

The Current 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 Current 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:

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

Report Headings and Calculations

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

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

> **Note:** The manager hierarchy used to calculate headcount is determined by the current date, not by a date selected on the page. 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 Current Expenses per Head trend.

  Average expenses per head = Amount of Expenses / Current 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** on page 3-12
- **Expenses by Category Detail** on page 3-12
- **Expenses by Journal Source** on page 3-12
- **Expenses Detail by Invoice** on page 3-12

There are no unique headings or calculations on this report.

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 do not have to belong to a manager's department or organization to be included in that manager's Top 10 Spenders list. This report is only available from the Expense Management page.

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.

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.

Payables Common Concepts

The following concepts are common to the Payables Management and Payables Status pages 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.

The payments displayed in the reports are based on the Payment Entered Date.

The following are not included in the information displayed on the Payables Management and Payables Status pages:

- 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 in the *Oracle Payables User Guide*.

Parameters

The following parameters are common to the Payables Management and Payables Status pages 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.

Report Headings and Calculations

The following headings and calculations are common to the Payables Management and Payables Status pages. 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 inter-company, 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) Change = ((Amount for Period to Date - Amount for Prior Period to Date) / 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.

Payables Management Page

By using the Payables Management page, 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 page is available to the Daily Payables Intelligence responsibility.

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

Table 2–4 Payables Management Performance Measures or KPIs

Performance Measures or KPIs	Calculation
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: ((Number of electronic invoices) / Invoices Entered) * 100.
Invoices Paid	Number of invoices paid in current period.

Table 2–4 Payables Management Performance Measures or KPIs

Performance Measures or KPIs	Calculation
Paid Late	Percent of invoices paid after scheduled payment date relative to the total invoices paid on time, within the designated period, calculated as: (Number of Invoices Paid Late / Number of Invoices) * 100.
Invoice to Payment Days	Average number of days it takes for an invoice to be paid, calculated as: ((Payment Date - Invoice Date) / Number of Payments) * 100.
Payments	Number of payments.
% Discount Offered	Percent of discounts offered across all invoices, calculated as: (Total Discount Amount / Total Invoice Amount) * 100.
% Discount Taken	Percent of discounts taken for all invoices paid, calculated as: (Total Discount Amount Taken / Gross Invoice Amount) * 100.

Page Parameters:

There are no unique parameters for this page. For a description of Payables parameters see: Payables Common Concepts on page 3-20.

For information on how page parameters affect Daily Business Intelligence pages, see: Parameters on page 1-5.

Reports and Graphs

This page contains the following reports and graphs:

- Invoice Activity on page 2-25
- Invoice Detail Reports on page 2-26
- Invoice Types on page 2-26
- Electronic Invoices on page 2-27
- Electronic Invoices Trend on page 2-29
- Paid Invoices on page 2-29
- Paid Invoice Discounts on page 2-30
- Holds Activity on page 2-31
- Holds Trend on page 2-37

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** on page 2-26
- **Electronic Invoices Entered Detail** on page 3-26
- **Manual Invoices Entered Detail** on page 3-26

Invoice 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 are:

- **Invoices Entered Detail:** Shows invoices entered during the selected period independent of the source.
- **Electronic Invoices Entered Detail**: Invoices entered during the selected period that have a source that belongs to the Electronic category.
- **Invoice Activity History:** Shows who performed any action on an invoice and when the action occurred.
- **Invoice Distribution Detail:** Shows line item detail on an invoice such as description, amount, and purchase order number.
- **Manual Invoices Entered Detail:** Invoices entered during the selected period that have a source that belongs to the Manual category.
- **Paid Invoices Detail:** Shows payments made on an invoice and discounts taken.
- **Scheduled Payments and Discounts:** Shows payments scheduled on an invoice and discounts available and taken.
- **Unpaid Invoices Detail**: Shows details about unpaid invoices.
- **Holds Activity:** Shows holds by operating unit, supplier, and supplier by operating unit in several hold categories.

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.

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 report that you can drill to is:

- **Invoices Entered Detail** on page 3-26

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.

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:** 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.

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.

  % Electronic Invoices = ((Electronic Invoices Entered / 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.

  Change (% Electronic) = Current % Electronic Invoices - 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.

  Change (Electronic) = ((Current Number of Electronic Invoices Entered - Prior Period Number of Electronic Invoices Entered) / |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.

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.

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** on page 3-26.
- **Payment Detail:** Shows payment details, such as amount, date, bank account, remit-to bank, and currency.

- **Payment Activity History Report**: 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.

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.

  Invoice to Payment Days = (Payment Date - Invoice Date) / 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.

  % Electronic Payments = ((Electronic Payments Entered / Total Payments Entered) * 100).

- **Discount Taken**: The value of the discounts taken on payments made during the period selected.

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 Invoice Detail** on page 3-29

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.

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** on page 3-26

There are no unique headings or calculations on this report.

Payables Status Page

By using the Payables Status page, payables managers and analysts can use the page as an actionable dashboard to monitor and analyze invoices due and past due amounts, discount opportunities, and holds. The Payables Status page is available to the Daily Payables Intelligence responsibility.

Payables analysts can use the Payables Status page to:

- Monitor the status of unpaid invoices.
- Monitor discount opportunities.
- Monitor holds activity by supplier.

The following table lists the key performance indicators (KPIs) for the Payables Status page and how they are calculated.

Table 2–5 Payables Status Key Performance Measures or KPIs

Performance Measure or KPI	Calculation
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: ((Scheduled Payment Date - System Date) * Invoices Due Amount) / 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: ((Scheduled Payment Date - System Date) * Invoices Past Due Amount) / Total Scheduled Payment Amount.
Discount Remaining Amount	Amount of the discounts that remain available on unpaid invoices on the As-of date.

Table 2–5 Payables Status Key Performance Measures or KPIs

Performance Measure or KPI	Calculation
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 inovices on the As-of date, calculated as: (Number of Invoices on Hold / Unpaid Invoices) * 100.

Page Parameters:

Because this page provides a current status or snapshot of payables information, the period type and Compare-to parameters are not available on this page.

For information on how page parameters affect Daily Business Intelligence pages, see: Parameters on page 1-5.

Reports and Graphs

This page contains the following reports and graphs:

- Discount Opportunities Summary on page 2-34
- Holds Summary on page 2-34
- Holds History on page 2-36
- Holds Categories Summary on page 2-36
- Holds Trend on page 2-37
- Invoices Due Aging Summary on page 2-37
- Invoices on Hold Discount Summary on page 2-38
- Invoices Past Due Aging Summary on page 2-38
- Open Payables Summary on page 2-39

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** on page 3-26

There are no unique headings or calculations on this report.

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** on page 3-31

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.

Holds History

The Holds History report displays a detailed view of the hold history for an individual invoice. There are no other drills from this report.

Report Headings and Calculations

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.

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:

- **Holds Type** on page 3-31

- **Invoice on Hold Detail** on page 3-31

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.

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.

There are no unique headings or calculations on this report.

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 report that you can drill to is:

- **Unpaid Invoice Detail** on page 3-26

There are no unique headings or calculations on this report.

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** on page 3-26

There are no unique headings or calculations on this report.

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 report that you can drill to is:

- **Unpaid Invoice Detail** on page 3-26

There are no unique headings or calculations on this report.

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 report that you can drill to is:

- **Unpaid Invoice Detail** on page 3-26

There are no unique headings or calculations on this report.

3

Using Daily Business Intelligence for Interaction Center

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

The following pages and reports are provided in DBI for Interaction Center.

- Email Center Management Page on page 3-2
  - Email Center Management KPIs on page 3-3
  - Email Response Performance on page 3-6
  - Email Response Performance Report on page 3-7
  - Email Resolution Report on page 3-8
  - Emails by Outcome, Result, Reason Report on page 3-10
  - Email Activity on page 3-10
  - Email Activity Report on page 3-12
  - Email Activity by Agent Report on page 3-13
  - Email Activity by Customer Report on page 3-15
  - Email Backlog Aging Report on page 3-17
- Inbound Telephony Management Page on page 3-18
  - Inbound Telephony Management KPIs on page 3-18
  - Call Activity by Classification on page 3-22
  - Inbound Telephony Activity Report on page 3-23
  - Inbound Telephony Activity by Customer Report on page 3-26

- Call Activity by Center on page 3-27
- Inbound Telephony Activity by Agent Report on page 3-28
- Inbound Telephony by Outcome, Result, Reason Report on page 3-31

Email Center Management Page

The Email Center Management page 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 pages, see: General Page Behavior.

For details regarding refreshing page data, see: Refreshing Data in Pages, Regions, and Reports.

Page Parameters

This page uses the following parameters. For more information on the Date, Period Type, and Compare To parameters as well as how page parameters affect page results a page, see: Parameters.

Use page parameters to control how to display the data. The Email Center Management page contains page 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 page 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 page 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 page.

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.

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.

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:

    (Current Measure - Comparison Measure) / Absolute value of Comparison Measure * 100
  - **Difference:** For numbers that represent percent, or a ratio, the change is expressed as:

    Current Measure - 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:

  Emails responded within service level goal / total emails responded * 100

- **Agent 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:

  (Emails transferred out of the emails replied or deleted)/(Emails Replied + 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:

  (Deleted + Auto Deleted)/

  (Deleted + Auto Deleted + Replied + Auto Replied + Auto Updated SR + 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:

  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:

Total Customer Wait Time / Emails Received

Customer Wait Time is calculated as:

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:

  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:

  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, 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 page parameters.

For more information on how page parameters (including time periods) affect the results on pages 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.
- **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.
- **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.

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.

- **Agent 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 ok 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.
- **Agent 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.
- **Agent Replied:** 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.
- **Agent Deleted:** 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.
- **Agent Resolution**: This graph gives the break up of the agent 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.

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, 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.
- **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.
- **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.

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.

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.
- **Agent 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.

- **Agent 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.

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
  - **Fetched:** 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 ok 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.

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.

Report Headings and Calculations

- **Account or Classification** (as determined by view-by selection): All email accounts / classifications defined in Email Center by the organization.
- **B acklog:** 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 Page

The Inbound Telephony Management page 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 pages, see: General Page Behavior.

For details regarding refreshing page data, see: Refreshing Data in Pages, Regions, and Reports.

Page Parameters

This page uses the following parameters. For more information on the Date, Period Type, and Compare To parameters as well as how page parameters affect page results a page, see: Parameters.

- **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 page 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 page 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 page.

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.

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.

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:

    (Current Measure - Comparison Measure) / Absolute value of Comparison Measure * 100
  - **Difference:** For numbers that represent percent, or a ratio, the change is expressed as:

    Current Measure - 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:

  Total incoming calls handled within Customer Wait Time Goal / 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:

  Total Queue Time of Handled Calls / 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:

  Total Number of calls hung up before answered by agent / 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:

Total Number of calls transferred by agent / 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:

  (Waiting for Calls Time + Talk Time + Wrap Time)/Login Time * 100

  OR

  Login Time – Idle Time / 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.

  (Talk Time + Wrap Time) / Login Time * 100

  OR

  (Login Time - Idle Time - Waiting for Calls Time) / 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:

  Total Talk Time for all handled calls/ 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:

  Total Wrap Time for all handled calls / 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:

  Calls Handled / 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.

For more information on graph regions and the trend graph type, see: Regions.

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.

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 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 page parameters (including time periods) affect the results on pages 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.
- **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.
- **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.

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.

Report Headings and Calculations

- **Call Center or Classification or Dialed Number** (as determined by view-by selection): Refer Page 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.

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.

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 parameters listed in the Parameters section of the *Daily Business Intelligence User 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.
- **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.
- **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.

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 page) 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.

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.

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.

4

Using Daily Business Intelligence for iStore

The following is an overview of the DBI for iStore pages and their features.

The Store Management Page allows you to monitor eCommerce productivity through several new Key Performance Indicators (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.

You can view the important metrics for one or more stores. The Store Management page also allows you to compare metrics for the stores accessible to you.

The Store Top Activity page allows you to view top orders, products, customers and carts by sales amount and thus gain a valuable picture of your eCommerce activity.

The following is a list of the reports and graphcs available for Oracle *i*Store Daily Business Intelligence:

- Store Management Page
  - Cart and Order Activity Report
  - Booked Orders Amount Graph
  - Average Order Value Graph
  - Average Order Discount Graph
  - Activity by Product Category Report
- Store Top Activity Page
  - Top Orders by Sales Amount Report
  - Top Products by Sales Amount Report

- Top Customers by Sales Amount Report
- Top Carts by Sales Amount Report

Store Management Page

The Store Management Page allows you to monitor eCommerce productivity through several new 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.

Page Parameters

For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

Reports and Graphs

This page contains the following:

- Cart and Order Activity Report
- 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 make sense, this value will not display.

See Terminology for further details.

Report Parameters

For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

Related Reports and Links

- Store Top Activity Page

Booked Orders Amount Graph

The Booked Orders Amount graph shows the trend of current and prior orders, plotted over time, and based on the Period Type selected.

If Compare To is set to Prior Year, both orders and assisted orders are plotted as two lines, showing the current orders as well as the orders for the same period in the previous year.

The data and calculations display in both graph and table format.

Report Parameters

For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

Average Order Value Graph

The Average Order Value graph shows the trend of current and prior orders, plotted over time, based on the Period Type selected.

If the Compare To is set to Prior Year, both the average order value and the assisted average order value are plotted as two lines, showing the current average as well as the orders for the same period in the previous year.

The data and calculations display in both graph and table format.

Report Parameters

For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

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.

The data and calculations display in both graph and table format.

Report Parameters

For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

Activity by Product Category Report

The Activity by Product Category report allows you to see the Product Categories sorted by order amounts.

Report Parameters

For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

Store Top Activity Page

The Store Top Activity Page lists the top customers, products, carts and orders for each store.

For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

Reports

This page contains the following reports:

- Top Orders by Sales Amount Report
- Top Products by Sales Amount Report
- Top Customers by Sales Amount Report
- Top Carts by Sales Amount Report

For all reports on the main portal pages, the maximum number of top customers / orders / products / carts ranked by booked amount is driven by the profile option IBE:iStore DBI Top Activity Number of Rows. This profile option can only be defined at the site level. This does **not** affect the drill-down reports themselves, only the display on the main portal pages.

The reports are shown by top customers / orders / products / carts, ranked by booked amount. You can sort these records by any column.

Related Reports and Links

The following link is included in this portal region:

- Store Management Page

Top Orders by Sales Amount Report

This report lists the top orders for the selected period and store. Only booked orders that have not been canceled are listed.

Report Parameters

For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

Top Products by Sales Amount Report

This report lists the top products sold for the selected period and store.

Report Parameters

For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

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.

Report Parameters

For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

Top Carts by Sales Amount Report

The Top Carts by Sales Amount report allows you to view the carts ranked by sales amount.

Report Parameters

For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

Terminology

Assisted Sales: An Assisted Sale requires the help of either a sales representative or an agent. The assistance can be online or offline.

Carts: From an Order Capture point of view Shopping Carts are Quotes, that have been created in a self service mode, by store users.

From an *i*Store 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.

Store Order: A Store Order is a Shopping Cart that has been converted into an order. In DBI for iStore 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.

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.

Published Quote: A published quote is defined as follows:

- The quote has been created in 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.

Booked Published Quote: A quote that has been published and converted into an order.

5

Using Daily Business Intelligence for Marketing

Daily Business Intelligence 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 the 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.

Topics in this section include:

- Marketing Management Page on page 5-4
  - Marketing Management Key Performance Indicators on page 5-6

- Response Rate on page 5-12
- Response Summary on page 5-13
- New Leads Summary on page 5-15
- Lead Quality on page 5-17
- Cost Per Lead on page 5-19
- Leads and Cost per Lead on page 5-37
- Lead to Opportunity Conversion Summary on page 5-38
- Opportunity Amount Summary on page 5-40
- Revenue Per Lead on page 5-42
- Event Activity Summary on page 5-47
- Campaign Activity Summary on page 5-48
- Campaign Schedule Activity Summary on page 5-50
- Campaign to Order by Campaign Hierarchy on page 5-52
- Cost, Sales, and ROI by Campaign Hierarchy on page 5-54
- Top Campaigns and Events by Leads on page 5-56
- Top Campaigns and Events by Won Opportunities Amount on page 5-57
- Marketing Budget Summary by Budget Name on page 5-58
- Marketing Budget Summary by Budget Category on page 5-59
- Marketing Budget Utilization Summary on page 5-61

- Lead Management Page on page 5-63
  - Lead Management Key Performance Indicators on page 5-64
  - Lead Activity on page 5-66
  - Lead Conversion on page 5-68
  - Lead Conversion Time on page 5-70
  - Lead to Opportunity on page 5-71
  - Lead Quality on page 5-72
  - Lead Aging on page 5-74

For more information on Daily Business Intelligence, see Daily Business Intelligence Overview.

Marketing Management Page

The Marketing Management page enables the marketing professionals to quickly determine the health of the marketing department. This page contains the KPI portlet and reports on campaign to cash, campaign ROI, and budgets. The Marketing Management page 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.

Page Parameters

The following parameters are common to most pages in the Marketing DBI application. For more information on how page parameters affect the results on a page, see Page Parameter Overview.

- **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 Page includes KPIs, reports, and graphs. The reports and graphs provided in Marketing Management can be grouped according to their functional areas as follows:

Marketing Management KPIs

- Marketing Management Key Performance Indicators on page 5-6

Lead Generation Reports

- Response Rate on page 5-12
- Response Summary on page 5-13
- New Leads Summary on page 5-15
- Lead Quality on page 5-17
- Cost Per Lead on page 5-19

- Leads and Cost per Lead on page 5-37

Lead Conversion Reports

- Lead to Opportunity Conversion Summary on page 5-38
- Opportunity Amount Summary on page 5-40
- Revenue Per Lead on page 5-42

Campaign to Cash Reports

- Event Activity Summary on page 5-47
- Campaign Activity Summary on page 5-48
- Campaign Schedule Activity Summary on page 5-50
- Campaign to Order by Campaign Hierarchy on page 5-52

Campaign ROI Reports

- Cost, Sales, and ROI by Campaign Hierarchy on page 5-54
- Top Campaigns and Events by Leads on page 5-56
- Top Campaigns and Events by Won Opportunities Amount on page 5-57

Budget Reports

- Marketing Budget Summary by Budget Name on page 5-58
- Marketing Budget Summary by Budget Category on page 5-59
- Marketing Budget Utilization Summary on page 5-61

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 portlet 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 portlet, you can drill down for more details.

Portlet Columns

The following parameters are unique to the KPI portlet:

- **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.

Reports and Graphs

Table 5–1 describes the Marketing Management KPI portlet:

Table 5–1 Marketing Management KPIs

KPI Name	Description
Responses	Displays the number of positive responses recorded during the selected period. Positive responses are tracked in Interaction History tables and can be generated from any marketing object that has a campaign source code attached to it. For example, assume that a marketing event with a follow-up activity in Telesales has been created. If the telesales agent calls the event participant, and the resulting interaction is positive (sale is made), the campaign source code follows the event throughout the transaction. When an interaction is closed as ”positive’’, a positive interaction is created. Ultimately, this is displayed in the Responses KPI. By selecting the Responses link, the following additional graphs and reports are available: ■ Target Audience Graph ■ Response Rate Graph ■ Change in Response Rate Graph ■ Response Rate Report For more information, see Response Rate.
New Leads	Displays the number of new leads generated during the selected period. By selecting the New Leads link, the following additional graphs and reports are available: ■ New Leads Graph ■ Change in New Leads Graph ■ Distribution for New Leads Graph ■ New Leads Summary Report For more information, see New Leads Summary.

Table 5–1 Marketing Management KPIs

KPI Name	Description
Leads from Customers	Displays the number of new leads created from existing customers during the selected period. A customer is a person or an organization with which the deploying company has a selling relationship, regardless of whether anything has actually been purchased or serviced. For information on setting up customers, see the *Oracle Trading Community Architecture User Guide.*
Leads from Prospects	Displays the number of new leads created from prospects during the selected period. A prospect is a person or organization, with which the deploying company does not have a selling relationship yet. For information on setting up prospects, see the *Oracle Trading Community Architecture User Guide.*
A' Leads	Displays the number of leads (generated during the selected period) that are most likely to convert to opportunities. By selecting the 'A' Leads link, the following additional graphs and reports are available: ■ Total, 'A' Leads Graph ■ Change in 'A' Leads Graph ■ Distribution for 'A' Leads Graph ■ Lead Quality Report For more information, see Lead Quality.
'A' Leads %	Displays the percentage of 'A' leads created during the specified period. Formula: ('A' Leads / New leads) * 100. For example, out of 4,580 new leads, if 3,750 are 'A' leads, then the percentage is ((3,750 / 4,580) * 100) = 82%.

Table 5–1 Marketing Management KPIs

KPI Name	Description
Cost per Lead	Displays the expenses associated to each lead during the selected period. By selecting the Cost per Lead link, the following additional graphs and reports are available: ■ Campaign Cost vs. Revenue Graph ■ Total Cost per Lead Graph ■ Change in PTD Cost per Lead Graph ■ Cost Per Lead Report Based on the profile settings, either PTD Cost or Total Cost is displayed. For more information, see Cost Per Lead.
Revenue per Lead	Displays the amount of revenue generated per lead during the selected period. By selecting the Revenue per Lead link, the following additional graphs and reports are available: ■ Campaign Revenue vs. Costs Graph ■ Total Revenue per Lead Graph ■ Change in PTD Revenue per Lead Graph ■ Revenue Per Lead Report Based on the profile settings, either PTD Revenue or Total Revenue is displayed. For more information, see Revenue Per Lead.

Table 5–1 Marketing Management KPIs

KPI Name	Description
Lead to Opportunity Conversion	Displays the percentage of leads converted to opportunities during the selected period. Formula: (Leads Converted to Opportunities / Total Number of Leads) *100 Total number of leads = (Prior Open + New Leads). Prior open leads are leads that are open at the beginning of the period and new leads are leads that are created during the specified period. For example, at the beginning of the period there are 100 open leads, 10 leads are generated in the current period and 12 leads are converted to opportunities in the current period. Total number of leads = (100 + 10 = 110) Percentage of Leads Converted to Opportunity = [(12 / 110) * 100] = 10.9% By selecting the Lead to Opportunity Conversion link, the following additional graphs and reports are available: ■ Leads Converted to Opportunities Graph ■ Change in Lead Conversion Graph ■ Distribution for Leads Conversion Graph ■ Lead to Opportunity Conversion Summary Report For more information, see Lead to Opportunity Conversion Summary.
New Opportunities Amount	Displays the value of all opportunities created during the selected period.
Won Opportunities Amount	Displays the value of all opportunities closed within the selected period with a ''won" status. By selecting the Won Opportunities Amount link, the following additional graphs and reports are available: ■ Won, Lost Opportunities Graph ■ Change in Won, Lost Opportunities Graph ■ Distribution for Won Opportunities Graph ■ Opportunity Amount Summary Report For more information, see Opportunity Amount Summary.

Table 5–1 Marketing Management KPIs

KPI Name	Description
Booked Order Amount	Displays the value of the orders booked during the selected period. To be viewed in the Marketing DBI page, the booked order must have a marketing campaign source code attached to it. To accomplish this, the campaign, event, or program must be converted to a lead, a sale, and finally an order. When the order is placed, because it came from a marketing campaign, event, or program, the source code is recorded in the Order Management tables.
Invoiced Order Amount	Displays the program sales revenue during the selected period.
Campaigns Started	Displays the number of campaigns that started during the selected period. By selecting the Campaigns Started link, the following additional graphs and reports are available: ■ Active, Started, Ended Graph ■ Distribution for Active Campaign Graph ■ Change in Active Campaigns Graph ■ Campaign Activity Summary Report For more information, see Campaign Activity Summary.
Events Started	Displays the number of events that started during the selected period. By selecting the Events Started link, the following additional graphs and reports are available: ■ Active, Started and Ended Graph ■ Distribution for Events Started Graph ■ Change in Events Started Graph ■ Event Activity Summary Report For more information, see Event Activity Summary.
Campaign Cost	Displays the cost per campaign during the selected period.

Response Rate

The Response Rate report provides information on the responses obtained from the target audience.

View by Dimensions

The View By drop-down list has the following options:

- Campaign
- Product Category
- Country
- Region
- Marketing Channel

Reports and Graphs

Table 5–2 gives details of the Response Rate report and graphs.

Table 5–2 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.

Table 5–2 Response Rate - Report and Graphs

Graph/Report Name	Description
Response Rate Report	The Response Rate report displays the following data in report format: ■ PTD Responses: The sum of positive responses obtained during the selected period. ■ Change: The percentage of *change in responses* 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. ■ Targeted Audience: The number of target group entries. Target group entry is a combination of lists, segments, and employee lists. ■ Total Responses: The total of all positive responses obtained as of system date. ■ Response Rate: The percentage of response. Formula: (Total Responses / Targeted Audience) * 100. ■ Change: The percentage of *change in response rate* 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.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

Response Summary

The Response Summary report provides information on the expected response, actual response, and the cost involved per response.

View by Dimensions

The View By drop-down list has the following options:

- Product Category

- Campaign
- Country
- Region
- Marketing Channel

Reports and Graphs

Table 5–3 gives details of the Response Summary report and graphs.

Table 5–3 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	The Response Summary report displays the following data in report format: ■ Type: The type of marketing object. ■ PTD Responses: Actual positive responses received during the specified period. ■ Change: The percentage of *change in positive responses* 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. ■ Total Responses: Actual positive responses as of system date. ■ Response Forecast: Positive responses forecasted for the specified period.

Table 5–3 Response Summary - Report and Graphs

Report/Graph Name	Description
-	■ Variance: Formula: [(Actual – Forecast) / Forecast] * 100 ■ 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. ■ Change: The percentage of *change in cost per response* 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.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

New Leads Summary

The New Leads Summary report provides information on the new leads created from customers (existing) and prospects.

View by Dimensions

The View By drop-down list has the following options:

- Campaign
- Product Category
- Country
- Region
- Lead Source
- Lead Quality
- Sales Channel
- Marketing Channel
- Customer Category

Reports and Graphs

Table 5–4 gives details of the New Leads Summary Report.

Table 5–4 New Leads Summary - Report and Graphs

Graph/Report Name	Description
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.
New Leads Summary Report	The New Leads Summary report displays the following data in report format: ■ Type: Type of marketing object. ■ New: Number of new leads created during the specified period. ■ Change: The percentage of *change in new leads* 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. ■ New From Customers: Number of new leads created from existing customers during the specified period. ■ Change: The percentage of *change in new leads created from existing customers* 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.

Table 5–4 New Leads Summary - Report and Graphs

Graph/Report Name	Description
-	■ New from Prospects: Number of new leads created from prospects during the specified period. ■ Change: The percentage of *change in new leads created from prospects* 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.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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''.

View By Dimensions

The View By drop-down list has the following options:

- Country
- Region
- Campaign
- Lead Source
- Sales Channel
- Marketing Channel
- Product Category
- Customer Category

Reports and Graphs

Table 5–5 gives details of the Lead Quality report.

Table 5–5 Lead Quality - Report

Graph/Report Name	Description
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.
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	The Lead Quality report displays the following data in report format: ■ Type: Name of marketing object. ■ A Leads: Number of leads that are ranked 'A' as of system date and are created during the selected period. ■ Change: The percentage of *change in 'A' leads* depending on the parameters selected in Period Type and Compare To. ■ B: Number of leads that are ranked 'B' as of system date and are created during the selected period. ■ C: Number of leads that are ranked 'C' as of system date and are created during the selected period. ■ D: Number of leads that are ranked 'D' as of system date and are created during the selected period. ■ Others: Number of leads that belong to the other different ranks, as well as the leads that are not ranked. ■ Total: Number of new leads open as of date, that is A+B+C+D+Others. ■ % Contribution of Grand Total: Displays the contribution made by the lead to the grand total. ■ Qualified Leads: 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. ■ Change: The percentage of *change in qualified leads* depending on the parameters selected in Period Type and Compare To.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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.

View by Dimensions

The View By drop-down list has the following options:

- Campaign
- Product Category
- Country
- Region
- Marketing Channel

Reports and Graphs

Table 5–6 gives details of the Cost Per Lead Report.

Table 5–6 Cost Per Lead - Report and Graphs

Graph/Report Name	Description
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.

Table 5–6 Cost Per Lead - Report and Graphs

Graph/Report Name	Description
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.
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	The Cost Per Lead report displays the following data in report format: ■ 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. ■ PTD Leads: Number of leads created during the specified period. PTD leads include leads with a ''dead" status. ■ 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. ■ PTD Cost per Lead: Formula: (Total PTD Costs / Total PTD Leads). See PTD Cost Calculations for details. ■ Change: The percentage of *change in PTD cost* 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. ■ Total Leads: Total number of leads as of system date. ■ Total Cost: Total cost as of system date. ■ Total Cost per Lead: Formula: Total Costs / Total Leads. See Total Cost Calculations for details. ■ 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.

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

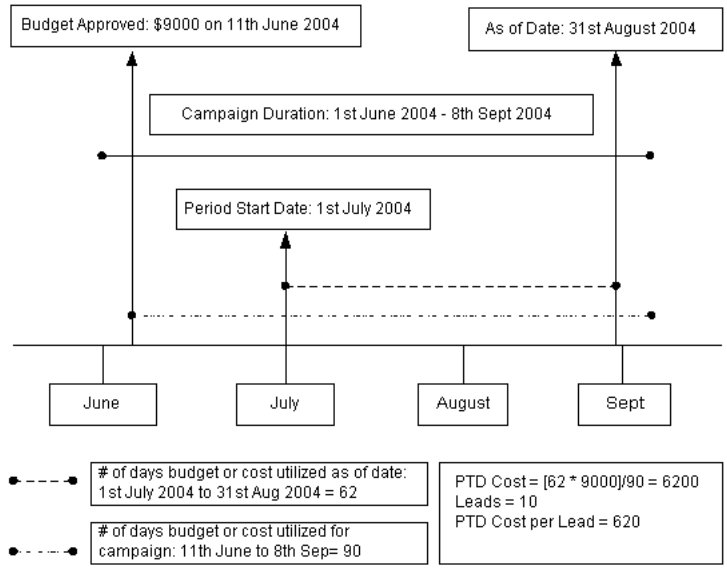
Campaign ended: 8th September 2004

Number of leads: 10

PTD Cost Calculation

The figure below illustrates PTD cost calculation.

Figure 5–1 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

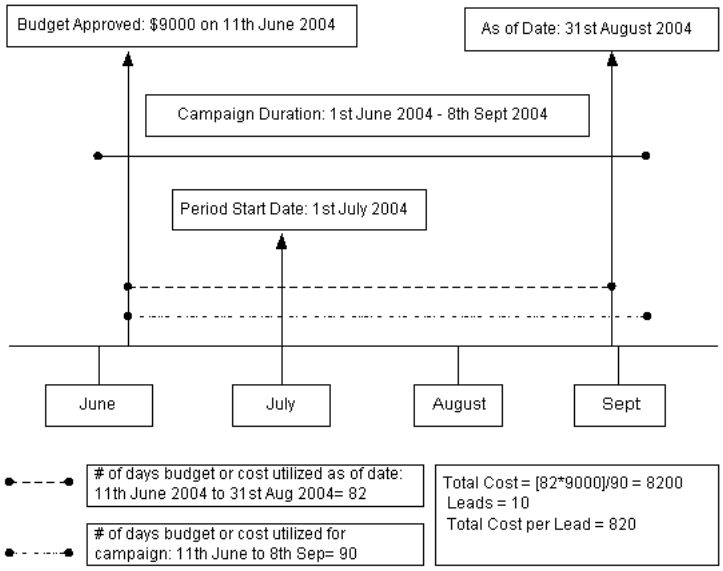
= 6200 / 10

= 620

Total Cost Calculation

The figure below illustrates total cost calculation.

Figure 5–2 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*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

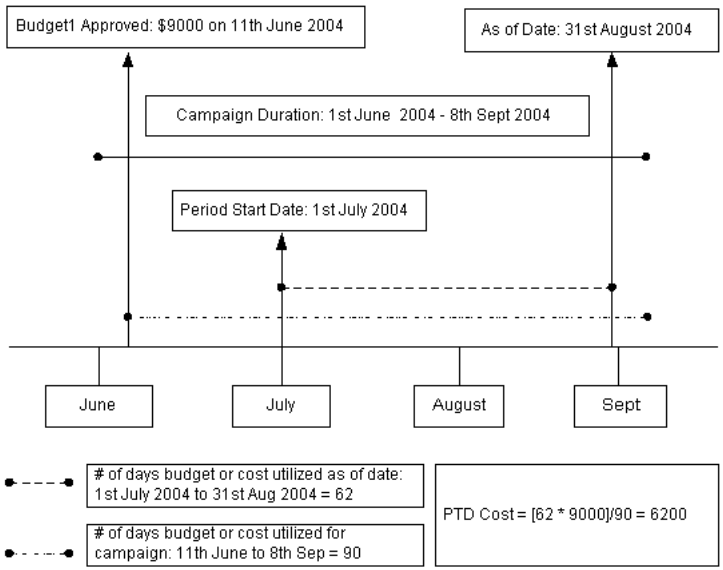
Campaign ended: 8th September 2004

PTD Cost Calculation

Budget1:

The figure below illustrates PTD cost calculation for Budget1.

Figure 5–3 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]

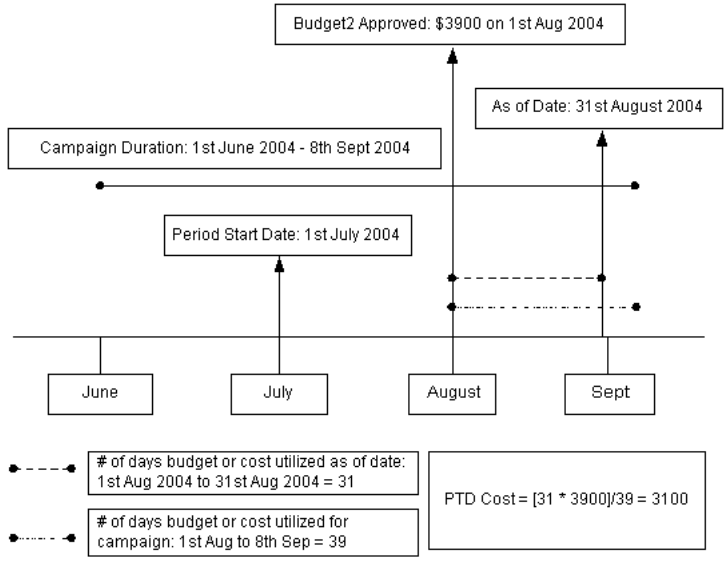
= [62 * 9000] / 90

= 6200

Budget2:

The figure below illustrates PTD cost calculation for Budget2.

Figure 5–4 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]

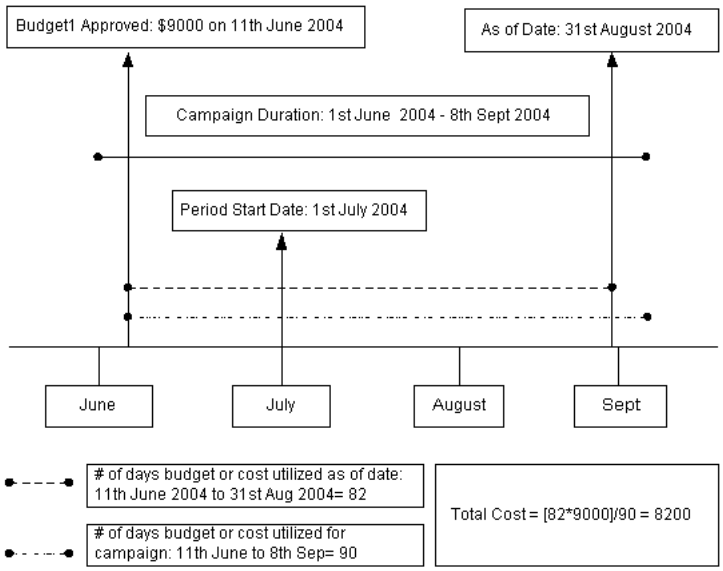
= 930

Total Cost Calculation

Budget1:

The figure below illustrates total cost calculation for Budget1

Figure 5–5 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]

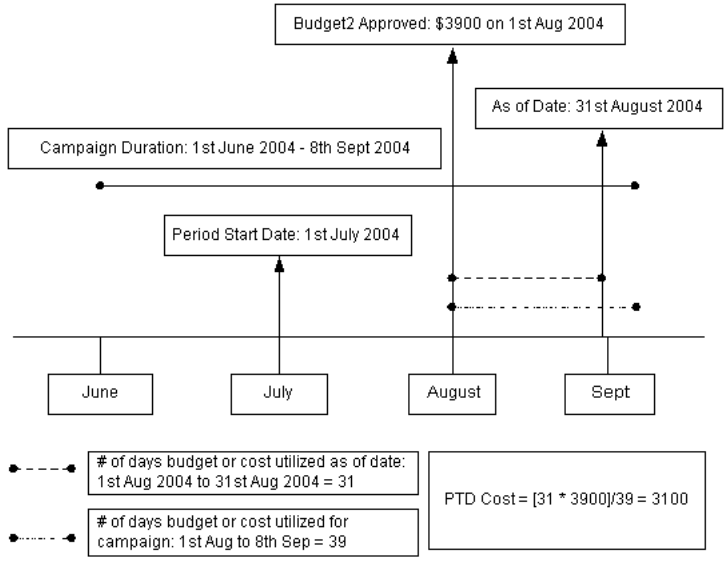
= [82*9000] / 90

= 8200

Budget2:

The figure below illustrates total cost calculation for Budget2.

Figure 5–6 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

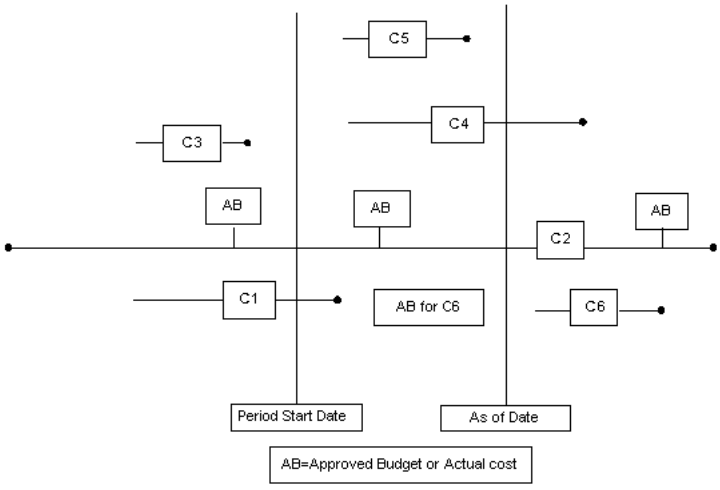
In this example, 6 campaign scenarios are illustrated. Refer Figure 5–7.

Period selected: Quarter

As of date: 31st August

Period start date: 1st July 2004

Figure 5–7 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 = 82

Number of days budget or cost utilized for campaign: 11th June 2004 to 21st June 2004 = 11

Therefore Cost = [82 * 7200] / 11

= 53673

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

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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

Table 5–7 gives details of the Leads and Cost per Lead graph and report.

Table 5–7 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: ■ Time: Displays lead data for the selected period. ■ Leads: Displays the number of leads generated. ■ Cost per Lead: Displays cost incurred per lead.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

Lead to Opportunity Conversion Summary

The Lead to Opportunity Conversion Summary report provides information on leads that are converted to opportunities.

View by Dimensions

The View By drop-down list has the following options:

- Campaign
- Product Category
- Country
- Region
- Lead Source
- Lead Quality
- Sales Channel
- Marketing Channel
- Customer Category

Reports and Graphs

Table 5–8 gives details of the Lead to Opportunity Conversion Report.

Table 5–8 Lead to Opportunity Conversion Summary - Report and Graphs

Graph/Report 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.

Table 5–8 Lead to Opportunity Conversion Summary - Report and Graphs

Graph/Report Name	Description
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.
Lead to Opportunity Conversion Report	The Lead to Opportunity Conversion report displays the following data in report format: ■ Leads Converted: 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. ■ Change: The percentage of *change in leads converted* 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. ■ Average Lead Conversion Time: 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] ■ 'A' Leads Converted: 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. ■ Change: The percentage of *change in 'A' leads converted* 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.

Table 5–8 Lead to Opportunity Conversion Summary - Report and Graphs

Graph/Report Name	Description
-	■ Average 'A' Lead Conversion Time: 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. ■ Leads Converted from Customers: 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. ■ Leads Converted from Prospects: 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.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

Opportunity Amount Summary

The Opportunity Amount Summary report provides information on opportunities that are converted to orders.

View by Dimensions

The View By drop-down list has the following options:

- Campaign
- Product Category
- Country
- Region
- Marketing Channel

Reports and Graphs

Table 5–9 gives details of the Opportunity Amount Summary Report.

Table 5–9 Opportunity Amount Summary - Report and Graphs

Graph/Report Name	Description
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.
Opportunity Amount Summary Report	The Opportunity Amount Summary report displays the following data in report format: ■ New: The value of all opportunities (with a marketing source) created within the specified period. ■ Change: The percentage of *change in new opportunities amount* 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. ■ Won: Value of opportunities closed with a ''won" status. ■ Change: The percentage of *change in won opportunities amount* 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. ■ Lost: Value of opportunities closed with a "lost" status.

Table 5–9 Opportunity Amount Summary - Report and Graphs

Graph/Report Name	Description
-	■ Change: The percentage of *change in lost opportunities amount* 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. ■ No-Opportunity: Value of opportunities closed with a "no opportunity"status. ■ Change: The percentage of *change in no-opportunities amount* 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. ■ Win / Loss Ratio: Formula: (Won Opportunities / Lost Opportunities).

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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*.

View by Dimensions

The View By drop-down list has the following options:

- Campaign
- Product Category

- Country
- Region
- Marketing Channel

Reports and Graphs

Table 5–10 gives details of the Revenue Per Lead Report.

Table 5–10 Revenue Per Lead - Report and Graphs

Graph/Report Name	Description
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.
Revenue Per Lead Report	The Revenue Per Lead Report displays the following data in report format: ■ 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. ■ PTD Leads: Number of leads created during the specified period. PTD leads include leads with a “dead” status. ■ PTD Revenue: 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. ■ PTD Revenue per Lead: 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 for details.

Table 5–10 Revenue Per Lead - Report and Graphs

Graph/Report Name	Description
-	■ Change: The percentage of *change in PTD revenue* 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. ■ Total Leads: Total number of leads as of system date. ■ 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. ■ Total Revenue per Lead: If total leads = 0, then total revenue per lead will be shown as N / A. Formula: (Total Revenue / Total Leads). ■ Total Cost: Total cost as of system date. Costs can be either Actual Costs or Approved Budget depending on the profile settings.

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

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

Event Activity Summary

The Event Activity Summary report provides information on events started, ended, or active during the specified period.

View by Dimensions

The View By drop-down list has the following options:

- Product Category
- Country
- Region

Reports and Graphs

Table 5–11 gives details of the Event Activity Summary Report.

Table 5–11 Event Activity Summary - Report and Graphs

Graph/Report Name	Description
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.
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.

Table 5–11 Event Activity Summary - Report and Graphs

Graph/Report Name	Description
Event Activity Summary Report	The Event Activity Summary report displays the following data in report format: ■ Prior Active: Number of events that were active when the specified period started. ■ Started: Number of events started during the specified period. ■ Change: The percentage of *change in events started* 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. ■ Ended: Number of events that ended during the specified period. ■ Change: The percentage of *change in events ended* 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. ■ Current Active: Number of events active at the end of the specified date. ■ Change: The percentage of *change in current active events* 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.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

Campaign Activity Summary

The Campaign Activity Summary report provides information on the campaigns started, ended or active for a specified period.

View by Dimensions

The View By drop-down list has the following options:

- Product Category
- Country
- Region

Reports and Graphs

Table 5–12 gives details of the Campaign Activity Summary Report.

Table 5–12 Campaign Activity Summary - Report and Graphs

Graph/Report Name	Description
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.
Campaign Activity Summary Report	The Campaign Activity Summary report displays the following data in report format: ■ Prior Active: Number of campaigns that were active when the specified period started. ■ Started: Number of campaigns started during the specified period. ■ Change: The percentage of *change in campaigns started* 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.

Table 5–12 Campaign Activity Summary - Report and Graphs

Graph/Report Name	Description
-	■ Ended: Number of campaigns ended during the specified period. ■ Change: The percentage of *change in campaigns ended* 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. ■ Current Active: Number of campaigns active at the end of the specified period. ■ Change: The percentage of *change in current active campaigns* 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.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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.

View by Dimensions

The View By drop-down list has the following options:

- Product Category
- Campaign
- Country
- Region
- Marketing Channel

Reports and Graphs

Table 5–13 gives details of the Campaign Schedule Activity Summary Report.

Table 5–13 Campaign Schedule Activity Summary - Report and Graphs

Graph/Report Name	Description
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.
Campaign Schedule Activity Summary Report	The Campaign Activity Summary report displays the following data in report format: ■ Prior Active: Number of campaign schedules that were active when the specified period started. ■ Started: Number of campaign schedules started during the specified period. ■ Change: The percentage of *change in campaign schedules started* 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. ■ Ended: Number of campaign schedules ended during the specified period. ■ Change: The percentage of *change in campaign schedules ended* 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.

Table 5–13 Campaign Schedule Activity Summary - Report and Graphs

Graph/Report Name	Description
	■ Current Active: Number of campaign schedules active as of system date. ■ Change: The percentage of *change in current active campaign schedules* 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.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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.

View by Dimensions

The View By drop-down list has the following options:

- Campaign
- Product Category
- Country
- Region

- Marketing Channel

Report and Graphs

Table 5–14 gives details of the Campaign to Order by Campaign Hierarchy graph and report.

Table 5–14 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.
Campaign to Order by Campaign Hierarchy Report	Depending on the value selected in the View By drop-down list, this report displays Campaign to Order by Campaign data in report format. The Campaign to Order by Campaign Hierarchy report displays data for the following columns: ■ Name: Displays the name of the marketing object. ■ Type: Displays the type of marketing object. It can be either program, campaign, or event. ■ Targeted Audience: The number of target group entries. Target group entry is a combination of lists, segments, and employee lists. ■ Responses: Displays any positive interaction (in the Interaction History tables) that have a marketing source code attached.

Table 5–14 Campaign to Order by Campaign Hierarchy - Report and Graph

Report/Graph Name	Description
-	■ New Leads: Displays the number of new leads generated. New leads include leads with a "dead" status. ■ 'A' Leads: 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. ■ % Leads Converted to Opportunities: The percentage of leads converted to opportunities for the selected campaign. ■ New Opportunities: The number of opportunities converted from the leads, excluding opportunities with a "no opportunity"status. ■ Booked Order Amount: The booked order amount for the booked orders. ■ Invoiced Order Amount: Amount from invoiced orders for the specified period. ■ New Opportunities Amount: The value of all opportunities created within the specified period. ■ Won Opportunities Amount: Value of opportunities closed within the selected period with a "won" status.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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.

View by Dimensions

The View By drop-down list has the following options:

- Campaign
- Product Category
- Country
- Region
- Marketing Channel

Reports and Graphs

Table 5–15 gives details of the Cost, Sales and ROI by Campaign report

Table 5–15 Cost, Sales and ROI by Campaign - Report and Graphs

Report/Graph Name	Description
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	Cost, Sales and ROI by Campaign report displays the following data in report format: ■ Name: Name of the marketing object. ■ XTD Cost: Costs incurred for the specified period. ■ XTD Revenue: Revenue generated per campaign for the specified period. ■ Total Cost: Displays the total cost incurred. Based on the profile settings, either approved budget or actual cost is used. ■ Total Revenue: Displays the total revenue generated. Based on the profile settings, won opportunities amount, or booked order amount or invoiced order amount is used.

Table 5–15 Cost, Sales and ROI by Campaign - Report and Graphs

Report/Graph Name	Description
-	■ Total ROI: Displays the total return on investment. Formula: (Total revenue - Total cost) / Total cost. ■ Cost Forecast: Expected costs associated to this campaign for the specified period. This value is pulled from the forecasted cost metric associated to the campaign. ■ Revenue Forecast: Expected revenues from this campaign for the specified period. This value is generated from the revenue forecast metric associated to the campaign. ■ ROI Forecast: Expected return on investment for the specified period. Formula: (Forecast Revenue - Actual Revenue Cost) / Total Cost.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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

Table 5–16 gives details of the Top Campaigns and Events graph and report.

Table 5–16 Top Campaigns and Events by Leads - Report and Graphs

Graph/Report Name	Description
Campaign by Leads Graph	Plots total number of leads against top 10 campaigns. Top 10 campaigns are plotted on the Y-axis and the number of generated leads are displayed numerically on the X-axis.
Events by Leads Graph	Plots total number of leads against top 10 events. Top 10 events are plotted on the Y-axis and the number of generated leads are displayed numerically on the X-axis.

Table 5–16 Top Campaigns and Events by Leads - Report and Graphs

Graph/Report Name	Description
Top Campaigns and Events by Leads Report	Displays campaigns and events by leads data (shown above in graph format) in report format. ■ Campaign Name: Displays campaigns (by name) created within the period selected. ■ Leads: Displays data for leads by campaign. The leads data is populated from the Oracle Leads tables. ■ Event Name: Displays events (by name) created within the period selected. ■ Leads: Displays data for leads by event. The leads data is populated from the Oracle leads tables.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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

Table 5–17 gives details of the Top Campaigns and Events by Won Opportunities Amount graph and report.

Table 5–17 Top Campaigns and Events by Won Opportunities - Report and Graphs

Campaign Name by Opportunity Graph	Enables a marketer to view opportunities amount against top campaigns. Displays campaigns (on the Y-axis) and plots by number of opportunities (on the X-axis).
Event Name by Opportunity Graph	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).

Table 5–17 Top Campaigns and Events by Won Opportunities - Report and Graphs

Campaign Name by Opportunity Graph	Enables a marketer to view opportunities amount against top campaigns. Displays campaigns (on the Y-axis) and plots by number of opportunities (on the X-axis).
Top Campaigns and Events by Opportunities Report	Displays the data in a report format. ■ Campaign Name: Displays campaigns for the time period selected. ■ Opportunities: Displays the opportunities amount by campaign. ■ Event Name: Displays events for the time period selected. ■ Opportunities: Displays the opportunities amount by event.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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

Table 5–18 gives details of the Marketing Budget Summary by Budget Name graph and report.

Table 5–18 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	Plots the current balance against the budget name. Budget name is plotted on the Y-axis and the balance amount is displayed numerically on the X-axis.

Table 5–18 Marketing Budget Summary by Budget Name - Report and Graphs

Report/Graphs Name	Description
Budget Utilization Graph	Plots the amount utilized against the budget name. Budget name is plotted on the Y-axis and the utilized amount or committed amount is displayed numerically on the X-axis.
Marketing Budget Summary Report	Displays the following data in report format: ■ Budget Type: The type of budget. For example, fixed or accrued. ■ Budget Category: The category to which the budget belongs. ■ Original: Total initial budget amount. ■ Prior Balance: Budget balance at the start of the specified period. ■ Transfer-In: Amount transferred to the budget during the specified period. ■ Transfer-Out: Amount transferred to another budget during the specified period. ■ Hold-back: Total amount held in reserve. ■ 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”. ■ Committed: Total amount of all approved budgets requests. ■ Current Balance: Formula: (Utilized amount - Committed amount). ■ Planned: Total amount of budget requests not yet approved. ■ Utilized: Total amount utilized.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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

Table 5–19 gives details of the Marketing Budget Summary by Budget Category graph and report.

Table 5–19 Marketing Budget Summary by Budget Category - Report and Graphs

Report/Graphs Name	Description
Original Budgets Graph	Plots distribution of the initial budget amount by budget category.
Budget Balance Graph	Plots the current balance against the budget category. Budget category is plotted on the Y-axis and the balance amount is displayed numerically on the X-axis.
Budget Utilization Graph	Plots the amount utilized against the budget category. Budget category is plotted on the Y-axis and the utilized amount or committed amount is displayed numerically on the X-axis.
Marketing Budget Summary report	Displays the following data in report format: ■ Original: Total initial budget amount. ■ Prior Balance: Budget balance at the start of the specified period. ■ Transfer-In: The amount transferred into the budget from another budget during the specified period. ■ Transfer-Out: The amount transferred out of the budget into another budget during the specified period. ■ Hold-back: The amount reserved in the budget. ■ 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”. ■ Committed: Total amount of all the approved budget requests.

Table 5–19 Marketing Budget Summary by Budget Category - Report and Graphs

Report/Graphs Name	Description
-	■ Current Balance: Formula: ((Prior Balance + Transfer-In - Transfer-Out - Hold back) - Committed) ■ Planned: Total amount of all the budget requests that are waiting for approval during the specified period. ■ Utilized: Amount of budget earned or used during the specified period.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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.

View by Dimensions

The View By drop-down list has the following options:

- Campaign
- Product Category
- Country
- Region
- Marketing Channel

Reports and Graphs

Table 5–20 gives details of the Marketing Budget Utilization graph and report.

Table 5–20 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.

Table 5–20 Marketing Budget Utilization - Report and Graphs

Report/Graphs Name	Description
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	Displays the following data in report format: ■ PTD Approved: The total budget amount approved during the specified period. ■ PTD Actual Cost: The total budget amount earned or used during the specified period. ■ Total Approved: The total budget amount approved as of system date. ■ Total Actual Cost: The total budget amount earned or used as of system date. ■ Balance: Formula: (Amount approved-Amount utilized)

Lead Management Page

The Lead Management page 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 page 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 page reflects the performance of a sales group. Managers can view details from the sales group level to the individual sales representatives' levels.

Page Parameters

The following parameters are unique to this page. For more information on how page parameters affect the results on a page, see Page Parameter Overview.

- **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 page 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 KPIs

- Lead Management Key Performance Indicators on page 5-64

Lead Activity Reports

- Lead Activity on page 5-66

Lead Conversion reports

- Lead Conversion on page 5-68
- Lead Conversion Time on page 5-70
- Lead to Opportunity on page 5-71

Lead Quality reports

- Lead Quality on page 5-72

Lead Aging reports

- Lead Aging on page 5-74

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.

Portlet Columns

The following columns are unique to the KPI portlet:

- **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.

Reports and Graphs

Table 5–21 describes the Lead Management KPIs.

Table 5–21 Lead Management KPIs

KPI Name	Description
New Leads	Displays the number of new leads generated for the specified period.
'A' Leads	Displays the number of 'A' leads generated for the specified period. 'A' leads are leads most likely to convert to an opportunity. By selecting the 'A' Leads link, the following additional graphs and reports are available. ■ Lead Rankings Graph ■ A Lead Distribution Graph ■ Qualified Lead Distribution Graph ■ Lead Quality Report For more information, see Lead Quality.
'A' Leads %	Displays the percentage of 'A' leads created during the specified period. Formula: ('A' Leads / New leads) * 100. For example, out of 4,580 leads, if 3,750 are 'A' leads, then the percentage is ((3,750 / 4,580) * 100) = 82%.
Opportunities Amount -Converted from Leads	Displays the total opportunities amount for the specified period.
Open Leads	Displays the number of open leads for the specified period. Open leads are leads that are not closed, dead, or converted.
Lead to Opportunity Conversion	Displays the percentage of new opportunities generated for the specified period. Formula: (Leads Converted to Opportunities / Total Number of Leads) *100 Total number of Leads = Prior Open + New Leads.

Table 5–21 Lead Management KPIs

KPI Name	Description
Leads Converted to Opportunities	Displays the number of leads converted to opportunities for the specified period.
Average Lead Age (in Days)	Displays the average age of leads for the current rolling year. The average age is in terms of days. Formula: (Age of each lead created during the rolling fiscal year with a "open" status / Number of leads created during the rolling fiscal year with a "open" status). For more information see Lead Aging.
Average 'A' Lead Age (in Days)	Displays the average age of 'A' leads for the current rolling year. The average age is in terms of days. Formula: (Age of each lead created during the rolling fiscal year with a "open" status / Number of 'A' leads created during the rolling fiscal year with a "open'' status).

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 Page.

View By Dimensions

The View By drop-down list has the following options:

- Sales Group
- Product Category
- Country
- Region
- Customer Category
- Sales Channel
- Lead Source
- Lead Quality

Reports and Graphs

Table 5–22 gives details of the Lead Activity graph and report.

Table 5–22 Lead Activity - Report and Graphs

Report/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.
Lead Activity Report	The Lead Activity report displays the following data in report format: ■ Prior Open: Number of leads open at the beginning of the specified period. Open leads are leads that are not dead, converted, or closed. ■ New: Number of leads created during the specified period. ■ Converted: Number of leads converted to opportunity during the specified period. ■ Changed to Dead: Number of leads changed to status “dead” during the specified period. ■ Closed: Number of leads with “closed” status, apart from the dead leads and converted leads. Closed leads are leads that cannot be converted to opportunities. ■ 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.

Table 5–22 Lead Activity - Report and Graphs

Report/Graph Name	Description
-	■ Current Open Leads with no Activity: Number of leads that were created but not updated (i.e remained unchanged). ■ % 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 ((3,750 / 4,580) * 100) = 82%.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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 Page.

View By Dimensions

The View By drop-down list has the following options:

- Sales Group
- Product Category

Reports and Graphs

Table 5–23 gives details of the Lead Conversion report.

Table 5–23 Lead Conversion - Report

Graph/Report Name	Description
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.

Table 5–23 Lead Conversion - Report

Graph/Report Name	Description
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	The Lead Conversion report displays the following data in report format: ■ 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. ■ Change: The percentage of *change in opportunities amount - converted from leads* 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. ■ Leads Converted: Total number of leads converted to opportunities during the specified period. ■ 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. ■ % Leads Converted: The percentage of leads converted. Formula: [Leads Converted during the specified period / (Prior Open Leads + New Leads) * 100].

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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 Page**.**

View By Dimensions

The View By drop-down list has the following options:

- Sales Group
- Product Category
- Lead Quality
- Lead Source
- Country
- Region
- Customer Category
- Sales Channel

Reports and Graphs

Table 5–24 gives details of the Lead Conversion Time report.

Table 5–24 Lead Conversion Time - Report

Graph/ Report Name	Description
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.

Table 5–24 Lead Conversion Time - Report

Graph/ Report Name	Description
Lead Conversion Time Report	The Lead Conversion Time report displays the following data in report format: ■ Lead Converted: Total number of leads converted to opportunities during the specified period. ■ % Leads Converted: The percentage of leads converted. Formula: [Leads Converted / (Prior Open Leads + New Leads) * 100] ■ 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. ■ New Lead Converted: Total number of new leads converted to opportunities during the specified period. ■ % 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 ((3,750 / 4,580) * 100) = 82%.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

Lead to Opportunity

The Lead to Opportunity graph plots current and previous period values of the KPIs.

Reports and Graphs

Table 5–25 gives details of the Lead to Opportunity report.

Table 5–25 Lead to Opportunity - Report and Graphs

Graph/Report Name	Description
Lead to Opportunity Graph	The following KPI columns are represented in the graph: ■ New Leads: Cumulative count of leads created during the specified period. ■ Leads Converted to Opportunity: Number of leads converted to opportunities during the specified period.
Lead to Opportunity Report	The Lead to Opportunity report displays the following data in report format: ■ Time: Displays lead data for the specified period. ■ Leads: Displays the number of leads. ■ Opportunities: Displays the number of leads converted to opportunities.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

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''.

View By Dimensions

The View By drop-down list has the following options:

- Sales Group
- Product Category
- Lead Source
- Country
- Region
- Customer Category
- Sales Channel

Reports and Graphs

Table 5–26 gives details of the Lead Quality report.

Table 5–26 Lead Quality - Report

Graph/Report Name	Description
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	The Lead Quality report displays the following data in report format: ■ Column 1: Dynamically displays label using Rank Name mapped to the column 'A' in the code definition screen. Displays leads that belong to this rank. ■ Column 2: Dynamically displays label using Rank Name mapped to the column 'B' in the code definition screen. Displays leads that belong to this rank. ■ Column 3: Dynamically displays label using Rank Name mapped to the column 'C' in the code definition screen. Displays leads that belong to this rank. ■ Column 4: Dynamically displays label using Rank Name mapped to the column 'D' in the code definition screen. Displays leads that belong to this rank. ■ Others: Displays leads that belong to the other different ranks, as well as the leads that are not ranked. ■ Total: Displays the total number of leads. ■ % Contribution of Grand Total: Displays the contribution made by the lead to the grand total. ■ 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.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

Lead Aging

The Lead Aging report provides information on aging of open leads, measured in days elapsed since the lead creation dates. The portlet 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 Page except the Calendar parameter.

View By Dimensions

The View By drop-down list has the following options:

- Sales Group
- Product Category
- Lead Quality
- Lead Source
- Country
- Region
- Customer Category
- Sales Channel

Reports and Graphs

Table 5–27 gives details of the Lead Aging report.

Table 5–27 Lead Aging - Report

Graph/ Report Name	Description
Lead Aging Report	The Lead Aging report displays the following data in report format: ■ <3: Open leads created less than 3 days ago. ■ 3 - 7: Open leads created between 3 and 7 days back, both inclusive. ■ 8 - 14: Open leads created between 8 and 14 days back, both inclusive. ■ 15 - 21: Open leads created between 15 and 21 days back, both inclusive. ■ 22 - 28: Open leads created between 22 and 28 days back, both inclusive. ■ 29 - 35: Open leads created between 29 and 35 days back, both inclusive. ■ 36 - 42: Open leads created between 36 and 42 days back, both inclusive. ■ 42+: Open leads created more than 42 days back. ■ Total: Sum of leads for all buckets.

Related Reports and Links

For more information on other related reports see, Reports and Graphs.

6

Using Daily Business Intelligence for Product Lifecycle Management

This chapter describes the pages and reports of Daily Business Intelligence for Product Lifecycle Management.

This chapter contains the following topics.

- Product Management - Engineering Page on page 6-2
  - Unit Cost by Cost Element and Unit Cost Trend on page 6-5
  - Part Count and Manufacturing Steps on page 6-5
  - Part Count by Item Catalog Category on page 6-6
  - Component Detail on page 6-6
  - Change Order Summary on page 6-6
  - Change Order List on page 6-6
  - Change Order Cycle Time on page 6-8
  - Change Order Aging on page 6-9
  - Part Count and BOM Levels on page 6-9
- Product Management Page on page 6-11
  - Product Revenue and Costs on page 6-13
  - Product Other Expenses on page 6-14
  - Product Inventory Value on page 6-14
  - Product Fulfillment Performance on page 6-15
  - Product Return Value on page 6-15

- Product Returns by Reason on page 6-16
- Product Returns Detail on page 6-16
- Top Order Backlog on page 6-16
- Top Open Opportunities on page 6-17
- Customer and Product Activity on page 6-17
- New and Renewal Support Comparison on page 6-17

Product Management - Engineering Page

The Product Management - Engineering page 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 page are:

- Unit Cost
- Part Count
- Manufacturing Steps
- Change Orders
- BOM levels

Engineering managers and product managers can use the Product Management - Engineering page 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 page you can drill down to detailed reports on unit cost, part counts and manufacturing steps, as well as change orders. This page also contains links to the HR Management and the Expense Management pages. To view these pages, your system administrator must complete the required setup for each page (see: *Oracle E-Business Intelligence Daily Business Intelligence Implementation Guide*).

The items that appear on the Product Management - Engineering page 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 page.

For more information on Oracle Daily Business Intelligence and other intelligence products, see: Daily Business Intelligence Overview on page 1-1.

Page Parameters

The following parameters are unique to this page. For more information on how page parameters affect the results on a page, see: Page Parameter Overview on page 1-5.

- **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 page. 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 page.

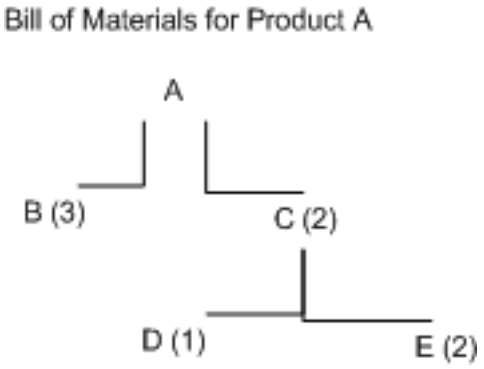
- **BOM Levels:** The maximum number of levels defined in an Item's primary Bill of material, indicating the depth of an assembly.
- **Change Order Cycle Time (Days):** The average time it takes to implement a change order. Only the distinct change order headers, line-level item associations, and revised 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, Figure 6–1, "Bill of Materials for Product A" 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).

Figure 6–1 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 page.

- Unit Cost by Cost Element and Unit Cost Trend on page 6-5
- Part Count and Manufacturing Steps on page 6-5
- Part Count by Item Catalog Category on page 6-5
- Component Detail on page 6-6
- Change Order Summary on page 6-6
- Change Order List on page 6-6
- Change Order Cycle Time on page 6-8
- Change Order Aging on page 6-5
- Part Count and BOM Levels on page 6-9

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 Page on page 6-2.

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 Page on page 6-2.

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 Page on page 6-2.

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 catagory 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.

  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.

See: Product Management - Engineering Page on page 6-2.

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.

Table 6–1 Change Order List Drill To Reports

Drill From . . .	To
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 ot 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.

  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.

See: Product Management - Engineering Page on page 6-2.

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 Engineering or 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 Page on page 6-2.

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 Page on page 6-2.

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 Page on page 6-2.

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 Page on page 6-2.

Product Management Page

The Product Management page 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 page.

Page Parameters

This page 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 page displays the following meaures. All the KPIs on this page 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.

  Booked Value = (Booked Quantity * 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:** (Revenue – Cost of Goods Sold) / 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 Adminstration, 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.

  Product Margin = (Revenue – (Cost of Goods Sold + Other Expenses) /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 page.

- **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 page.

- Product Revenue and Costs on page 6-13
- Product Other Expenses on page 6-14
- Product Inventory Value on page 6-14
- Product Fulfillment Performance on page 6-15
- Product Return Value on page 6-15
- Product Returns by Reason on page 6-16
- Product Returns Detail on page 6-16
- Top Order Backlog on page 6-16
- Top Open Opportunities on page 6-17
- Customer and Product Activity on page 6-17
- New and Renewal Support Comparison on page 6-17

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 Page on page 6-11.

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 Page on page 6-11.

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 Page on page 6-11.

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 Page on page 6-11.

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 Page on page 6-11.

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 Page on page 6-11.

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 Page on page 6-11.

Top Order Backlog

The Top Oder 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 Page on page 6-11.

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 page. The Period Type and Compare To parameters are not applicable to this report.

See: Product Management Page on page 6-11.

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 Page on page 6-11.

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.

7

Using Daily Business Intelligence for Projects

This chapter contains a description of the pages and reports available in Daily Business Intelligence for Projects (DBI for Projects).

The following pages and reports are provided with DBI for Projects.

- Project Profitability Management Page
  - Project Actual Profitability Report
  - Project Forecast Profitability Report
  - Project Profitability Overview Report
  - Project Cost Summary Report
  - Project Profitability Trend Report
  - Project Profitability Cumulative Trend Report
  - Project Cost Trend Report
  - Project Cost Cumulative Trend Report
  - Project Profitability Detail Report
  - Project Cost Detail Report
- Project Operations Management Page
  - Project Bookings and Backlog Summary Report
  - Project Bookings and Backlog Detail Report
  - Project Bookings and Backlog Activity Report
  - Project Bookings and Backlog Activity Detail Report

- Project Bookings Summary Report
- Project Bookings Trend Report
- Project Bookings Source Trend Report
- Project Backlog Summary Report
- Project Backlog Trend Report
- Resource Utilization, Availability, and Planning Report
- Projects Utilization Summary Report
- Projects Utilization Trend Report
- Projects Actual Utilization Report
- Projects Scheduled Utilization Report
- Projects Expected Utilization Report
- Projects Actual Utilization Detail Report
- Projects Scheduled Utilization Detail Report
- Projects Expected Utilization Detail Report
- Available Time Summary Report
- Current Available Resources Report
- Available Resources Duration Report
- Availability Trend Report
- Available Resource Detail Report

Project Profitability Management Page

You need the Project Executive Role to access the Project Profitability Management page.

Reports

The following project profitability reports are provided in this page.

- Project Actual Profitability Report
- Project Forecast Profitability Report
- Project Profitability Overview Report

- Project Cost Summary Report
- Project Profitability Trend Report
- Project Profitability Cumulative Trend Report
- Project Cost Trend Report
- Project Cost Cumulative Trend Report
- Project Profitability Detail Report
- Project Cost Detail Report

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview.

Page Parameters

The following parameters are unique to this page. For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

- **Organization:** This parameter displays the Project Organization. For more information on Project Organization, see the *Oracle Projects User Guide Release 11i.*

Project Actual Profitability Report

This report shows project profitability for a selected time period. You can view comparisons to the project budget or to previous periods.

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 does profitability compare for different project types?
- How profitable are projects across a given classification (such as Industry or Service Line)?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **View by:** You can select from the following View by options:
  - **Project Organization:** When viewed by project organization, the report shows information for each suborganization within the selected organization.
  - **Project Classification:** When viewed by project classification, the report shows information for the components of the selected project category parameter. If a project type category is selected, the report lists information for the project types included in that category. If a project classification is selected, the report lists information for the class codes in that category.
- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

Heading	Description (Formula)
Change	The Change columns show the percent change from the previous period (or budget) to the current period, depending on the selected parameters in Period Type and Compare To.

For additional column descriptions, see: Definitions of Quantities in Project Performance Reports on page 7-17.

Note: Budget amounts are shown as full period amounts. When you select Budget as the comparison 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: Project Profitability Management Page.

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 Project Profitability Overview report on page 7-6.

Project Forecast Profitability Report

This report shows forecast project profitability for selected time periods. You can view comparisons to the project budget or to previous periods.

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 of different project types?
- What is the forecast profitability of projects across a given classification (such as Industry or Service Line)?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **View by:** You can select from the following View by options:
  - **Project Organization:** When viewed by project organization, the report shows information for each suborganization within the selected organization.
  - **Project Classification:** When viewed by project classification, the report shows information for the components of the selected project category parameter. If a project type category is selected, the report lists information for the project types included in that category. If a project classification is selected, the report lists information for the class codes in that category.
- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

Heading	Description (Formula)
Revenue	Accrued revenue on selected projects for the period (week, month, quarter, or year) to the As Of Date
Change	The Change columns show the percent change from the previous period (or budget) to the current period, depending on the selected parameters in Period Type and Compare To.

For additional column descriptions, see: Definitions of Quantities in Project Performance Reports on page 7-17.

Related Reports and Links

For a list of related reports, see: Project Profitability Management Page.

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 Project Profitability Overview report on page 7-6.

Project Profitability Overview Report

This report shows current actual and forecast profitability compared with the same period in the previous year.

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?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

Heading	Description (Formula)
Period-to-Date Actual	Actual amount (revenue, cost, margin, and margin percent) for the period (month, quarter, or year) to the As Of Date
Prior Year Actual	Prior year actual amount (revenue, cost, margin, and margin percent) to date
Period Forecast	Forecast amount (revenue, cost, margin, and margin percent) for the period
Prior Year Forecast	Prior year forecast amount (revenue, cost, margin, and margin percent)
Change	The Change columns show the percent change from the same period in the previous year, depending on the selected parameter for Period.

For additional column descriptions, see: Definitions of Quantities in Project Performance Reports on page 7-17.

Related Reports and Links

For a list of related reports, see: Project Profitability Management Page.

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 Project Profitability Detail report that lists the projects comprising these amounts.
- Click on a period-to-date Cost amount to view the related Project Cost Detail report that lists the projects comprising these amounts.

Project Cost Summary Report

This report shows cost amounts with comparisons to the budget or previous periods.

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 the project costs compare to last year or the previous period?
- What is the cost of different project types?
- What is the cost of projects across a given classification (such as Industry or Service Line)?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **View by:** You can select from the following View by options:
  - **Project Organization:** When viewed by project organization, the report shows information for each suborganization within the selected organization.
  - **Project Classification:** When viewed by project classification, the report shows information for the components of the selected project category parameter. If a project type category is selected, the report lists information for the project types included in that category. If a project classification is selected, the report lists information for the class codes in that category.
- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

Heading	Description (Formula)
Period-to-Date Actual	Actual cost for the period (week, month, quarter, or year) to the As Of Date
Period Forecast	Forecast Cost for the period (week, month, quarter, or year)
Change	The Change columns show the percent change from the previous year or period, or the budget, depending on the selected parameters for Period and Compare To.

For additional column descriptions, see: Definitions of Quantities in Project Performance Reports on page 7-17.

Related Reports and Links

For a list of related reports, see: Project Profitability Management Page.

You can drill down to the following detailed information:

- Click on a period-to-date Actual amount to view the related Project Cost Detail report that lists the projects comprising these amounts.

Project Profitability Trend Report

This report shows revenue trend and margin growth for the selected group of projects. It shows profit for a progression of selected periods, illustrating the trend in profitability over time.

The business questions answered in this report are:

- What is the growth trend in revenue and margin compared to last year?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- Periods Displayed: To illustrate profitability trend, the report displays values for the current and previous periods, as shown below:

If the selected Period is...	The report shows...
Enterprise Year	The current year and previous year
Enterprise Quarter	The current quarter and three previous quarters
Enterprise Month	The current month and eleven previous months
Enterprise Week	The current week and twelve previous weeks
Fiscal Year	The current year and previous year
Fiscal Quarter	The current quarter and three previous quarters
Fiscal Month	The current month and eleven previous months
PA Period	The current PA period and twelve previous PA periods

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

- Change in Revenue: Percent change in revenue from prior year = (Current Year Revenue - Prior Year Revenue) *100 / (Prior Year Revenue)
- Margin Percent: Margin as a percent of to-date revenue: (Margin / Revenue) * 100
- Prior Year (Prior Year Margin Percent): Margin percent for the previous year
- Change in Margin: Change in margin percent from prior year to current year

For additional column descriptions, see: Definitions of Quantities in Project Performance Reports.

Related Reports and Links

For a list of related reports, see: Project Profitability Management Page.

You can drill down to the following detailed information:

- Click on a Revenue or Margin Percent amount to view the related Project Profitability Detail report that lists the projects comprising these amounts.

Project Profitability Cumulative Trend Report

This report shows the cumulative revenue trend and margin growth for the selected group of projects. While the Project Profitability Trend report shows distinct profit amounts over time, in this report profit figures are accumulated across periods to show cumulative growth.

The business questions answered in this report are:

- What is the cumulative growth trend in revenue and margin compared to last year?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- Periods Displayed: To illustrate the cumulative profitability trend, the report displays values for the current and previous periods, as shown below:

If the selected Period is...	The report shows...
Enterprise Year	The current year and previous year
Enterprise Quarter	The current quarter and three previous quarters
Enterprise Month	The current month and eleven previous months
Fiscal Year	The current year and previous year
Fiscal Quarter	The current quarter and three previous quarters
Fiscal Month	The current month and eleven previous months
PA Period	The current PA period and twelve previous PA periods

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that

operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

- Change in Revenue: Percent change in revenue from prior year = (Current Year Revenue - Prior Year Revenue) *100 / (Prior Year Revenue)
- Margin Percent: Margin as a percent of to-date revenue: (Margin / Revenue) * 100
- Margin = Revenue - Cost
- Prior Year (Prior Year Margin Percent): Margin percent for the previous year
- Change in Margin: Change in margin percent from prior year to current year

For additional column descriptions, see: Definitions of Quantities in Project Performance Reports.

Related Reports and Links

For a list of related reports, see: Project Profitability Management Page.

You can drill down to the following detailed information:

- Click on Revenue or Margin Percent figures to view the related Project Profitability Detail report on page 7-15 that lists the projects comprising these amounts.

Project 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?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- Periods Displayed: To illustrate cost trend, the report displays values for the current and previous periods, as shown below:

If the selected Period is...	The report shows...
Enterprise Year	The current year and previous year
Enterprise Quarter	The current quarter and three previous quarters
Enterprise Month	The current month and eleven previous months
Enterprise Week	The current week and twelve previous weeks
Fiscal Year	The current year and previous year
Fiscal Quarter	The current quarter and three previous quarters
Fiscal Month	The current month and eleven previous months
PA Period	The current PA period and twelve previous PA periods

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency**: Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Related Reports and Links

For a list of related reports, see: Project Profitability Management Page.

You can drill down to the following detailed information:

- Click on a cost amount to view the related Project Cost Detail report that lists the projects comprising these amounts.

Project Cost Cumulative Trend Report

This report shows the cumulative cost trend for the selected group of projects. While the Project Cost Trend report shows distinct cost amounts over time, in this report cost figures are summed across periods to show cumulative cost.

The business questions answered in this report are:

- What is the cumulative cost trend compared to last year?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- Periods Displayed: To illustrate the cumulative cost trend, the report displays values for the current and previous periods, as shown below:

If the selected Period is...	The report shows...
Enterprise Year	The current year and previous year
Enterprise Quarter	The current quarter and three previous quarters
Enterprise Month	The current month and eleven previous months
Fiscal Year	The current year and previous year
Fiscal Quarter	The current quarter and three previous quarters
Fiscal Month	The current month and eleven previous months
PA Period	The current PA period and twelve previous PA periods

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

- Change: Percent change in cost from prior year to current year:

(Current Cost - Prior Year Cost) / Prior Year Cost

Related Reports and Links

For a list of related reports, see: Project Profitability Management Page.

You can drill down to the following detailed information:

- Click on Cost figures to view the related Project Cost Detail report that lists the projects comprising these amounts.

Project Profitability Detail Report

This report shows the details about the information that is summarized in the Project Actual Profitability, Project Forecast Profitability, and Project 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?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

Heading	Description (Formula)
Period-to-Date Amount	Revenue, cost, and margin for the period (month, quarter, or year) to the As Of Date
Period Forecast	Forecast amount (revenue, cost, and margin) for the period
Period Budgeted Margin	Budgeted Revenue - Budgeted Cost
Period Forecast Margin Variance	(Period Forecast Margin - Period Budgeted Margin) / Period Budget Margin

For additional column descriptions, see: Definitions of Quantities in Project Performance Reports.

Related Reports and Links

For a list of related reports, see: Project Profitability Management Page.

Project Cost Detail Report

This report shows the details about the information that is summarized in the Project Cost Summary report on page 7-8.

The business questions answered in this report are:

- What are the detailed costs on projects for the period?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit**: A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

Heading	Description (Formula)
Period-to-Date Amount	Cost, budgeted cost and cost variance for the period (month, quarter, or year) to the As Of Date
Period Forecast Cost	Forecast cost for the period
Period Budgeted Cost	Budgeted cost for the period
Forecast Cost Variance	(Forecast Cost - Budgeted Cost) / Budgeted Cost

For additional column descriptions, see: Definitions of Quantities in Project Performance Reports.

Related Reports and Links

For a list of related reports, see: Project Profitability Management Page.

Definitions of Quantities in Project Performance Reports

Headings and Calculations

Heading	Description (Formula)
Revenue	Accrued revenue on selected projects for the period (week, month, quarter, year) to the As Of Date selected
Prior Year Revenue	Prior year revenue amount to date
Cost	Incurred cost on selected projects for the period (week, month, quarter, year) to the As Of Date selected
Margin	= Revenue - Cost
Margin Percent	Margin as a percent of revenue: = Margin / Revenue

Project Operations Management Page

You need the Project Executive Role to access the Project Operations Management page.

Reports

The following opportunity management reports are provided in this page.

- Project Bookings and Backlog Summary Report
- Project Bookings and Backlog Detail Report
- Project Bookings and Backlog Activity Report
- Project Bookings and Backlog Activity Detail Report
- Project Bookings Summary Report
- Project Bookings Trend Report
- Project Bookings Source Trend Report
- Project Backlog Summary Report
- Project Backlog Trend Report

The following resource management reports are provided in this page.

- Resource Utilization, Availability, and Planning Report
- Projects Utilization Summary Report
- Projects Utilization Trend Report
- Projects Actual Utilization Report
- Projects Scheduled Utilization Report
- Projects Expected Utilization Report
- Projects Actual Utilization Detail Report
- Projects Scheduled Utilization Detail Report
- Projects Expected Utilization Detail Report
- Available Time Summary Report
- Current Available Resources Report
- Available Resources Duration Report
- Availability Trend Report
- Available Resource Detail Report

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview.

Page Parameters

The following parameters are unique to this page. For more information on how page parameters affect the results on a page, see: Page Parameter Overview.

- Organization: This parameter displays the Project Organization. For more information on Project Organization, see the *Oracle Projects User Guide Release 11i*.

Project Bookings and Backlog Summary Report

This report shows bookings and backlog for the selected time period, with a comparison to the selected comparison period.

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?
- What project types are responsible for bookings this period?
- What is the backlog of projects in a given classification (such as Industry or Service Line)?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **View by:** You can select from the following View by options:
  - **Project Organization:** When viewed by project organization, the report shows information for each suborganization within the selected organization.
  - **Project Classification:** When viewed by project classification, the report shows information for the components of the selected project category parameter. If a project type category is selected, the report lists information for the project types included in that category. If a project classification is selected, the report lists information for the class codes in that category.
- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that

operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

- Total Ending Backlog = Backlog Not Started + Active Backlog + Dormant Backlog
- Change in Bookings = (Period-to-Date Bookings - Prior PTD Bookings) / Prior PTD Bookings
- Change in Backlog = (Total Ending Backlog - Prior PTD Backlog) / Prior PTD Backlog
- Change in Book to Bill Ratio = Book to Bill Ratio - Prior PTD Book to Bill Ratio

For descriptions of terms and amounts, see: Definitions of Quantities in Project Opportunity Management Reports on page 7-30.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

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 Project Bookings Summary report on page 7-19.
- Click on Total Backlog to view the Project Backlog Summary report on page 7-28.
- Click on Book to Bill Ratio to view the Project Bookings and Backlog Activity report on page 7-21.

Project Bookings and Backlog Detail Report

The report lists the projects that generate bookings in a given period of time. The report also displays the categorized backlog on the projects.

The business questions answered in this report are:

- What projects are responsible for bookings in this period?
- What projects make up the backlog?
- Which projects have revenue at risk?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

- Total Ending Backlog = Backlog Not Started + Active Backlog + Dormant Backlog

For descriptions of additional terms and amounts, see: Definitions of Quantities in Project Opportunity Management Reports on page 7-30.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on a project number to view the related Project Status page.

Project 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 the backlog?
- What is the cause of the backlog change?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **View by:** You can select from the following View by options:
  - **Project Organization:** When viewed by project organization, the report shows information for each suborganization within the selected organization.
  - **Project Classification:** When viewed by project classification, the report shows information for the components of the selected project category parameter. If a project type category is selected, the report lists information for the project types included in that category. If a project classification is selected, the report lists information for the class codes in that category.
- **Operating Unit**: A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

- Total Net Bookings = Original Bookings + Additional Bookings + Bookings Adjustments - Cancellations

- 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)
- Revenue at Risk = Revenue exceeding backlog on a project (if the result of the Total Ending Backlog formula is negative)
- Lost Backlog = Backlog on projects that were closed during the period

For descriptions of additional terms and amounts, see: Definitions of Quantities in Project Opportunity Management Reports on page 7-30.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on a Total Ending Backlog amount to view the related Project Bookings and Backlog Activity Detail report that lists the projects comprising these amounts.

Project Bookings and Backlog Activity Detail Report

This report shows project-level detail of the information in the Project Bookings and Backlog Activity report on page 7-21.

The business questions answered in this report are:

- What projects are responsible for the change in backlog this period?
- What projects have revenue at risk?
- What projects have lost backlog this period?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

- Total Net Bookings = Original Bookings + Additional Bookings + Bookings Adjustments - Cancellations
- Total Ending Backlog = Beginning Backlog + Total Net Bookings for the Period - Accrued Revenue - Revenue at Risk at the Beginning of the Period - Lost Backlog for the Period (if the result of this formula is negative, zero is displayed)
- Revenue at Risk = Revenue exceeding backlog on a project (the result of the Total Ending Backlog formula, if that result is negative)
- Lost Backlog = Backlog on projects that were closed during the period

For descriptions of additional terms and amounts, see: Definitions of Quantities in Project Opportunity Management Reports on page 7-30.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on a Project Number to view the related Project Status page in the Project Resource Management application.

Project 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 shows a comparison with the previous year.

The business questions answered in this report are:

- Are bookings from new projects or from change orders?
- How do the booking compare with bookings from the previous year?
- What types of projects comprise the bookings in this period?
- What is the source of bookings by a given classification (such as Industry or Service Line)?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

Heading	Description (Formula)
Prior Year	Previous year bookings amount (= Previous Year Original Bookings + Previous Year Additional Bookings)
Percent Change	The increase or decrease in bookings from the previous year as a percent of previous year bookings: = (Current Total Net Bookings Amount - Previous Year Net Bookings Amount) / Previous Year Net Bookings Amount

For descriptions of additional terms and amounts, see: Definitions of Quantities in Project Opportunity Management Reports on page 7-30.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on an Original, Additional, or Total Bookings Amount to view the related Project Bookings and Backlog Detail report that lists the projects comprising these amounts.

Project Bookings Trend Report

This report shows original and additional bookings by period, compared with the same information for the previous year.

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 last year?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

Heading	Description (Formula)
Prior Year	Original bookings amount for the previous year
Change	The increase or decrease in original bookings for the previous year as a percent of previous year booking: = (Current Year Original Bookings Amount - Previous Year Original Bookings Amount) / Previous Year Original Bookings Amount
Prior Year	Total bookings amount for the previous year
Change	The increase or decrease in bookings for the previous year as a percent of previous year bookings: = (Current Year Total Bookings Amount - Previous Year Total Bookings Amount) / Previous Year Total Bookings Amount

For descriptions of additional terms and amounts, see: Definitions of Quantities in Project Opportunity Management Reports on page 7-30.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on an Original Additional Bookings Amount to view the related Project Bookings and Backlog Detail report that lists the projects comprising these amounts.

Project 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 booking in each period.

The business questions answered in this report are:

- How many new project bookings were made by month over the past year?
- How many change order bookings were made by month over the past year?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

For descriptions of terms and amounts, see: Definitions of Quantities in Project Opportunity Management Reports on page 7-30.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on an Original or Additional Bookings Amount to view the related Project Bookings and Backlog Detail report that lists the projects comprising these amounts.

Project Backlog Summary Report

This report lists the total backlog, by category, for a set of organizations, project types, or values in a given classification (such as Industry or Service Line).

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?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across operating units. Project functional currency is provided only in the context of a specific operating unit.

Headings and Calculations

Heading	Description (Formula)
Total Ending Backlog	= Backlog Not Started + Active Backlog + Dormant Backlog

Heading	Description (Formula)
Prior Year	Total ending backlog for the same period in the previous year: = Backlog Not Started + Active Backlog + Dormant Backlog (for previous year)
Change	The increase or decrease in Total Ending Backlog from the previous year as a percent of previous year backlog: (Current Year Total Ending Backlog - Prior Year Total Ending Backlog) / Prior Year Total Ending Backlog

For descriptions of additional terms and amounts, see: Definitions of Quantities in Project Opportunity Management Reports on page 7-30.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on a Total Ending Backlog amount to view the related Project Bookings and Backlog Detail report that lists the projects comprising these amounts.

Project Backlog Trend Report

This report shows the amount and source of backlog change by period, showing the trend in backlog growth.

The business questions answered in this report are:

- What is the change in backlog, and how does that compare to last year?
- What caused the change in backlog?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.
- **Currency:** Global currency or project functional currency. Global currency is provided for analyzing a single operating unit and for analyzing data across

operating units. Project functional currency is provided only in the context of a specific operating unit.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on an amount to view the related Project Bookings and Backlog Activity Detail report that lists the projects comprising these amounts.

Definitions of Quantities in Project Opportunity Management Reports

The formulas used to calculate amounts in the Project Opportunity reports are shown below:

Headings and Calculations

Heading	Description (Formula)
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
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 DBI for Projects setup)

Heading	Description (Formula)
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 DBI for Projects 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”
Revenue at Risk	Accrued revenue in excess of funding (= Accrued revenue - Total Funding)
Total Bookings Amount	= Original Bookings + Additional Bookings + Bookings Adjustments - Cancellations
Total Bookings Count	= Original Bookings Count + Additional Bookings Count
Total Net Bookings	= Original Bookings + Additional Bookings + Bookings Adjustments - Cancellations

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
Change in Bookings	= (Period-to-Date Bookings- Prior Period-to-Date Bookings) / Prior Period-to-Date Bookings

Resource Utilization, Availability, and Planning Report

This report shows resource utilization by organization for the current period and the fiscal year.

The business questions answered in this report are:

- How does actual billable utilization compare to scheduled billable utilization and to previous year actual billable utilization?
- What percentage of resources are available for the current period?
- How does actual total utilization compare to previous year actual total utilization?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **View by:** You can select from the following View by options:
  - **Resource Organization:** When viewed by resource organization, the report shows utilization for each suborganization within the selected organization.
  - **Utilization Category:** When viewed by utilization category, the report shows utilization for each utilization category for the resource assignments.
  - **Work Type:** When viewed by work type, the report shows utilization for each work type on scheduled assignments or actual time cards.
  - **Job Level:** When viewed by job level, the report shows utilization for each job level for the selected resources.
- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

See: Definitions of Quantities in Project Resource Management Reports

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

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 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 shows actual utilization, billable utilization, and missing hours, with comparisons to scheduled utilization and prior year or prior periods.

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 the previous year?
- How do missing hours compare to the previous year?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **View by:** You can select from the following View by options:
  - **Resource Organization:** When viewed by resource organization, the report shows utilization for each suborganization within the selected organization.
  - **Utilization Category:** When viewed by utilization category, the report shows utilization for each utilization category for the resource assignments.
  - **Work Type:** When viewed by work type, the report shows utilization for each work type on scheduled assignments or actual time cards.
  - **Job Level:** When viewed by job level, the report shows utilization for each job level for the selected resources.
- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

See: Definitions of Quantities in Project Resource Management Reports on page 7-47.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

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 Actual Utilization report on page 7-35.
- Click on an Scheduled Utilization Percent amount to view the related Projects Scheduled Utilization report on page 7-36.

Projects Utilization Trend Report

This report shows, for the selected organization, the trend of actual and scheduled utilization, with a comparison to the prior year's utilization. Use this report to see how actual utilization compares with scheduled utilization, and whether the organization's resources are working according to their projected schedules.

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?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Periods Displayed:** This report shows amounts for the current fiscal period. The default As Of Date is three months after the current system date.

If the selected Period is...	The report shows...
Year	The two years ending in the year of the As Of Date
Quarter	The four quarters ending in the As Of Date.
Month	The twelve months ending in the As Of Date
Week	The thirteen weeks ending in the As Of Date

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that

operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

See: Definitions of Quantities in Project Resource Management Reports on page 7-47.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on an Actual Utilization Percent amount to view the related Projects Actual Utilization report that lists the projects comprising these amounts.
- Click on an Scheduled Utilization Percent amount to view the related Projects Scheduled Utilization report that 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:

- What organizations have the highest utilization?
- How does my actual utilization compare to the previous year?
- What is the breakdown of utilization with respect to billable hours? Training hours? Job level?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **View by:** You can select from the following View by options:
  - **Resource Organization:** When viewed by resource organization, the report shows utilization for each suborganization within the selected organization.
  - **Utilization Category:** When viewed by utilization category, the report shows utilization for each utilization category for the resource assignments.

- **Work Type:** When viewed by work type, the report shows utilization for each work type on scheduled assignments or actual time cards.
- **Job Level:** When viewed by job level, the report shows utilization for each job level for the selected resources.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

See: Definitions of Quantities in Project Resource Management Reports on page 7-47.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

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 Detail report that lists the projects comprising these amounts.

Projects Scheduled Utilization Report

This report shows an organization's scheduled utilization in comparison to scheduled utilization in the previous year. Scheduled utilization is shown by utilization category and work type.

The business questions answered in this report are:

- What is the scheduled utilization across organizations?
- How does scheduled utilization this year compare to last year?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **View by:** You can select from the following View by options:

- **Resource Organization:** When viewed by resource organization, the report shows utilization for each suborganization within the selected organization.
- **Utilization Category:** When viewed by utilization category, the report shows utilization for each utilization category for the resource assignments.
- **Work Type:** When viewed by work type, the report shows utilization for each work type on scheduled assignments or actual time cards.
- **Job Level:** When viewed by job level, the report shows utilization for each job level for the selected resources.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

See: Definitions of Quantities in Project Resource Management Reports on page 7-47.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

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 Detail report that lists the projects comprising these amounts.

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?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **View by:** You can select from the following View by options:
  - **Resource Organization:** When viewed by resource organization, the report shows utilization for each suborganization within the selected organization.
  - **Utilization Category:** When viewed by utilization category, the report shows utilization for each utilization category for the resource assignments.
  - **Work Type:** When viewed by work type, the report shows utilization for each work type on scheduled assignments or actual time cards.
  - **Job Level:** When viewed by job level, the report shows utilization for each job level for the selected resources.
- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

See: Definitions of Quantities in Project Resource Management Reports on page 7-47.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

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 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 Actual Utilization Detail Report

This report shows the breakdown of utilization information by individual resource. The report lists each resource that has a utilizable job in the selected organization.

The business questions answered in this report are:

- What is the detailed breakdown of actual utilization information by resource?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

See: Definitions of Quantities in Project Resource Management Reports on page 7-47.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on a resource name to view the related “Resource Details: Schedule” page in the Project Resource Management application.

Projects Scheduled Utilization Detail Report

This report shows the breakdown of scheduled utilization by individual resource. The report lists each resource that has a utilizable job in the selected organization.

The business questions answered in this report are:

- What is the detailed breakdown of scheduled utilization information by resource?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

See: Definitions of Quantities in Project Resource Management Reports on page 7-47.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on a resource name to view the related "Resource Details: Schedule" page in the Project Resource Management application.

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 each resource that has a utilizable job in the selected organization.

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 last year?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

See: Definitions of Quantities in Project Resource Management Reports on page 7-47.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on a resource name to view the related “Resource Details: Schedule” page in the Project Resource Management application.

> **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.

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?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

Heading	Description (Formula)
Capacity Days*	Total full-time employee days based on the resource calendars
Confirmed Days*	Assignments with confirmed status (Total Full-Time Employee Days of Confirmed Schedule Assignments - Overcommitted Confirmed Days)
Provisional Days*	Assignments with provisional status (Total Full-Time Employee Days of Provisional Schedule Assignments - Overcommitted Provisional Days)
Unassigned Days*	Number of full-time employee days the resources are completely unscheduled on either provisional or confirmed assignments (Available Days - Provisional Days)
Available Days*	Number of full-time employee days the resources are available based on only confirmed assignments (Capacity Days - Confirmed Days)
Percent of Days* Available	Percentage of time the resource is available to capacity (Available Days / Capacity Days)
Utilization Percent to Date	Actual utilization percentage for a specified duration
Scheduled Utilization	Utilization percentage based on confirmed scheduled assignments.

*The unit for expressing quantities for these column titles and amounts is determined by the unit of measure for reporting labor (hours or days), as specified in the DBI for Projects setup.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on an Available Days amount to view the related Available Resource Detail report that lists the projects comprising these amounts.
- Click on a Percent Days Available figure to view the related Availability Trend report that lists the projects comprising these amounts.

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?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

Heading	Description (Formula)
Current Week Available Resources	Number of resources available in the current week
Total Resources	Total number of resources
Current Available Resources Percent	Available resources as a percent of total resources (Current Week Available Resources / Total Resources)
Week 1, 2, 3, 4	Available resources one, two, three, and four weeks from now

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on a Current Available Resources amount to view the related Available Resource Detail report that lists the projects comprising these amounts.
- Click on a Total Available Resources Percent figure to view the related Availability Trend report that lists the projects comprising these amounts.

Available Resources Duration Report

This report shows how long your currently available resources have been available and how long they are expected to 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?
- What resources require an action, such as re-training?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

Heading	Description (Formula)
Current Available Resources	The number of available resources on the specified Date
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 Resources	Total number of resources

Heading	Description (Formula)
Total Available Resources Percent	Available resources in the specified period, as a percent of total resources ((Total Available Resources / Total Resources) * 100)
Available x Days (x = 1-5, 6-10, 16-20, and Greater than 20)	**If Duration Type is Consecutive:** The number of resources available for x consecutive days within the specified time boundary. **If Duration Type is Cumulative:** The number of resources available for a total of x days within the specified time boundary.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

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 Available Resource Detail report that lists the projects comprising these amounts.

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?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit:** A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

See: Definitions of Quantities in Project Resource Management Reports on page 7-47.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

You can drill down to the following detailed information:

- Click on an Available Days figure to view the related Available Resource Detail report that lists the projects comprising these amounts.

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?

Report Parameters

The following parameters are unique for this report. For more information on how page parameters affect the results on pages and reports, see: Page Parameter Overview.

- **Operating Unit**: A given operating unit under a given set of books. The default value is All. If you select a single operating unit, you can view data for only that operating unit. If you select more than one operating unit or all operating units, you can view data across operating units.

Headings and Calculations

Heading	Description (Formula)
Job Level	Job level of the resource
Available Since*	Date the resource became available

Heading	Description (Formula)
Current/Last Project	Name of current billable project, or name of last billable project or projects the resource was working on before becoming available.
Next Project*	Project number of next assignment
Next Assignment Date*	Start date of next billable assignment

* No information is displayed in these fields for resources who are not available as of the selected Current Date

Note: When you drill down to the Available Resource Detail report, the default Current Date used is the system date, if the system date falls within the selected From/To dates. Otherwise, the default Current Date is either the From date or To date, whichever is closer to the system date.

For additional column descriptions, see: Definitions of Quantities in Project Resource Management Reports on page 7-47.

Note: This report is based on cumulative availability duration. For more information, please refer to the Available Resources Duration report on page 7-44.

Related Reports and Links

For a list of related reports, see: Project Operations Management Page.

Definitions of 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)
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

Unit Amounts (Hours, Days, or Weeks) The unit of measure for each of these amounts depends on the unit of measure for reporting labor, as specified in the DBI for Projects 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).

Heading	Description (Formula)
Actual Capacity Hours	see: Capacity Hours
Actual Hours	Total unweighted actual hours
Actual Weighted Hours	Actual hours weighted based on the work type
Available Hours	Capacity Hours - Confirmed Hours
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

Heading	Description (Formula)
Confirmed Non-Billable Hours	Scheduled non-billable hours with confirmed assignment status
Confirmed Scheduled Hours	Scheduled assignment hours with confirmed status
Expected Hours	Actual Hours through the last summarization date + Scheduled Hours from the last summarization date to the end of the period
Missing Hours	Capacity Hours - Total Actual Hours Worked Reported on Timecards
Non-Billable Hours	Total actual non-billable work type hours
Provisional Billable Hours	Scheduled billable hours with provisional assignment status
Provisional Hours	see: Provisional Scheduled Hours
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
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

Percents

Heading	Description (Formula)
Actual Utilization Percent	Actual Weighted Hours / Capacity Hours

Heading	Description (Formula)
Billable Utilization Percent	Billable Weighted Hours / Capacity Hours
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
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.

8

Using Daily Business Intelligence for Procurement

By using 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.

- Common Concepts for DBI for Procurement on page 8-2
- Procurement Management Page on page 8-12
  - Procurement KPIs on page 8-13
  - Non-Contract Purchases on page 8-15
  - Contract Leakage on page 8-20
  - PO Purchases on page 8-31
  - Payables Leakage on page 8-34
- Procure-to-Pay Management Page on page 8-37
  - Procure-to-Pay KPIs on page 8-38
  - Manual Invoices on page 8-38
- Commodity Spend Management Page on page 8-40
  - Commodity Spend Management KPIs on page 8-44
  - Invoice Amount on page 8-46
  - PO Price Savings and Quantity Change on page 8-50
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- Commodity Supplier Management Page on page 8-71
  - Commodity Supplier Management KPIs on page 8-73
  - PO Price Change on page 8-75
  - Returns on page 8-82
  - Rejections on Inspection on page 8-87
  - Receipt Date Exceptions on page 8-92

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.

Currency This parameter displays the functional currencies associated with each operating unit to which you have access. It also displays the primary global currency established during the Daily Business Intelligence setup.

If an operating unit's functional currency is the same as the primary global currency, the parameter displays only the primary global 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 global 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 page displays for the operating unit and the currency you select:

Selected Operating Unit	Available Currency	Data on Page
Vision France	USD at Corporate, and EURO	Data on the page displays in the currency you select, for the Vision France operating unit.
Vision Operations	USD at Corporate	Because the Vision Operations currency and the primary global currency are the same, data on the page displays in the primary global currency, for the Vision Operations operating unit.
All	USD at Corporate	Data on the page displays in the primary global currency, for all operating units to which you have access.

If all operating units to which you have access have the same functional currency, that is different from the primary global currency, you have the choice of displaying data in the functional currency of the operating units or in the primary global currency, even if All is selected in the Operating Unit parameter.

When using the primary global currency, the system performs the conversions between the functional currency and the primary global currency, not between the transaction currency and the primary global currency. 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.

Category The categories that display in the Category parameter are those that are set up as Purchasing categories in Oracle Applications.

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:** 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.) For reports that display the item description, the description displayed is the first one that was collected when the programs were run to populate the reports. Both the supplier item number and the description come from the purchase order.

  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 a given supplier across all supplier sites that show activity for the given measure.

Buyer or Invoice Creator The Buyer parameter enables you to view data by buyer. The buyer is the buyer indicated on the purchase order.

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.

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.

For example, using Oracle Purchasing, someone creates the commodities Filters and Brakes to group the following Purchasing categories already defined in Oracle Applications:

Table 8–1 Example Commodities and Categories

Commodity	Purchasing Category	Category Code in Oracle Applications
Filters	Air Filters	AIR.FIL
Filters	Oil Filters	OIL.FIL
Brakes	Brake Shoes	SHOES.BRAKES
Brakes	Brake Pads	PADS.BRAKES
Brakes	Brake Foundations	FOUND.BRAKES

In addition to assigning categories to commodities, the setup in Oracle Purchasing 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 display in the parameter listing, but not in the commodity-based reports. (Categories that are not assigned to commodities do not display data in the commodity-based reports.)

Organizations Most reports on the Commodity pages 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.

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 received in a ship-to organization that 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.

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 recollected 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.

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 PO Purchases Amount. 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 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, Receipt Date Exceptions reports, however, 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.)

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.

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.

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 purchase order-based reports until the purchase order has been approved again. If the changes do not require reapproval, they are reflected in the purchase order-based reports as long as the status remains Approved.

The following purchase order changes are reflected in the purchase order-based reports and the Invoice Amount report:

- 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.

Changes are reflected after the request sets are run by your system administrator that populate the reports with the latest data.

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

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. Oracle iSupplier Portal is used to display the documents. When viewing the documents, not all of the Oracle iSupplier Portal functionality is available, depending on your function security setup in Oracle Applications.

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 purchase order 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.

Comparing Procurement Management and Commodity Pages

Because the Commodity pages show data only for commodities to which you have access, their amounts do not necessarily equal amounts on the Procurement Management page. For example:

- The PO Purchases Amount on the Procurement Management page 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 page 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.

Global Start Date

The report uses the first approval date for the purchase order distribution to determine in which time period to report the purchase. The creation date of the purchase order distribution, however, has to have also occurred after the Global Start Date; if not, the purchase order will not appear in the report even if the approval date occurred after the Global Start Date. The Global Start Date is a Daily Business Intelligence setup.

For data to appear in the Returns, Rejections, and Receipt Date reports, the creation date of the return, receipt, or rejection transaction and the creation date of the

purchase order shipment both 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.

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 Page Behavior.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview.

Procurement Management Page

Use the Procurement Management page 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.

This page is available to the Procurement Manager role.

Page Parameters

For information on the following parameters, see DBI for Procurement Parameters on page 8-2:

- **Operating Unit**
- **Currency**

For more information on how page parameters (including time periods) affect the results on pages, see: Page Parameter Overview.

Additional Information

For information on factoring, what N/A means, and other general information, see: General Page Behavior.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview.

See also: Common Concepts for DBI for Procurement on page 8-2.

Related Reports and Links

This page contains the following report regions:

- Procurement KPIs on page 8-13
- Non-Contract Purchases on page 8-15
- Contract Leakage on page 8-20
- PO Purchases on page 8-31
- Payables Leakage on page 8-34

Procurement KPIs

Key performance indicators (KPIs) in procurement are described in this section.

If you select the primary global currency in the Currency parameter, each KPI graphically compares all operating units using the global 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 on page 8-2. For more information on the KPIs, see Key Performance Indicators.

Report Headings and Calculations

- **Non-Contract Purchases Rate:** (Non-Contract Purchases Amount / 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 on page 8-20, PO Purchases on page 8-31.

  Use this KPI to measure the percentage of purchases made without any contract being in place. A lower rate is desirable.

- **Contract Leakage Rate:** (Leakage Amount / 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 on page 8-20, PO Purchases on page 8-31.

  Use this KPI to measure the percentage of purchases that are made off-contract. A lower rate is desirable.

- **PO Purchases Growth Rate:** ((PO Purchases Amount Current Period - PO Purchases Amount Previous Period) / 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 on page 8-31.

  Use this KPI to identify increases or decreases in the total purchase amount.

- **Payables Leakage Rate:** (Leakage Amount / 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 on page 8-34.

  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 Page Behavior.

Related Reports and Links

For information on the related reports, see: Procurement Management Page on page 8-12. See: Procure-to-Pay Management Page on page 8-37.

For information on the reports on the Payables Management page, see Payables Management Page.

See also: Common Concepts for DBI for Procurement on page 8-2.

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 on page 8-2:

- **Currency**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**

- **Buyer**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

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:** ((Non-Contract Purchases Amount Current Period - Non-Contract Purchases Amount Previous Period) / *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 Page Behavior.

  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 on page 8-31.

- **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 on page 8-2.

For information on factoring, what N/A means, and other general information, see: General Page Behavior.

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 page.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

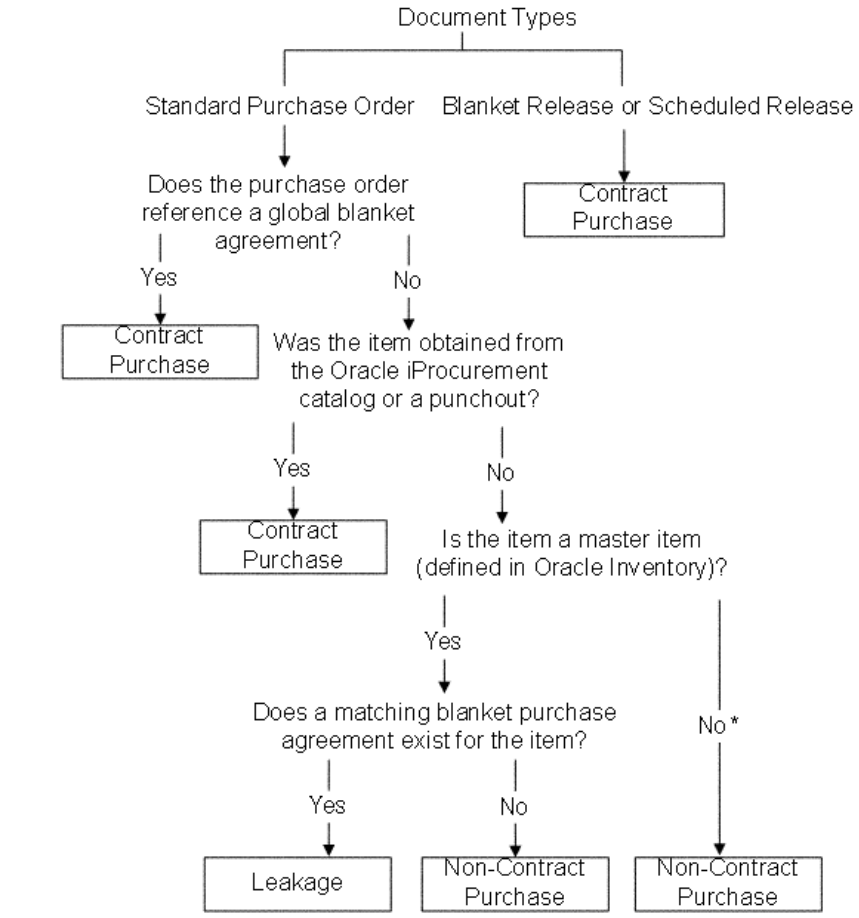
For information on the related reports see: Procurement Management Page on page 8-12.

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 on page 8-20.) 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*.

Figure 8–1 Determining a Non-Contract Purchase



* It was a non-catalog purchase, or was entered manually on a purchase order.

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 on page 8-20.

For information such as how consigned inventory and purchase order cancellations are handled, see: Common Concepts for DBI for Procurement on page 8-2.

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 on page 8-15.

Report Parameters

For information on the following parameters, see DBI for Procurement Parameters on page 8-2:

- **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 page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

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:** ((Current Leakage Amount - Prior Leakage Amount) / *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 Page Behavior.

  A negative change means that contract leakage has decreased since the last period.

- **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. 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:** (Leakage Amount / PO Purchases Amount) * 100.

  Percentage of contract leakage to the total purchase amount. See also: PO Purchases on page 8-31.

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 on page 8-15.)

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 on page 8-2.

For information on factoring, what N/A means, and other general information, see: General Page Behavior.

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 page.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Procurement Management Page on page 8-12.

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

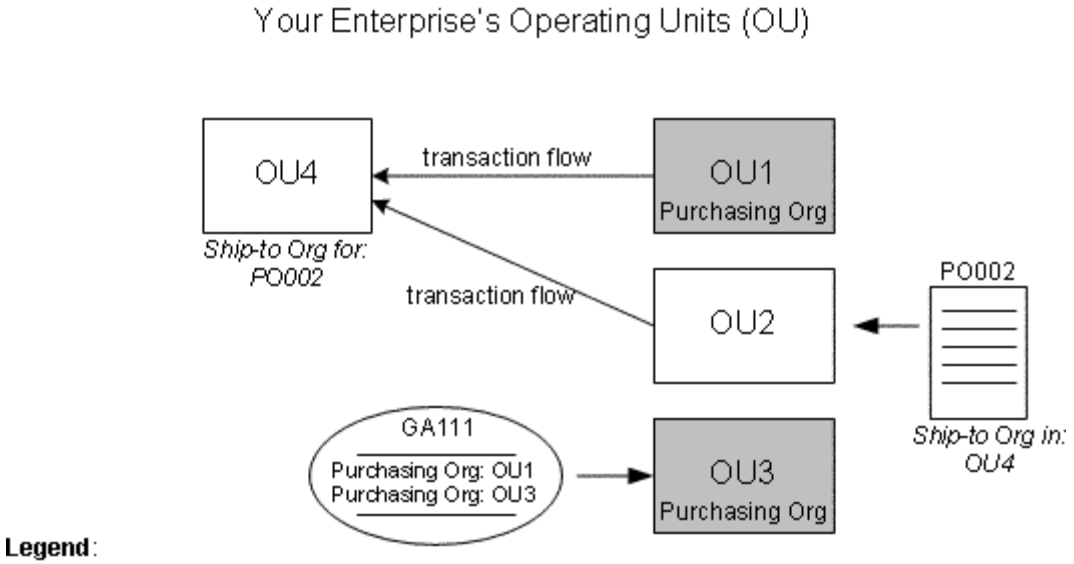
agreement. (The Purchasing Orgs are operating units that can use the agreement.) If so, that agreement could have been used (if the requirements in the third step below are met).

- 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:

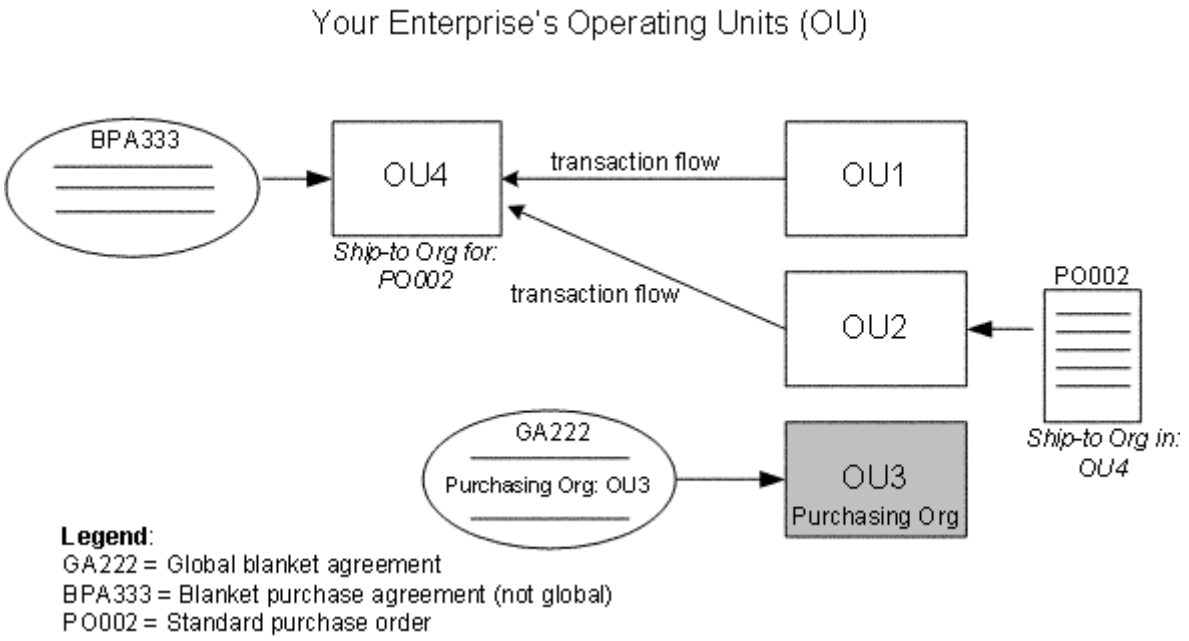
- The item on the purchase order and the agreement should be the same. It will always be a master item (defined in Oracle Inventory), and the defined item number must be the same between the two documents.
- The agreement must have a status of Approved or Requires Re-approval.
- The header, line, or 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.)

Figure 8–2 Valid Global Blanket Agreement Could Have Been Used



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.

Figure 8–3 Valid Blanket Purchase Agreement (Not Global) Could Have Been Used

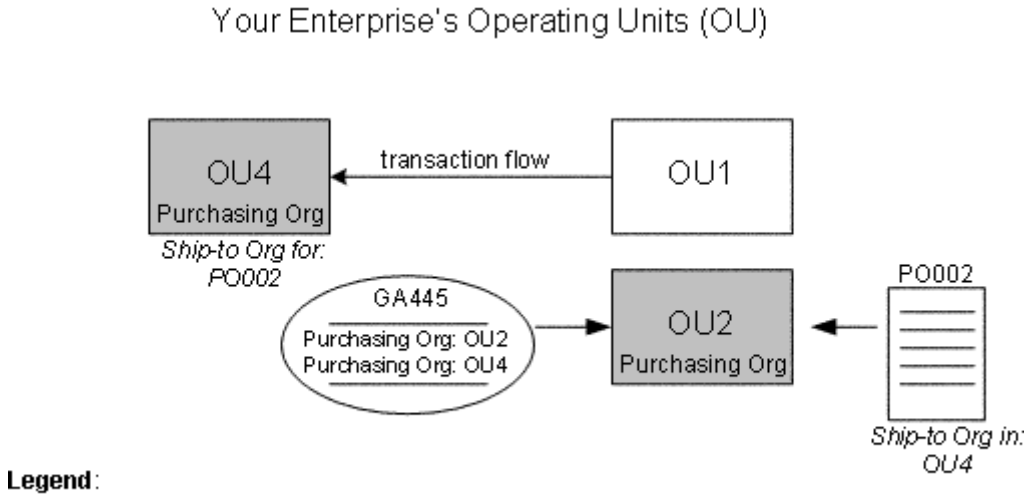


In the figure above, standard purchase order PO002 was created in operating unit OU2. The ship-to organization on the purchase order shipment exists in OU4. Global blanket agreement GA222 was created in OU3, with only OU3 specified as a valid Purchasing Org (operating unit) for the agreement. For OU4, 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 on page 8-27.

Figure 8–4 Valid Global Blanket Agreement, No Transaction Flow



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 global currency established during the Daily Business Intelligence (DBI) setup. The conversion uses the rate type associated with the DBI primary global 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 on page 8-23:

- 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 on page 8-2.

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 on page 8-2:

- **Currency**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

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:** ((PO Purchases Amount Current Period - PO Purchases Amount Previous Period) / 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 Page Behavior.

  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 on page 8-2.

For information on factoring, what N / A means, and other general information, see: General Page Behavior.

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 page.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Procurement Management Page on page 8-12. See: Procure-to-Pay Management Page on page 8-37.

Additional Information

For information such as how consigned inventory and purchase order cancellations are handled, see: Common Concepts for DBI for Procurement on page 8-2.

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 on page 8-2:

- **Currency**
- **Operating Unit**
- **Supplier**
- **Supplier Site**
- **Invoice Creator**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

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:** ((Leakage Amount Current Period - Leakage Amount Previous Period) / *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 Page Behavior.
- **Invoice Amount:** Total invoice distribution amount for all validated invoices, except expense and procurement card invoices.
- **Leakage Rate:** (Leakage Amount / 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 Page Behavior.

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 page. Use the Supplier parameter to view the invoice creators by supplier, or for All suppliers.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Procurement Management Page on page 8-12. See: Procure-to-Pay Management Page on page 8-37.

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 on page 8-2.

Procure-to-Pay Management Page

Use the Procure-to-Pay Management page 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.

This page is available to the Procurement Manager role.

Page Parameters

For information on the following parameters, see DBI for Procurement Parameters on page 8-2:

- **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 page inherit the Currency selected on that page.

For more information on how page parameters (including time periods) affect the results on pages, see: Page Parameter Overview.

Reports, and Graphs

This page contains the following report regions:

- Procure-to-Pay KPIs on page 8-38
- Manual Invoices on page 8-38

For information on factoring, what N / A means, and other general information, see: General Page Behavior.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview.

Procure-to-Pay KPIs

Key performance indicators (KPIs) in the procure-to-pay process are described in this section.

If you select the primary global currency in the Currency parameter, each KPI graphically compares all operating units using the global 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 Page on page 8-37. For more information on the KPIs, see Key Performance Indicators.

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 on page 8-38.

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 Page Behavior.

Related Reports and Links

For information on the related reports, see: Procure-to-Pay Management Page on page 8-37.

For information on the reports on the Payables Management page, see Payables Management Page.

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 on page 8-2:

- **Currency**
- **Operating Unit**
- **Supplier**
- **Supplier Site**
- **Invoice Creator**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

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:** ((Manual Distributions Current Period - Manual Distributions Previous Period) / 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 Page Behavior.

  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**: Manual Distributions / 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 Page Behavior.

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 page.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Procure-to-Pay Management Page on page 8-37.

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 Page

Use the Commodity Spend Management page for the following:

- View how much your company is spending, based on the invoice amount, for each commodity and supplier. See Invoice Amount on page 8-46.
- 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 on page 8-50.

- 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 on page 8-50.
- 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 on page 8-61.
- 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 on page 8-61.
- View the purchasing documents that are responsible for contract purchases, non-contract purchases, and contract leakage. See: Contract Utilization on page 8-61.

Using the Commodity Spend Management page, 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 page reports are based on information in Oracle Purchasing.

The Commodity Spend Management page is available to the Commodity Manager role.

Page Parameters

For information on the following parameters, see DBI for Procurement Parameters on page 8-2:

- **Currency**
- **Commodity**

This page 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 global 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 global currency.

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

For information on factoring, what N/A means, and other general information, see: General Page Behavior.

Units of Measure (UOM)

Most of the reports on this page display the unit of measure when you view item-level details. (For details on how items are grouped for display purposes, see Items on page 8-4.) 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.

UOM aggregation is performed as follows:

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:

Table 8–2 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:

Table 8–3 Example Non-Master Item UOMs on Purchasing Transactions

Data	Transaction 1	Transaction 2	Transaction 3	Transaction 4
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:

Item	UOM	Quantity	PO Purchases Amount
RAM - 32MB (Supplier Name)	Each	15	700
RAM - 32MB (Supplier Name)	Dozen	6	3,100

Based on the item grouping rules described in Items on page 8-4 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.)

Reports and Graphs

This page contains the following reports, and graphs.

- Commodity Spend KPIs on page 8-44
- Invoice Amount on page 8-46
- PO Price Savings and Quantity Change on page 8-50
- Contract Utilization on page 8-61

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview.

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.

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 on page 8-46.

- **Price Savings Amount**: Sum of [Quantity * (Price - 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 on page 8-50.

- **Quantity Change Amount at Benchmark:** Sum of [Benchmark Price * (Quantity Ordered Current Period - 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 on page 8-50.

- **Contract Purchases Rate:** (Contract Purchases Amount / 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 on page 8-61.

- **Non-Contract Purchases Rate:** (Non-Contract Purchases Amount / 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 on page 8-61.

- **Contract Leakage Rate:** (Leakage Amount / 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 on page 8-61.

Change is given between the current and previous time periods. For complete information on how change comparisons work, see: General Page Behavior.

Related Reports and Links

For information on the related reports, see Commodity Spend Management Page on page 8-40.

For information on the reports on the Payables Management page, see Payables Management Page.

For information such as how consigned inventory and purchase order cancellations are handled, see: Common Concepts for DBI for Procurement on page 8-2.

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 on page 8-2:

- **Currency**
- **Operating Unit**
- **Organization**
- **Commodity**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

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:** [(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.

- **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 Page Behavior.

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 on page 8-4.

For information on factoring, what N/A means, and other general information, see: General Page Behavior.

Graphs

The Invoice Amount Trend graph shows the invoice amount over time.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see Commodity Spend Management Page on page 8-40. See also Payables Leakage on page 8-34.

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 on page 8-34.

> **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 on page 8-2.

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 on page 8-2:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**
- **Organization**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

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 on page 8-56.

- **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	Benchmark 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 on page 8-4. For information on how units of measure are handled, see Units of Measure (UOM) on page 8-42.
- **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. (Oracle iSupplier Portal displays the document.)

  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 page.)
- **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 on page 8-4. For information on how units of measure are handled, see Units of Measure (UOM) on page 8-42.
- **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) on page 8-51.

- **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) on page 8-51. 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) on page 8-51. 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 on page 8-2.

For information on factoring, what None or N/A means, and other general information, see: General Page Behavior.

Graphs

The Cumulative Price Savings graph shows the cumulative price savings over time in the selected period, to date. It shows how much you have saved so far this period and whether purchase order prices are showing a downward or upward trend. If upward, you can investigate reducing prices. The graph helps you monitor how well you are meeting your target price reduction.

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.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see Commodity Spend Management Page on page 8-40. See also Payables Leakage on page 8-34.

Additional Information

Two benchmark prices are calculated: one in the functional currency associated with the selected operating unit, and one in the primary global currency established for Daily Business Intelligence when viewing data in the primary global currency. 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 on page 8-2.)

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 Pages on page 8-11.

For information such as how consigned inventory and purchase order cancellations are handled, see: Common Concepts for DBI for Procurement on page 8-2.

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:

Category	Price Savings Amount (thousands)	Current Amount at PO Price (thousands)
Miscellaneous (MISC.MISC)	-11	330
Finished Goods (PRODUCTN.FINGOODS)	-36	3417

The following table shows the data in EUR:

Category	Price Savings Amount (thousands)	Current Amount at PO Price (thousands)
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 global 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 global 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 on page 8-15. See also Contract Leakage on page 8-20 and PO Purchases on page 8-31.

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 page reports, except that they are displayed for one or more commodities. The Procurement Management page shows 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 on page 8-2:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**
- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

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 on page 8-2.

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 on page 8-31 for more details.

- **Contract Purchases Rate:** (Contract Purchases Amount / 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 Page Behavior.

- **Non-Contract Purchases Rate:** (Non-Contract Purchases Amount / 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 Page Behavior.

- **Contract Leakage Rate:** (Contract Leakage Amount / 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 Page Behavior.

Contract Purchases This report includes the following columns:

- **Contract Purchases Rate** (see Contract Utilization Rates on page 8-63).
- **Change** (see Contract Utilization Rates on page 8-63).
- **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 on page 8-15 for more details.
- **PO Purchases Amount** (see Contract Utilization Rates on page 8-63).

Non-Contract Purchases This report includes the following columns:

- **Non-Contract Purchases Rate** (see Contract Utilization Rates on page 8-63).
- **Change** (see Contract Utilization Rates on page 8-63).
- **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 on page 8-15 for more details.
- **PO Purchases Amount** (see Contract Utilization Rates on page 8-63).

Contract Leakage This report includes the following columns:

- **Contract Leakage Rate** (see Contract Utilization Rates on page 8-63).
- **Change** (see Contract Utilization Rates on page 8-63).
- **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 on page 8-20 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 on page 8-20 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 on page 8-63).

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 on page 8-4. For information on how units of measure are handled, see Units of Measure (UOM) on page 8-42.
- **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 on page 8-64).
- **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 Page Behavior.

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. (Oracle iSupplier Portal displays the document.)
- **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. (Oracle iSupplier Portal displays 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 AutoSourcing 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 on page 8-4. For information on how units of measure are handled, see Units of Measure (UOM) on page 8-42.

- **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 on page 8-64. 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 on page 8-2.

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. (Oracle iSupplier Portal displays 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 on page 8-4. For information on how units of measure are handled, see Units of Measure (UOM) on page 8-42.
- **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, above on page 8-64). 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 on page 8-2.

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. (Oracle iSupplier Portal displays 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 on page 8-4. For information on how units of measure are handled, see Units of Measure (UOM) on page 8-42.

- **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, above on page 8-64. 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, above on page 8-64. 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 on page 8-20 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. (Oracle iSupplier Portal displays 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 on page 8-2.

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 Page Behavior.

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 page) 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 page, 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.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see Commodity Spend Management Page on page 8-40.

Additional Information

For information such as how consigned inventory and purchase order cancellations are handled, see: Common Concepts for DBI for Procurement on page 8-2.

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 Page

Use the Commodity Supplier Management page 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 on page 8-75.
- 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 on page 8-82.
- Measure how suppliers for a particular commodity are performing based on rejections during inspection. See: Rejections on Inspection on page 8-87.
- 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 on page 8-92.

The Commodity Supplier Management page reports are based on information in Oracle Purchasing.

The Commodity Supplier Management page is available to the Commodity Manager role.

Page Parameters

For information on the following parameters, see DBI for Procurement Parameters on page 8-2:

- **Currency**
- **Commodity**

This page 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 global 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 global currency.

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

Units of Measure (UOM) in Receiving

For details on how the same items with different units of measure are grouped for displaying in the reports, see Units of Measure (UOM) on page 8-42.

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.

Table 8–4 Example Non-Master Item UOMs on Receiving Transactions

Data	Purchase Order Transaction	Receiving Transaction	Return Transaction
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	Return Amount = 550 x .167 = 91.85 .167 = 2 (Each) / 12

Reports and Graphs

This page contains the following reports, and graphs.

- Commodity Supplier Management KPIs on page 8-73
- PO Price Change on page 8-75
- Returns on page 8-82
- Rejections on Inspection on page 8-87
- Receipt Date Exceptions on page 8-92

For information on factoring, what N/A means, and other general information, see: General Page Behavior.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview.

See also: Common Concepts for DBI for Procurement on page 8-2.

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.

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 on page 8-75.

- **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 on page 8-82.

- **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 on page 8-82.

- **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 on page 8-92.

- **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 on page 8-92.

Change is given between the current and previous time periods. For complete information on how change comparisons work, see: General Page Behavior.

Related Reports and Links

For information on the related reports see: Commodity Supplier Management Page on page 8-71.

For information on the reports on the Payables Management page, see Payables Management Page.

See also: Common Concepts for DBI for Procurement on page 8-2.

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 page, 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 on page 8-2:

- **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 page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

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:** (Price Change Amount / 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 on page 8-31 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:** ((PO Purchases Amount Current Period - PO Purchases Amount Previous Period) / *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 Page Behavior.

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 on page 8-4. For information on how units of measure are handled, see Units of Measure (UOM) on page 8-72.

- **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: [Quantity * (Price - 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. (Oracle iSupplier Portal displays the document.)

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 page.)

- **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 on page 8-4. For information on how units of measure are handled, see Units of Measure (UOM) on page 8-72.
- **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) on page 8-77.
- **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) on page 8-77. 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) on page 8-77. 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 on page 8-2.

For information on factoring, what N/A means, and other general information, see: General Page Behavior.

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.)

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports see: Commodity Supplier Management Page on page 8-71.

Additional Information

The supplier benchmark price is always calculated in the primary global currency established for Daily Business Intelligence. The primary global 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 global 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 Pages on page 8-11.

For information such as how consigned inventory and purchase order cancellations are handled, see: Common Concepts for DBI for Procurement on page 8-2.

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 global 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 ASIC 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) on page 8-42.) 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)] = USD 188.

- For Freedom ASIC LTD:

  Supplier Benchmark Price (average of last enterprise year's price) = (250 * 1.2 * 10) / (10 * 12) = 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 global 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

PO Number	Supplier	Non-Master Item (from PO)	PO Price	UOM	Quantity	Operating Unit
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) on page 8-42.)

- For ABC Electronics, Clarion 230i (ABC Electronics), UOM of EA:

  Supplier Benchmark Price = [(100 * 10) + (120 * 10)] / (20) = USD 110.

- For ABC Electronics, Clarion 230i (ABC Electronics), UOM of Box of 50:

  Supplier Benchmark Price = [(4300 * 10) + (4500 * 10)] / (20) = USD 4400.

Price Change Amount Examples See Additional Information on page 8-56 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 on page 8-2:

- **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 page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

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 page:

- **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:** ((Return Amount Current Period - Return Amount Previous Period) / *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 Page Behavior.

- **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.

- **Change:** ((Return Transactions Current Period - Return Transactions Previous Period) / 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 Page Behavior.

The following columns display when you click the Returns report title on the Commodity Supplier Management page:

- **Description, UOM:** For information on how the items are grouped for display purposes, see Items on page 8-4. For information on how units of measure are handled, see Units of Measure (UOM) in Receiving on page 8-72.
- **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** (see description above).
- **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:** (Receipt Returned Amount / 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) on page 8-84).
- **Change** (see Returns (Report) on page 8-84).
- **Percent of Total:** (Return Amount for Reason / 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) on page 8-84).
- **Change** (see Returns (Report) on page 8-84).
- **Percent of Total:** (Return Transactions for Reason / 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 Page Behavior.

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.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports see: Commodity Supplier Management Page on page 8-71. See: Rejections on Inspection on page 8-87.

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 on page 8-2.

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 on page 8-2:

- **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 page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

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:** (Purchase Order Price * 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:** ((Rejection Amount Current Period - Rejection Amount Previous Period) / *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 Page Behavior.

- **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 Rejection Amount:** (Purchase Order Price * 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:** (Receipt Rejection Amount / 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:** Receipt Accepted Amount + 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 Purchase Order Price * Accepted Quantity.)

- **Receipt Inspected Rejection Rate:** (Rejection Amount / (Amount Accepted + 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 on page 8-4. For information on how units of measure are handled, see Units of Measure (UOM) in Receiving on page 8-72.
- **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 on page 8-4).
- **Change** (see Rejections on Inspection Report on page 8-4).
- **Percent of Total:** (Rejection Amount for Reason / 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 Page Behavior.

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.

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 on page 8-2:

- **Currency**
- **Commodity**
- **Operating Unit**
- **Category**

- **Item**
- **Supplier**
- **Supplier Site**
- **Buyer**
- **Organization**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Page Parameter Overview.

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 page:

- **Exception Amount:** Purchase Order Price * 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:** ((Exception Amount Current Period - Exception Amount Previous Period) / *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 Page Behavior.

- **Exception Amount Rate:** (Exception Amount / 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:** ((Exception Transactions Current Period - Exception Transactions Previous Period) / 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 Page Behavior.

- **Exception Transactions Rate:** (Exception Transactions / 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 page:

- **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 Page Behavior.
- **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 Page Behavior.

Receipt Date Exception Amount This report contains the following columns.

For descriptions of these columns, see Receipt Date Exceptions (Report) on page 8-93:

- **Exception Amount**
- **Change**
- **Receipt Amount**
- **Exception Amount Rat**e

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 on page 8-4. For information on how units of measure are handled, see Units of Measure (UOM) in Receiving on page 8-72.
- **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) on page 8-93).
- **Receipt Amount** (see Receipt Date Exceptions (Report) on page 8-93).
- **Exception Transactions** (see Receipt Date Exceptions (Report) on page 8-93).
- **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) on page 8-93:

- **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 Page Behavior.

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.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports see: Commodity Supplier Management Page on page 8-71.

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 on page 8-2.

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.

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.)

9

Using Daily Business Intelligence 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 measures. This information is presented in at-a-glance key performance indicators (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.

This chapter contains the following main topics:

- Accessing DBI for Quoting on page 9-1
- DBI for Quoting Page and Report Parameters on page 9-2
- DBI for Quoting Page and Report Measures, Headings, and Calculations on page 9-3
- Overview Page KPIs on page 9-5
- Information in Tables and Graphs on page 9-5
- Pages and Reports in DBI for Quoting on page 9-8

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.

DBI for Quoting Page and Report Parameters

The following table, Table 9–1, "DBI for Quoting Page and Report Parameters", describes the DBI for Quoting page and report parameters. These parameters display at the top of the web page, separated from the reporting area by a dotted line. The parameters that display will depend upon the report or page being accessed.

Table 9–1 DBI for Quoting Page and Report Parameters

Parameter	Definition
Sales Group	Displays the sales group hierarchy, utilizing 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. See also: Sales Group Parameter
Product Category	Displays the product category hierarchy. All data displayed on the page or report is for product categories belonging to the selected product category.
Product	Displays the product hierarchy. All data displayed on the page or report is for the selected product.
Period Type	The period type for which data is to be selected for display. The period types available are: Week, Month, Quarter and Year.
Compare To	The period to which the current period data is to be compared. The comparison periods available are: Prior Period or Prior Year. Refer to the Comparison Between Periods section for further information.
Currency	DBI for Quoting supports the Primary Global Currency, defined during implementation. Refer to the *Daily Business Intelligence Implementation Guide* for further information.
View By	The type of aggregation to be performed on information for display in pages and reports. The view by types available are: sales group, product category, or product.

Sales Group Parameter

The Sales Group parameter shown in the parameter section of pages and reports displays the following:

Note: All data that displays is based on the latest view of the sales group hierarchy.

- **Active sales groups** --- All active sales groups; i.e., sales groups that have not been end-dated, will display.
- **Inactive sales groups** --- All inactive sales groups; i.e., sales groups that have been end-dated or have had their group relationships end-dated, will display.
- **Active sales persons** --- All active sales persons (belonging to active or inactive sales groups) will display.
- **Sales persons with Manager/Member roles** --- All sales persons that have the Manager role and/or Member role will display. A sales person will be shown as active as long as one of the roles is current. A sales person will be shown as inactive when all roles have been end-dated.
- **Expired sales persons** --- All inactive sales persons, i.e., sales persons whose role within the sales group has been end-dated (belonging to active or inactive sales groups) will display.

DBI for Quoting Page and Report Measures, Headings, and Calculations

The following table, Table 9–2, "DBI for Quoting Page and Report Measures, Headings, and Calculations", lists the page and report measures, headings, and calculations used in DBI for Quoting.

Table 9–2 DBI for Quoting Page and Report Measures, Headings, and Calculations

Measure	Description
Total Quotes	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. See also: Reporting Quote Information
Count and Amount Change	Several columns display change expressed as a percentage and calculated as (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%.

Table 9–2 DBI for Quoting Page and Report Measures, Headings, and Calculations

Measure	Description
Converted Quotes	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.
Open Quotes	All quotes (number and amount) that have not expired or converted to an order during the reporting period.
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.
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.
Approval Submissions	The number of all quotes, submitted for approval, which had their window of approval partly or completely within the reporting period.
Processed Submissions	The number of all approval submissions which have completed their approval process, regardless of approval status.
Approved Percent	The number of all approval submissions which have completed their approval process and have an ‘Approved’ approval status, expressed as a percentage of the number of Approval Submissions.
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.
Discount	Discount of 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.

Overview Page KPIs

The intelligence overview page, 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:

$$\frac{\text{(Current period value - Prior period value)}}{\text{Absolute prior period value}} \times 100 = \text{KPI \% change}$$

When change values are calculated, N/A will be displayed if a current or prior period value is:

- Zero
- Null
- No snapshot available for that day

Information in Tables and Graphs

DBI for Quoting is a page, a set of pages, reports, and KPIs that provide users with the ability to measure and analyze quote-related activities. This information is presented in different formats, dictated by the way the information is aggregated, as shown below.

- **Sales Group** --- Information is aggregated by all 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.
- **Product Category** --- Information is aggregated by all product categories that belong to the product category selected in the Product Category parameter.
- **Product** --- Information is aggregated by the product selected in the Product parameter.

Regardless of the method of aggregation, the following functionality is common to all reports and pages.

- A percentage change value, in page and report tables, of less than –999% or greater than 999% will display as "---" (a short, dashed line). Moving your mouse pointer over the line will reveal the percentage value.
- Moving your mouse pointer over bars, pie charts, or data points in line graphs will reveal the Axis label name, the measure being plotted, and the value of the measure.

See the following topics within this section for more information:

- Reporting Quote Information
- Display of N/A and Zero in Pages and Reports
- Comparison Between Periods
- Currency Conversion During Data Collection

Reporting Quote 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.

Display of N/A and Zero in Pages and Reports

When a data collection request set is run for DBI for Quoting, it may or may not find any data for a particular measure. If there is no data found for a measure, a determination is made whether to display the measure as N/A or 0 (zero). The table below, Table 9–3, "Display of N/A or Zero in Pages and Reports", describes when N/A or 0 is shown for all measures.

Table 9–3 Display of N/A or Zero in Pages and Reports

Prior Period Value	Current Period Value	Change Column in Table will Display...	Change Column in KPI will Display...
No data found	Non-zero value	N/A	N/A
0	Non-zero value	N/A	N/A
Non-zero value	No data found	N/A	N/A

Table 9–3 Display of N/A or Zero in Pages and Reports

Prior Period Value	Current Period Value	Change Column in Table will Display...	Change Column in KPI will Display...
Non-zero value	0	N/A	N/A
No data found	No data found	N/A	N/A
0	0	N/A	N/A
Non-zero value	Non-zero value	% change of value	% change of value

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.

Example 9–1 Comparison Example

- **As of Date:** 06-APR-2004 (Day -24, i.e., 24 days remaining to the end of the period)
- **Period Type:** 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 01-06, 2004 is compared with information from March 01-07, 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.

Example 9–2 Comparison Example

- **As of Date:** 01-MAR-2004 (Day -31, i.e., 31 days remaining to the end of the period)
- **Period Type:** 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.

Currency Conversion During Data Collection

When data collection programs are run, quote data is converted into the Primary Global Currency using the exchange rate current at the time of the last update date for each quote.

Pages and Reports in DBI for Quoting

The following is a list of pages and reports available for DBI for Quoting.

- Quote Management Page
- Top Quotes by Customer Report
- Quote Summary by Sales Group Report
- Quote Summary by Product Category Report
- Quote Summary by Discount Report
- Approval Summary by Sales Group Report
- Approval Rules Summary Report

See also: DBI for Quoting Page and Report Parameters and DBI for Quoting Page and Report Measures, Headings, and Calculations

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.

Quote Management Page KPIs

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.

- Approval Submissions, Approved% , Average Days for Approval, and Average Number of Approvers -- All are linked to the Approval Summary by Sales Group Report.

Top Quotes by Customer Report

The Top Quotes by Customer report displays top open quotes and the top quotes converted to orders, by customer. The quote information is comprised of the number and value of quotes, and is for the current period. This information is valuable in monitoring the performance of the sales organization and identifying situations where sales managers or executives may need to intervene, in order to eliminate functional bottlenecks and meet customer satisfaction, leading to increased orders.

Quote Summary by Sales Group Report

The Quote Summary by Sales Group report allows sales executives and managers to view quote information aggregated by the sales group hierarchy. Information on both the selected current and prior periods is displayed, together with the change between the respective periods. The information is for the total quotes generated by the organization and those converted to orders. This information is valuable in monitoring the quote conversion process, enabling corrective action to be taken to reduce cycle times, and to secure more orders.

Graphs on Quote Summary by Sales Group Report

These graphs show converted counts percentages by sales group. There are two bars for each subordinate sales group, from top to bottom within each cluster. In each graph, the columns graphed are: Prior and Current.

- **Converted Amount % Graph** --- Displays converted amounts percentages.
- **Converted Count % Graph** --- Displays converted counts percentages.

Quote Summary by Product Category Report

The Quote Summary by Product Category report allows sales executives and managers to view quote information by product category hierarchy. Information on both the selected current and prior periods is displayed, together with the change between the respective periods. The data captured is for total quotes generated by the organization, as well as those converted to orders. This information is valuable in monitoring the quote conversion process, enabling corrective action to be taken to secure more orders.

Graphs on Quote Summary by Product Category Report

These graphs show converted counts percentages by product category or product. There are two bars for each subordinate product category or product, from top to bottom within each cluster. In each graph, the columns graphed are: Prior and Current.

- **Converted Amount % Graph** --- Displays converted amounts percentages.
- **Converted Count % Graph** --- Displays converted counts percentages.

Quote Summary by Discount Report

The Quote Summary by Discount report displays quote information by discount range. Information on both the selected current and prior periods is displayed, together with the change between the respective periods. The data captured is for total quotes generated by the organization and those converted to orders, broken into distinct discount ranges. This report allows analysis of the results of the discounts offered or the premiums charged and how these translated into orders. This enables sales executives and managers to set discount or premium levels that are most effective in obtaining orders.

Graphs on Quote Summary by Discount Report

These graphs show converted counts percentages by discount or premium. There are two bars for each discount range, from left to right within each cluster. In each graph, the columns graphed are: Prior and Current.

- **Converted Amount % by Discount Graph** --- Displays converted amounts percentages.
- **Converted Count % by Discount Graph** --- Displays converted counts percentages.

Approval Summary by Sales Group Report

The Approval Summary by Sales Group report allows sales executives and managers to view information on the quotes submitted for approval and those processed, by the 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.

Graphs on Approval Summary by Sales Group Report

These graphs show the number of quotes submitted for approval and approved quotes percentages, by sales group. There are two bars for each subordinate sales group, from top to bottom within each cluster. In each graph, the columns graphed are: Prior and Current.

- **Approval Submissions Graph** --- Displays number of quotes submitted for approval.
- **Approved Quote % Graph** --- Displays approved quotes percentages.

Approval Rules Summary Report

The Approval Rules Summary report allows analysis of quote approval rules in place and the proportion of quotes approved against a particular rule, organized by sales group hierarchy. This information provides 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.

10

Using Daily Business Intelligence for Sales

Oracle Daily Business Intelligence (DBI) for Sales is a management reporting tool that allows sales executives and managers 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 measures are 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 key performance indicators (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 measures that form the intelligence overview pages and reports are sourced from the Oracle E-Business Suite.

This chapter contains the following main topics:

- Accessing Daily Business Intelligence for Sales on page 10-2
- DBI for Sales Page and Report Parameters on page 10-2
- DBI for Sales Page and Report Measures, Headings, and Calculations on page 10-4
- Overview Page KPIs on page 10-8
- Information in Tables and Graphs on page 10-8

- Pages and Reports in DBI for Sales on page 10-14

Accessing Daily Business Intelligence for Sales

To access the DBI for Sales intelligence overview pages and reports, log in to your Self Service Web Application page. Select the Daily Sales Intelligence function based responsibility.

DBI for Sales only permits login by users who have an Oracle Resource Manager Manager or Administrator role assigned to a sales group. Users who have Member roles are not permitted access.

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.

DBI for Sales Page and Report Parameters

The following table, Table 10–1, "DBI for Sales Page and Report Parameters", lists the page and report measures, headings, and calculations in DBI for Sales These parameters display at the top of the web page, separated from the reporting area by a dotted line. The parameters that display will depend upon the report or page being accessed.

Table 10–1 DBI for Sales Page and Report Parameters

Parameter	Description
Sales Group	Displays the sales group hierarchy, utilizing 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.
Product Category	Displays the product category hierarchy. All data displayed on the page or report is for product categories belonging to the selected product category.
Campaign	Displays the marketing campaign, program or event. All data displayed on the report is for all or the selected campaign, program or event.

Table 10–1 DBI for Sales Page and Report Parameters

Parameter	Description
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.
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. Refer to the Comparison Between Periods section for further information.
Currency	DBI for Sales supports the Primary Global Currency, defined during implementation. Refer to the *Daily Business Intelligence Implementation Guide* for further information.
View By	The type of aggregation to be performed on information for display in pages and reports. The View By types available for selection are: Sales Group and Product Category. All trend reports display information by time.
Report By	Filters opportunities by the selected opportunity status.

Sales Group Parameter

The Sales Group parameter shown in the parameter section of pages and reports displays the following:

Note: All data that displays is based on the latest view of the sales group hierarchy.

- **Active sales groups** --- All active sales groups; i.e., sales groups that have not been end-dated, will display.
- **Inactive sales groups** --- All inactive sales groups; i.e., sales groups that have been end-dated or have had their group relationships end-dated, will display.
- **Active sales persons** --- All active sales persons (belonging to active or inactive sales groups) will display.
- **Sales persons with Manager/Member roles** --- All sales persons that have the Manager role and / or Member role will display. A sales person will be shown as active as long as one of the roles is current. A sales person will be shown as inactive when all roles have been end-dated.
- **Expired sales persons** --- All inactive sales persons, i.e., sales persons whose role within the sales group has been end-dated (belonging to active or inactive sales groups) will display.

DBI for Sales Page and Report Measures, Headings, and Calculations

The following table, Table 10–2, "DBI for Sales Page and Report Measures, Headings, and Calculations", lists the performance measures / KPIs for DBI for Sales, along with a description and calculation (if a calculated field).

Table 10–2 DBI for Sales Page and Report Measures, Headings, and Calculations

Performance Measure/KPI	Description/Calculation
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.
Pipeline	The sum of the sales credit amount of all opportunities that have the: ■ Close date within the selected current period ■ 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).
Weighted Pipeline	The sum of the sales credit amount of all opportunities, weighted by the Win Probability, that have the: ■ Close date within the selected current period ■ 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).
Total Opportunity	Total value of opportunities that are: ■ Open ■ Won ■ Lost ■ No Opportunity

Table 10–2 DBI for Sales Page and Report Measures, Headings, and Calculations (Cont.)

Performance Measure/KPI	Description/Calculation
Open, Current Open	The sum of the sales credit amount of all opportunities that have the: ■ Close date within the selected current period ■ Open flag set ('Open' checked) ■ 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).
Won, Won To Period	The sum of the sales credit amount of all opportunities that have the: ■ Close date between the start of the selected current period and selected As of Date ■ Closed flag set ('Open' unchecked) ■ 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).
Lost	The sum of the sales credit amount of all opportunities that have the: ■ Close date between the start of the selected current period and selected As of Date ■ Closed flag set ('Open' unchecked) ■ 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).
No Opportunity	The sum of the sales credit amount of all opportunities that have the: ■ Close date between the start of the selected current period and selected As of Date ■ Closed flag set ('Open' unchecked) ■ 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).

Table 10–2 DBI for Sales Page and Report Measures, Headings, and Calculations (Cont.)

Performance Measure/KPI	Description/Calculation
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: ■ Creation date between the start of the selected current period and selected As of Date ■ 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).
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 within the current selected period. The ratio figure is displayed to one decimal place.
Sales Group Forecast	The last submitted forecast of the manager of the selected sales group that has the: ■ Forecast submission for the selected current period ■ Forecast period type as the current selected period type (or rolled up to the current selected period type)
Direct Reports Forecast	The sum of the last submitted forecasts of the subordinates of the selected sales group that have the: ■ Forecast submission for the selected current period ■ Forecast period type as the current selected period type (or rolled up to the current selected period type)
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: ■ Forecast submission for the selected current period ■ Forecast period type as the current selected period type (or rolled up to the current selected period type)

Table 10–2 DBI for Sales Page and Report Measures, Headings, and Calculations (Cont.)

Performance Measure/KPI	Description/Calculation
Converted From Leads	The sum of the sales credit amount of all opportunities: ■ Created from an existing Lead, between the start of the selected current period and selected As of Date ■ 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).
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: ■ Close date within the selected current period ■ Forecastable flag set ('Include in Forecast' checked) ■ 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).
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.
Revenue	The total value of product revenue that has gone through the revenue recognition process and has been designated as recognized revenue.
Order Backlog	Revenue associated with all order lines for products that have been booked but not fulfilled.
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.

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.

Overview Page KPIs

Each of the intelligence overview pages contains a set of Key Performance Indicators (KPIs). Each KPI may or may not be hyperlinked. KPIs that are hyperlinked will drill down into an underlying report. KPIs that are not hyperlinked source their information from a hidden report.

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:

$$\frac{\text{Current period value - Prior period value}}{\text{Absolute prior period value}} \times 100 = \text{KPI \% change}$$

When change values are calculated, N / A will be displayed if a current or prior period value is:

- Zero
- Null
- No snapshot available for that day

Information in Tables and Graphs

DBI for Sales is a set of pages, reports and KPIs that provide users with the ability to measure and analyze sales activities. This information is presented in different formats, dictated by the way the information is aggregated, as shown below.

- **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.
- **Product Category** --- Information is aggregated by all product categories that belong to the product category selected in the Product Category parameter.
- **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).
- **Campaign** --- Information in the Lead and Opportunity by Campaign report is aggregated by the campaigns, programs, or events selected in the Campaign parameter.

Regardless of the method of aggregation, the following functionality is common to all reports and pages.

- A percentage change value, in page and report tables, of less than –999% or greater than 999% will display as "---" (a short, dashed line). Moving your mouse pointer over the line will reveal the percentage value.
- Moving your mouse pointer over bars, pie charts or the data points in line graphs will reveal the Axis label name, the measure being plotted, and the value of the measure.

See the following topics within this section for more information:

- Reporting Forecast Information
- Reporting Won, Lost, No Opportunity Measures
- Reporting Pipeline, Weighted Pipeline, and Open Opportunity Measures
- Display of N/A and Zero in Pages and Reports
- Comparison Between Periods
- Currency Conversion During Data Collection

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/persons that are below 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 pages and reports. Forecasts for the defined period type 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, 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 Measures

The Won, Lost and No Opportunity measures will be reported by the close date of the opportunity corresponding to the selected As of Date. Therefore, all the pages 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 Measures

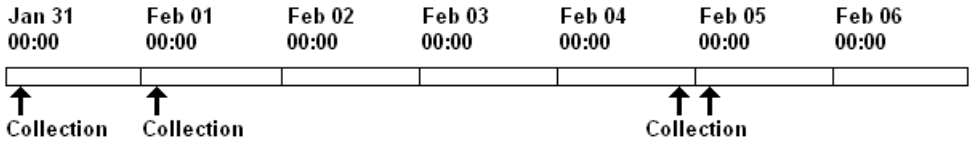
The true snapshot of the Pipeline, Weighted Pipeline, and Open opportunity amounts will be displayed for each data collection process in DBI for Sales. The following example illustrates how these measures are reported in DBI for Sales.

Example 10–1 Snapshot Data Collection for Pipeline, Weighted Pipeline, and Open Opportunity Measures

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.

The following diagram, Figure 10–1, "Seven-Day Time Period Snapshot", shows the timeline and collection periods.

Figure 10–1 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 measures 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 measures 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 measures 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 measures for January 31.

Current Date: February 1, As of Date: February 1

The collection run on February 1 captures the snapshot of the measures 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 measures 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 measures 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 measures 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 measures 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 measures 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 measures 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 measures 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 measures 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 measures 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 measures 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 measures 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 measures as of midnight on February 2, from the February 4 collection, will be displayed for the As of Date, February 2.

Display of N/A and Zero in Pages and Reports

When a data collection request set is run for DBI for Sales, it may or may not find any data for a particular measure. If there is no data found for a measure, a determination is made whether to display the measure as N/A or 0 (zero). The table below, Table 10–3, "Display of N/A or Zero in Pages and Reports", describes when N/A or 0 is shown for all measures.

Table 10–3 Display of N/A or Zero in Pages and Reports

Prior Period Value	Current Period Value	Change Column in Table will Display...	Change Column in KPI will Display...
No data found	Non-zero value	N/A	N/A
0	Non-zero value	N/A	N/A
Non-zero value	No data found	N/A	N/A
Non-zero value	0	N/A	N/A
No data found	No data found	N/A	N/A
0	0	N/A	N/A
Non-zero value	Non-zero value	% change of value	% change of value

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.

Example 10–2 Comparison Example

- **As of Date:** 06-APR-2004 (Day -24, i.e., 24 days remaining to the end of the period)
- **Period Type:** 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 1-6, 2004, is compared with information from March 1-7, 2004.

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

Example 10–3 Comparison Example

- **As of Date:** 01-MAR-2004 (Day -31, i.e., 31 days remaining to the end of the period)
- **Period Type:** 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.

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.

Pages and Reports in DBI for Sales

The following is a list of pages and reports available for DBI for Sales.

- Sales Management Page
  - Sales Results versus Forecast 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
  - Net Product Bookings Report
  - Product Revenue Report
- Sales Forecast Management Page
  - Forecast Overview Report
  - Top Opportunities Report

- Opportunity Management Page
  - 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

See also: DBI for Sales Page and Report Parameters and DBI for Sales Page and Report Measures, Headings, and Calculations

Sales Management Page

One of the Intelligence Overview pages, the Sales Management page 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 page:

- Revenue, Net Booked, Direct Reports Forecast, and Won -- All are linked to the Sales Results versus Forecast report.
- Sales Group Forecast -- Not linked to any report.
- Weighted Pipeline and Pipeline -- Both are linked to the Weighted Pipeline report.

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 Results versus Forecast Report

The Sales Results versus Forecast report allows sales executives and managers to view forecast, won opportunity, booked orders, and recognized revenue information. This information provides a flow of opportunities leading to revenue,

and may be viewed by sales group or product category. Only the information in the current period is displayed, together with the change from the prior period.

Graphs on Sales Results versus Forecast Report

These graphs chart each sales group / person, product category, or product (depending upon the selection of the View By parameter). There are two bars for each subordinate sales group / person or product category, from top to bottom within each cluster.

- **Forecast, Won Graph** --- The columns graphed for each cluster are: Forecast and Won.
- **Forecast, Won Change Graph** --- The columns graphed for each cluster are: Forecast Change and Won Change.
- **Net Booked, Revenue Graph** --- The columns graphed for each cluster are: Net Booked and Revenue.

Leads, Opportunities and Backlog Report

The Leads, Opportunities and Backlog report allows sales executives and sales managers to view the open pipeline. The information displayed is the number of open leads, open opportunities, order backlog, and revenue backlog, viewed by sales group or product category. Only the information in the current period is displayed, together with the change from the prior period.

Graphs on Leads, Opportunities and Backlog Report

These graphs chart each sales group / person, product category, or product (depending upon the selection of the View By parameter). There are three bars for each subordinate sales group / person or product category, from top to bottom within each cluster.

- **Open Opportunity, Order Backlog & Deferred Revenue Graph** --- The columns graphed for each cluster are: Open Opportunity, Order Backlog, and Revenue Backlog.
- **Open Opportunity, Order Backlog & Deferred Revenue Change Graph** --- The columns graphed for each cluster are: Open Opportunity Change, Order Backlog Change, and Revenue Backlog Change.

Forecast versus Won Trend Report

The Forecast versus Won Trend report allows sales executives and managers to view the trend of won opportunities progressing against forecast information. The forecast information is comprised of two different forecasts: the Sales Group Forecast and the Direct Reports Forecast. The Sales Group Forecast is the last submitted forecast of the manager of the selected sales group.The Direct Reports Forecast is the sum of the last submitted forecasts of the subordinates of the selected sales group; i.e, the sum of the forecasts made by the sales representatives of the selected sales group and the managers of the subordinate groups. The forecast information is for the current period, while the won information will compare the selected current and prior periods.

Graph on Forecast versus Won Trend Report

- **Forecast, Won Graph** --- Four-measure line trend graph plotting the non-cumulative forecasts and the cumulative prior and current Won trend values for each time period. The columns graphed for each cluster are: Sales Group Forecast, Direct Reports Forecast, Prior Won, and Won.

Lead and Opportunity by Campaign Report

The Lead and Opportunity by Campaign report allows sales executives and managers to view lead and opportunity information by marketing campaigns. The user is able to drill down into the campaign hierarchy to view lead and opportunity information by marketing programs and events. The lead and opportunity information can be filtered by any combination of sales group or product category. This report shows the information for both the selected current and prior periods, together with the changes between the respective comparison periods.

Graphs on Lead and Opportunity by Campaign Report

These graphs chart each sales group / person or product category (depending upon the selection of the View By parameter). In the bar charts, there is a bar for each column graphed, for each subordinate sales group / person or product category.

- **New, Open, Converted Leads Graph** --- The columns graphed for each cluster are: New, Open, and Converted (Converted to Opportunities).
- **Won, Lost Opportunities Graph** --- The columns graphed for each cluster are: Won and Lost.

- **Won Opportunities Chart** --- This pie chart depicts the proportion of the won opportunities, by campaign, with each segment expressed as a percentage of the total won amount. Campaign names are shown in the legend.

Extended Forecast versus Won Trend Report

The Extended Forecast, Won Trend report shows the cumulative forecast and won opportunity trend information for the selected parameters. When information in the Extended Forecast versus Won Trend report is compared against the prior period, the Prior Forecast and Prior Won columns are disabled and will display N/A. This is due to the prior period information being displayed in the Forecast and Won columns.

Graph on Extended Forecast versus Won Trend Report

- **Forecast, Won Graph** --- Line trend graph plotting the cumulative Forecast and Won trend values for each time period. The columns graphed for each cluster are: Prior Forecast, Forecast, Prior Won, and Won.

Extended Forecast versus Pipeline Trend Report

The Extended Forecast versus Pipeline Trend report shows the cumulative forecast and pipeline trend information for the selected parameters. When information in the Extended Forecast versus Pipeline Trend report is compared against the prior period, the Prior Forecast and Prior Pipeline columns are disabled and will display N/A. This is due to the prior period information being displayed in the Forecast and Pipeline columns.

Graph on Extended Forecast versus Pipeline Trend Report

- **Forecast, Pipeline Graph** --- Line trend graph plotting the cumulative Forecast and Pipeline trend values for each time period. The columns graphed for each cluster are: Prior Forecast, Forecast, Prior Pipeline, and Pipeline.

Net Product Bookings Report

The Net Product Bookings report allows for the review of product bookings in relation to sales groups, including orders, returns and net booked. This report is accessed by clicking on a hyperlinked amount in the Net Booked column in the Sales Results versus Forecast table on the Sales Management page.

Product Revenue Report

The Product Revenue report allows sales executives to review product revenue in relation to sales groups, with percentages for forecasts and released deferrals. This report is accessed by clicking on a hyperlinked amount in the Revenue column in the Sales Results versus Forecast table on the Sales Management page

Graph on Product Revenue Report

- **Product Revenue Graph** --- Pie chart depicting the proportion of the product revenue, by sales group, with each segment expressed as a percentage of the total revenue. Sales groups are shown in the legend.

Sales Forecast Management Page

One of the Intelligence Overview pages, the Sales Forecast Management Page offers an overview of the forecast and pipeline information related to sales groups and subordinates. From the key sales forecast data provided on this page, users can view forecast-related KPIs, break down KPIs, view a forecast, won graph, access reports which allow further analysis of key forecast and sales information, and view other DBI pages.

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 KPI -- Not linked
- Direct Reports Forecast and Won to Period -- Both reports are linked to the Forecast Overview report.
- Weighted Pipeline and Pipeline -- Both reports are linked to the Weighted Pipeline report.

Forecast Overview Report

The Forecast Overview report allows sales executives and managers to view the forecasts of the subordinate sales group managers, pipeline, weighted pipeline and won opportunity information. Only the information in the current period is displayed, together with the change from the prior period.

Graphs on Forecast Overview Report

These graphs chart each sales group / person, product category, or product (depending upon the selection of the View By parameter). There are two bars for each subordinate sales group / person or product category, from top to bottom within each cluster.

- **Forecast, Won Graph** --- The columns graphed for each cluster are: Forecast and Won.
- **Forecast, Pipeline Graph** --- The columns graphed for each cluster are: Forecast and Pipeline.

Top Opportunities Report

The Top Opportunities report allows sales executives and managers to view the top opportunities, by individual or all opportunity statuses. This enables management to delve into opportunity information directly. Moreover, it permits them to drill into the actual opportunity transaction so they may provide additional assistance where necessary, to lead opportunities to successful completion or secure opportunities at risk. For top lost opportunities, a counter strategy can be defined to prevent future loss to aggressive competition.

Drilling into an opportunity transaction is only possible if Oracle Sales (ASN) has been implemented.

Opportunity Management Page

One of the Intelligence Overview pages, the Opportunity Management Page offers an overview of opportunity-specific sales information, including details about opportunities of different statuses and progress against forecast. From the key summary sales data provided on this page, users can view opportunity-related KPIs, break down KPIs, view forecast to pipeline graphs, view other DBI pages, 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 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.

- Won, Open, Win / Loss Ratio, No Opportunity, and Lost -- All are linked to the Opportunity Win / Loss report.

- Pipeline, Weighted Pipeline -- Both are linked to the Weighted Pipeline report.

Opportunity Win/Loss Report

The Opportunity Win/Loss report allows sales executives and managers to view the opportunity number and value information by sales group or product category. Only the information in the current period is displayed, together with the change from the prior period.

Graphs on Opportunity Win/Loss Report

These graphs chart each sales group / person, product category, or product (depending upon the selection of the View By parameter). There are three bars for each subordinate sales group / person or product category, from top to bottom within each cluster.

- **Won, Lost, Open Amount Graph** --- The columns graphed are: Won, Lost, and Open.
- **Won, Lost, Open% of Total Graph** --- The columns graphed: Won %, Lost %, and Open %.
- **Won, Lost, Open Counts Graph** --- The columns graphed are: Won Count, Lost Count, and Open Count

Opportunity Win/Loss (with Counts) Report

The Opportunity Win/Loss (with Counts) report allows sales executives and managers to view 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.

Graph on Opportunity Win/Loss (with Counts) Report

- **Won, Lost, Open Counts Graph** --- The columns graphed are: Won Count, Lost Count, and Open Count.

Forecast, Pipeline, Won Trend Report

The Forecast, Pipeline, Won Trend report allows sales executives and managers to view the trend of won opportunities progressing against forecast and pipeline

information. Won opportunities are shown as a cumulative figure from the start of the period. Forecast is the sum of the last submitted forecasts of the subordinates of the selected sales group; i.e, the sum of the forecasts made by the sales representatives of the selected sales group and the managers of the subordinate groups. The trend information is displayed for the current selected period only.

Graph on Forecast, Pipeline, Won Trend Report

- **Forecast, Pipeline, Won Graph** --- Three-measure line trend graph plotting the non-cumulative Forecasts and Pipeline and cumulative Won trend values. The columns graphed are: Forecast, Pipeline, and Won.

Opportunity Activity Report

The Opportunity Activity report allows sales executives and managers to view the opportunity activity that is occurring during the selected current period. Information on opportunities is presented, together with the value of open opportunities at the start of the period. Opportunities that have been moved into the period, moved out of the period, increased in value or decreased in value, are shown as the adjustments 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.

The adjustments column reflects a positive value if opportunities have increased in value or been moved into the period, since the start of the period. Conversely, a negative adjustment reflects the decrease in value or opportunities that have been moved out of the current period, since the start of the period. The calculation is:

```
Adjustments = Current Open – ( (Period Start Open + New for
Period) – (Won + Lost + No Opportunity) )
```

Graph on Forecast, Pipeline, Won Trend Report

- **Activity Graph** --- Clustered vertical bar chart for each sales group / salesperson or product category. The columns graphed are: New for Period, Won, Lost, No Opportunity, and Current Open.

Weighted Pipeline Report

The Weighted Pipeline report allows sales executives and managers to view the pipeline and pipeline weighted by win probability information. The weighted pipeline information is also broken down into discrete win probability ranges, in order to provide an insight into the pipeline. This information may be viewed by

sales group or product category. The information is displayed for both the selected current and prior periods, together with the change between the respective periods.

Graphs on Weighted Pipeline Report

These graphs chart each sales group / person, product category, or product (depending upon the selection of the View By parameter). There are three bars for each subordinate sales group / person or product category, from top to bottom within each cluster.

- **Pipeline Mix Chart** --- Pie chart depicting the proportion of the pipeline by sales group / person or product category, each segment expressed as a percentage of the total pipeline. Sales group / sales person or product category is shown in the legend.
- **Weighted Pipeline Mix Chart** --- Pie chart graph showing weighted pipeline by sales group or product category, with each segment expressed as a percentage of the total weighted pipeline. Sales group / sales person or product category is shown in the legend.
- **Weighted Pipeline by Win Probability Graph** --- Clustered horizontal bar graph for each sales group / person or product category. There are five bars for each subordinate sales group, sales person, or product category, displayed from top to bottom within each cluster. The columns graphed for each cluster are: 1-25%, 26-50%, 51-75%, 76-99%, and 100%.

Pipeline Trend Report

The Pipeline Trend report allows sales executives and managers to view positive and negative growth trends over a number of successive periods. This information is useful in determining the health of the business and can be a trigger to corrective actions, if necessary. The information may be filtered by any combination of sales group or product category.

When information in the Pipeline Trend report is compared against the prior period, the Prior column is disabled and will display N / A. This is due to the prior period information being displayed in the Pipeline column.

Graphs on Pipeline Trend Report

- **Pipeline Graph** --- One-measure trend graph plotting the non-cumulative prior pipeline and current pipeline trend values for each time period. The graph uses a line graph for prior period comparisons and bars for prior year comparisons. The columns graphed are: Prior Pipeline and Pipeline.

- **Pipeline Growth Graph** --- Line graph plotting the percentage change between the non-cumulative, prior pipeline and current pipeline, trend values for each time period.

Win/Loss Trend Report

The Win / Loss Trend report allows sales executives and managers to view total opportunities, as well as won and lost opportunities trend information. The respective proportion of the won and lost opportunities (out of total opportunities) is also displayed. Any combination of sales group, product category, or product filters may be applied. The information displayed is for the current selected period.

Graph on Win/Loss Trend Report

- **Win/Loss Graph** --- This graph plots non-cumulative won percent and lost percent of total opportunity, with trend values for each time period. The columns graphed are: Won % and Lost %.

11

Using Daily Business Intelligence for Service

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

This chapter explains how to use the Customer Support Management page. The following topics are covered:

- Customer Support Management KPIs on page 11-3
- Backlog on page 11-4
- Activity on page 11-8
- Closure Performance on page 11-10

Customer Support Management Page

The Customer Support Management page is an overview page that contains KPIs, and selected Backlog, Activity, and Closure Performance reports. This section describes all the elements on this page.

Page Parameters

Use page parameters to control how to display the data. The Customer Support Management page contains page 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 for more information on the Date parameter.

Period Type The period type parameter is the time period for which data is aggregated. Options are in rolling periods of 7, 30, 90, and 365 days. 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 for more information on the Period Type parameter.

Compare To This parameter is used for calculating change. See Parameters 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 page contains the following report regions:

- Backlog on page 11-4
- Activity on page 11-8
- Closure Performance on page 11-10

Most reports feature graphs, as well as tabular data.

Personalizing Links

Customize the report links on this page 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 page.

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 Backlog, Activity, 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 Backlog, Activity, or Closure Performance reports.

KPI Columns

The KPI table contains the following columns:

Name The name of the KPI.

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

Change The difference between the selected rolling 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 percent and is expressed as:

  (Current Measure - Comparison Measure) / Absolute value of Comparison Measure * 100

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

  Current Measure - Comparison Measure

Compare Request Types These correspond to the request types in the drop-down list at the top of the page. Request types are listed from left to right from the request type with the least favorable measure to the request type with the most favorable measure. 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.

- Backlog—This KPI comes from the Backlog report. See the Backlog definition on page 11-6 for a complete definition.
- Escalated Backlog Percent—This KPI comes from the Backlog Distribution report. It is the percent of the count of escalated service requests with respect to the backlog service requests. Escalated backlog percent is a relative measure, based on the Date field value only. It is calculated as:

  Count of Escalated Backlog / Count of Backlog Service Requests * 100
- Unowned Backlog Percent—This KPI comes from the Backlog Distribution report. It is the percent of the count of unowned service requests with respect to the backlog service requests. Unowned backlog percent is a relative measurement based on the Date field value only. It is calculated as:

  Count of Unowned Backlog / Count of Backlog Service Requests * 100
- Opened Activity—This KPI is from the Activity reports. It is the number of all opened service requests. It includes first opened and reopened service requests. Opened activity is a cumulative measure based on the Date and Period Type values.
- Closed Activity—This KPI is from the Activity reports. It is the count of all service request closed activity. Closed activity is a cumulative measure based on the Date and the Period Type values.
- Time to Close (Days)—This KPI is from the Closure Performance reports. See the Time to Close (Days) definition on page 11-12.

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. 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:

- Backlog
- Backlog Trend

- Backlog Distribution Trend
- Backlog Distribution
- Current Backlog Aging Distribution
- Current Backlog Aging Distribution Trend
- Current Backlog Aging
- Current Backlog Aging Trend
- Current Backlog Detail

Report Parameters

This region uses the parameters listed in Page Parameters on page 11-2, plus the following unique parameters:

- 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.
- Backlog Type—Choose between Escalated, Unowned, or All.
- Aging Distribution—The buckets defined by the Backlog Aging bucket set.
- View By—Use this dimension to control how to display the data, for example, by request type, by product, or by customer.

  You can only view trend reports by time: 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.

See Parameters for more information on how page parameters (including time periods) affect the results on pages and reports.

Report Headings and Calculations

The Backlog reports use the following report headings and calculations.

- Backlog—Backlog is the number of service requests that are open at time of the Date field value only. It represents all service requests that are open. Period Type or Compare To values have no bearing on the backlog measure.

  Note: If a service request has a future reported date, backlog reports do not show the service request in the backlog count until the reported date is actually reached.

- Age (Days)—The average of the age (in days) of the backlog service requests. It is calculated as follows:

  Sum of backlog service request age / Count of backlog service requests

- Escalated—All backlog service requests that have an open escalation at the date you specified.
- Unowned—All backlog service requests that did not have an individual owner at the date you specified.
- Change—See the Change definition in Customer Support Management KPIs on page 11-3.
- Aging Distribution—The number of service requests that are of the age represented by each bucket.

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

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

- Backlog—These graphs show all open service requests at the date you specified and compare the data with backlog for the prior period / year. Similar graphs for escalated and unowned service requests also appear in this report.

- Backlog Trend—These graphs show backlog, escalated, and unowned service requests over time. Similar graphs for escalated and unowned service requests also appear in this report.
- Backlog Distribution Trend—These graphs show all open service requests at the date you specified and compare the data with backlog for prior periods. Similar graphs for escalated and unowned service requests also appear in this report.
- Backlog Distribution—Percent of backlog for the specified date with respect to the grand total of the backlog. Similar graphs for escalated and unowned service requests also appear in this report.
- Current Backlog Aging Distribution—Depending on the value of the Backlog Type parameter, this graph shows all backlog, escalated backlog, or unowned backlog. Additional graphs show the backlog age and the aging distribution.
- Current Backlog Aging Distribution Trend—Depending on the value of the Backlog Type parameter, this shows all backlog, escalated backlog, or unowned backlog. Additional graphs show the backlog age and the aging distribution over time.
- Current Backlog Aging—Depending on the value of the Backlog Type parameter, this shows all backlog, escalated backlog, or unowned backlog. Additional graphs show the backlog age and the aging distribution.
- Current Backlog Aging Trend—Depending on the value of the Backlog Type parameter, this shows all backlog, escalated backlog, or unowned backlog. Additional graphs show the backlog age and the aging distribution over time.

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 Personalizing Reports 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*.

Activity

Use the Activity reports to view open and closed service request 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:

- Activity
- Activity Trend
- Activity & Backlog
- Activity & Backlog Trend

Report Parameters

This region uses the parameters listed in Page Parameters on page 11-2, plus the following unique parameters:

- 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."
- View By—Use this dimension to control how to display the data, for example, by request type, by product, or by customer.

  You can only view trend reports by time: 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.

Report Headings and Calculations

- First Opened—The number of all the service requests that were first opened during the specified period. A service request can only ever be counted once as

"First Opened." Service requests with a future reported date are considered first opened on the date the reported date was entered.

- Reopened—The count of each time a service request is moved from a closed state to an open state during the specified period. A service request is counted each time it is reopened and so can be included in the "Reopened" count multiple times.
- Opened—The count of activity that has occurred during the specified period. The count consists of all the service requests that were first opened during the period and all the service requests that were reopened during the period.
- Closed—The count of when a service request is moved from an open state to a closed state during the specified period. It also includes service requests that were created in a closed state. A single service request is counted multiple times if it was closed, reopened, and then closed again.
- Change—See the Change definition in Customer Support Management KPIs on page 11-3.
- Opened to Closed Ratio—The ratio of opened activity to closed activity. A ratio of 1.00 implies that service requests are being closed at a rate equal to that of those being opened. If the ratio drops below 1.00, this indicates an increase in the backlog, as requests are being closed at a slower rate than they are being opened. Conversely, if the ratio rises above 1.00, this indicates a decrease in the backlog, as requests are being closed at a faster rate than they are being opened. The calculation is:

  Opened count for the period / Closed count for the period
- Beginning backlog—The count of open service requests at the start of the date or period you specify. This differs from backlog, which is the total of open service requests at the time the report is run.

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

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

- Activity—The graphs contain visual representations of the Opened, Closed, and Opened to Closed Ratio columns in the table below it. These graphs show the contrast between the current data and data from the prior period.

- Activity Trend—The graphs contain visual representations of the Opened, Closed, and Opened to Closed Ratio columns in the table below it. The measures are shown over time.
- Activity & Backlog—The graphs contain visual representations of the Opened Activity, Closed Activity, and Backlog columns. Backlog is shown for the current period and the prior period. For a definition of backlog, see the Report Headings and Calculations section of Backlog on page 11-4.
- Activity & Backlog Trend—The graphs contain visual representations of the Opened Activity, Closed Activity, and Backlog columns. Backlog is shown for the current period and the prior period. All data is shown over time. For a definition of backlog, see the Report Headings and Calculations section of Backlog on page 11-4.

Customization

Daily Business Intelligence for Service reports allow some customization at the user level and at the site level. For more information, see the Customization explanation in Backlog on page 11-7.

Closure Performance

Use the 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 close service requests and determine whether performance is improving.

The following Closure Performance reports are available:

- Closure Performance
- Closure Performance Trend
- Closure Performance Distribution
- Closure Performance Distribution Trend
- Closure Performance Detail

Report Parameters

This region uses the parameters listed in Page Parameters on page 11-2, plus the following unique parameters:

- 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—This is the customer on the service request. The drop-down list shows both customers with accounts and without accounts.
- Severity—This is the severity of the service request. These options are defined in Oracle TeleService.
- Assignment Group—This is the Resource Group to which the service request is assigned. If a resource group was not assigned in Oracle TeleService, this value is "Unassigned."
- View By—Use this dimension to control how to display the data, for example, by request type, by product, or by customer.

  You can only view trend reports by time: 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.
- Resolution—How the service request was resolved. This is the value of the resolution at the time the service request was closed.
- Channel—The communication channel at the time the service request was closed.
- Time to Close Distribution—The average of the time to close for closed service requests.

Report Headings and Calculations

- Severity—The severity of the service request at the time the request was closed.
- Closed—The count of service requests that were closed during the specified period and have not been reopened. If the service request is reopened in some future period, the period that it was reported as closed will be retroactively adjusted. A service request is only ever counted once as closed for performance purposes.
- Change—The difference between the selected rolling period and the Compare To parameter. These metrics are expressed as follows:
  - Percent—For numbers that represent a count, the change is shown as a percent and expressed as:

(Current Measure - Comparison Measure) / Absolute value of Comparison Measure * 100

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

  Current Measure - Comparison Measure

- Time to Close (days)—The number of days it took to close the service request as of the date specified. A service request could be reopened after it has been closed. In this case, the original closure is ignored when determining the closure cycle time of the service request. Only the last time a service request is closed (and not reopened) is considered. It is calculated by subtracting the incident date from the closure date. Partial days are taken into consideration.
- Time to Close Distribution—In some reports, this is simply expressed as a count of days (or partial days) per aging bucket. Other reports list this as a percentage of service requests closed for the bucket to the total number of service requests closed. It is calculated as:

  Closed for the Bucket / Closed * 100

Note: If a service request with a future reported date is closed before the reported date, it is not recorded in the Closure Performance reports.

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

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

- Closure Performance—The graphs contain visual representations of the data in the Closed, Time to Close (Days), and Time to Close Distribution columns. The Closed and Time to Close (Days) graphs compare the current data to the data of the previous period / year. The data in the Time to Close Distribution columns show counts of service requests that have been closed.
- Closure Performance Trend—The graphs contain visual representations of the data in the Closed, Time to Close (Days), and Time to Close Distribution columns. The data is shown over time.

- Closure Performance Distribution—The graphs contain visual representations of the data in the Closed, Time to Close (Days), and Time to Close Distribution columns. The Closed and Time to Close (Days) graphs compare the current data to the data of the previous period. The Time to Close Distribution graph shows the percentage of service requests closed for the bucket to the total number of service requests closed.
- Closure Performance Distribution Trend—The graphs contain visual representations of the data in the Closed, Time to Close (Days), and Time to Close Distribution columns. The Time to Close Distribution graph shows the percentage of service requests closed for the bucket to the total number of service requests closed. All data is shown over time.

Customization

Daily Business Intelligence for Service reports allow some customization at the user level and at the site level. For more information, see the Customization explanation in Backlog on page 11-7.

12

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.

- Common Concepts on page 12-2
- Service Contracts Management Page on page 12-9
  - Service Contracts Management KPIs on page 12-11
  - Expirations on page 12-13
  - Activations on page 12-18
  - Terminations on page 12-21
- Service Renewals Management Page on page 12-24
  - Service Renewals Management KPIs on page 12-28
  - Renewal Bookings and Renewal Cancellations on page 12-30
  - Period Renewals on page 12-37
  - Booking to Renewal Activity on page 12-41
  - Renewals Backlog on page 12-43

Common Concepts

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, for percents, rates, or 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 / reduction 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.

  All of the Service Contracts Management reports—Expirations, Activations, Terminations, and Active Service Contracts—use this measure except for the Period Expiring Contracts reports.

- **Period.** The Period Renewals reports display renewal, booked, cancellation, and uplift/reduction 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 Page Behavior 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 global currency was set up for Oracle Daily Business Intelligence, this parameter additionally displays that currency. If an operating unit's functional currency is the same as a global currency, the parameter displays only the global currency.

For example, assume the following available operating units and currencies:

Table 12–1 Operating Units and Currencies Used in Example Enterprise

Operating Unit	Currency
Vision France	Functional currency is EURO.
Vision Operations	Functional currency is USD Fixed.
—	Global primary currency is USD Fixed.
—	***Optional:*** Global 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 on the page displays for the operating unit and currency you select:

Table 12–2 Report Data that Displays for Example Enterprise

Selected Operating Unit	Available Currencies if Primary Currency Is Set	Available Currencies If Primary and Secondary Currencies are Set	Report Data
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 global primary currency are the same (USD), data in the report displays in the global primary currency for the Vision Operations operating unit. If a global 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 global currency that you select.

If all operating units have the same functional currency, that is different from the global currency, you have the choice of displaying data in the functional currency of the operating units or in the global currency, even if All is selected in the Operating Unit parameter.

When using the global currency, the system performs the conversions between the functional currency and global currency, not between the transaction currency and the global currency.

Currency Conversion

Oracle Daily Business Intelligence for Service Contracts stores currency information in the transactional, functional, and global currencies for all contracts. To calculate the functional value of a contract line, the system uses the conversion rate from the transactional to the functional currency. To calculate the global currency, the system uses the conversion rate from the functional to the global 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 it contains a currency conversion rate, 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 it is missing a currency conversion rate, 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 process that loads 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 global primary currency and to the optional global 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 global currency using the following rules. If both a primary and secondary currency are set up, then

two conversions are performed using these rules: one currency amount is provided in the primary global currency and another in the secondary global currency.

- If the functional currency is the same currency as the global currency, the currency conversion rate from the functional to the global 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 global primary currency, the primary rate type is used. For a conversion from the functional to the global 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 global primary currency, the primary rate type is used. For a conversion from the functional to the global 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.

- 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.

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 set NOT set to YES, 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 pages 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)

  Spraque, 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 groups 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 Spraque 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.

Service Contracts Management Page

The Service Contracts Management page shows contracts for both new business (new lines, with no relationship to an original expired line) and renewals (lines renewed from an original expired line).

The Service Contracts Management page 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 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 page includes contracts of the contract category Service, Warranty, or Extended Warranty. It includes all Service, Warranty, and Extended Warranty service lines.

The Service Contracts Management page displays information at the contract line level. For example, a million dollar service contract contains ten lines. Each contract line has a value of 100,000 dollars. The Service Contracts Management page displays active, terminated, and expired information for each of the ten lines on that contract.

This page can display contract lines in different reports. For example, a million-dollar contract with ten contract lines has a contract period of a calendar year. One of the contract 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 line displays in both the Activations and Terminations reports for that year period.

When selecting a date in the past, the contract 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 page uses the following activity dates to place contracts in the proper time period:

- Cancelled date, derived from the Date Cancelled 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 page is available to service contract managers and executives using the Service Contracts Manager, Service Sales Manager, or Daily Service Contracts Intelligence responsibility.

Page Parameters

The Service Contracts Management page contains the following parameters:

- **Date**
- **Period Type**
- **Compare To**
- **Sales Group**
- **Currency**

See Common Concepts on page 12-2 for a description of all the parameters except Period Type and Compare To. See Parameters for a description of these parameters and for more information on how page parameters affect the results on pages and reports.

Reports and Graphs

This page contains the following report regions:

- Service Contracts Management KPIs on page 12-11

- Expirations on page 12-13
- Activations on page 12-18
- Terminations on page 12-21

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview.

Service Contracts Management KPIs

Key performance indicators (KPIs) in service contracts are described in this section. See Page Parameters on page 12-10 for a description of the parameters on this page.

This section discusses the KPI headings and calculations and the following KPI reports:

- Active Service Contracts KPI Report
- Expirations KPI Report
- Activations KPI Report
- Terminations KPI Report
- Current Active Service Contracts Trend graph

KPI Headings and Calculations

The following headings appear in the Service Contracts Management KPIs:

- **Beginning Active Service Contracts:** The sum of all contract lines that were active at the beginning of the selected period.
- **Expired Value:** The sum of the value of all contract lines that expired period to date.
- **Activated New Business Value:** The sum of the value of all new business contract lines that became active period to date. A new business contract line is considered activated in this period if it is signed and has a start date period to date. The booking date is irrelevant.
- **Activated Renewals Value:** The sum of the value of all renewal contract lines that became active period to date. A renewal contract line is considered activated in the period if it is signed and has a start date period to date. The booking date is irrelevant.

- **Terminated Billed Value:** The sum of the billed value of all contract lines that have a termination date period to date. This is equivalent to the original value of the line minus the Terminated Remaining Value.
- **Terminated Remaining Value:** The sum of remaining value after termination of all contract lines terminated period to date. It is calculated as the sum of unbilled amount, credit amount, and suppressed credit of the terminated contract lines.
- **Current Active Service Contracts:** The sum of the value of all contract lines that are active on the selected date. A contract line is considered active if it is signed and has a line start before the selected date and line end after the selected date.

See Common Concepts on page 12-2 for a definition of value and period.

Report Parameters

This report contains the following parameters:

- Period Type
- Compare To
- Sales Group
- Operating Unit
- Currency
- Product Category
- Product

See Common Concepts on page 12-2 for a description of all the parameters except Period Type and Compare To. See Parameters for a description of these parameters and for more information on how page parameters affect the results on pages and reports.

Active Service Contracts KPI Report This report displays when clicking the Beginning Active Service Contracts KPI or the Current Active Service Contracts KPI. It provides information on the contracts beginning and current active balance.

Expirations KPI Report This report displays when clicking the Expired Value KPI. See Expirations on page 12-13 for a complete description of this report.

Activations KPI Report This report displays when clicking the Activated New Business Value KPI or the Activated Renewals Value KPI. See Activations on page 12-13 for a complete description of this report.

Terminations KPI Report This report displays when clicking the Terminated Billed Value KPI or the Terminated Remaining Value KPI. See Terminations on page 12-13 for a complete description of this report.

Graph

The Current Active Service Contracts Trend graph shows time trend graph on current active service contracts.

Personalization

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: Personalizing Pages. See: Personalizing Reports.

Related Reports and Links

For information on the related reports see: Service Contracts Management Page on page 12-9.

Additional Information

For information on factoring, what None means, and other general information, see: General Page Behavior.

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview.

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:

- What is the status of contract 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 line to be expired on the end date, plus one day.

Report Parameters

The Expirations reports contain the following parameters:

- **Period Type**
- **Compare To**
- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**
- **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.

See Common Concepts on page 12-2 for a description of all the parameters except Period Type and Compare To. See Parameters for a description of these parameters and for more information on how page parameters affect the results on pages and reports.

Report Headings and Calculations

This section explains the headings and calculations that are common to many of the Expirations reports. See Common Concepts on page 12-2 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 on page 12-7.
- **Customer:** Name associated with the Customer party role.
- **Contract End Date:** The contract header end date.
- **Renewed:** The renewal for the corresponding expired line has been booked.
- **Open Renewal:** The renewal for the corresponding expired line is not booked or cancelled, or the renewal does not exist and the original contract was meant to be renewed (i.e., the line attribute is NOT set to "Do Not Renew."
- **Cancelled Renewal:** The renewal for the corresponding expired line is cancelled.
- **No Renewal:** The original contract was not meant to be renewed, i.e., the line attribute is set to "Do Not Renew."

Expirations Report The Expirations report identifies whether expired contract 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 + 1 day, since contracts are considered expired at the end of the day.

The link on the value column is enabled only for view by Product or at the sales representative level, because of performance reasons. Clicking the link in the value column of the Expirations report to see expired contract line details, such as customer, sales representative, contract value affected, and contract value.

- **Total Expired Value:** The sum of the value of all contract lines that expired in the period, regardless of the current status. It is calculated as follows: Renewed value+Open Renewal value + Cancelled Renewal value + No Renewal value.
- **Renewed Value:** Sum of all values of original contract 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 line values that expired in the period without any renewed contract lines, or if the contract line is renewed, it is still in an entered status as of the selected date.

- **Cancelled Renewal Value:** Sum of all original contract line values that expired in the period where the corresponding renewal has been cancelled. Contract lines cancelled because of a renewal consolidation are not included in this report. Also, if a renewed line is cancelled and created again, the previous cancellation is not considered.
- **No Renewal Value:** Sum of all original contract 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 on page 12-14.

Expirations Detail Report The Expirations report displays with hyperlinked values on view by product or at the lowest level of the sales group hierarchy, i.e., sales representative. When you click the value, the Expirations Detail report displays with the following headings:

- **Contract:** Contract that contains the expired 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 lines.
- **Expired Value:** Sum of the value of the expired contract 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 lines that expire sometime within the period (from the start to the end date of the period).

The following heading displays:

Period Expiring Value: Sum of the value of the expiring contract lines.

Other headings are explained in Report Headings and Calculations on page 12-14.

Period Expiring Contracts Detail Report The following headings display:

- **Contract:** Contract that contains the expiring 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 lines.
- **Period Expiring Value:** The value of the expiring contract lines.

Personalization

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: Personalizing Pages. See: Personalizing Reports.

Related Reports and Links

For information on the related reports see: Service Contracts Management Page on page 12-9.

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+1 day) and activated (on the start date) data sections. For example, the Period Type is Month. The contract has the following dates:

- Contract Start Date: 12-MAY-2002
- Contract End Date: 11-JUN-2002
- Contract Date Signed: 10-MAY-2003

In this example, the contract appears in the Expirations report on 12-JUN-2002. (A contract expires on its end date, plus one day.) The contract appears in the Activations report on 12-MAY-2002. (See Activations on page 12-18.)

See also: Currency Conversion on page 12-5.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview.

Activations

This section explains the following reports:

- Activations on page 12-19
- Activations Detail on page 12-20
- Activations Trend on page 12-20

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**
- **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.

See Common Concepts on page 12-2 for a description of all the parameters except Period Type and Compare To. See Parameters for a description of these parameters and for more information on how page parameters affect the results on pages and reports.

Report Headings and Calculations

Explanations of the headings and calculations are grouped by report below. See Common Concepts on page 12-2 for an explanation of value, change, and time period.

Activations Report This report provides information on the period to date activated contracts, regardless of the booking date. A contract 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. This report also complements the information in the main page in that it provides a view by Sales Group, Operating Unit, Product Category, and Product. The anchor date for the measures on this report is the start date of the contract line.

The following are headings for the Activations report:

- **Total Activated**
  - **Value:** The sum of the value of all contract 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 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 lines expired.
  - **Uplift/Reduction**: The difference between the value of the renewed activated line and the value of the corresponding original expired 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 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/Reduction above.

Activations Detail Report Click the link in the Value column for additional information on service contract lines shown in the report. You can select a type to filter the data by new business or renewal business. The resulting report shows the following headings:

- **Contract:** The contract numbers of the activated 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 on page 12-7.
- **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 lines.
- **Activated Value:** Sum of the value of the activated contract 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 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 dropdown list.

Activated Value Breakdown is a horizontal bar graph showing a breakdown of activations into Activated New Business Value, Activated Renewal-Uplift/Reduction, and Activated Renewal-Expired Value.

Activations Trend shows total activated value over time.

Personalization

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: Personalizing Pages. See: Personalizing Reports.

Related Reports and Links

For information on the related reports see: Service Contracts Management Page on page 12-9.

Additional Information

For information on factoring and other general information, see: General Page Behavior.

See also: Currency Conversion on page 12-5.

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview.

Terminations

This section explains the following reports:

- Terminations on page 12-22
- Terminations Trend on page 12-23
- Terminations Detail on page 12-23

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**
- **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.

See Common Concepts on page 12-2 for a description of all the parameters except Period Type and Compare To. See Parameters for a description of these parameters and for more information on how page parameters affect the results on pages and reports.

Report Headings and Calculations

This section explains the headings and calculations that are common to many of the Terminations reports. See Common Concepts on page 12-2 for an explanation of value, change, and time period.

- **Terminated Remaining Value**: Sum of the terminated remaining value of all contract lines with termination date period to date, mainly the prorated value of the 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 lines.
- **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 lines. The Terminated Billed Value is calculated by the transactional system (Oracle Service Contracts) and is generally the prorated value of the line between the line start date and the terminated date. The true value is equal to the original value of the line minus the terminated remaining value. The terminated billed value is subtracted from the balance on the termination date.
- **Percent of Original Value**: Terminated Remaining Value / (Terminated Remaining Value + Terminated Billed Value)

Terminations Report The Terminations report displays detailed information on terminated contract lines. This report indicates the most common reasons for termination and gives the value of the contract 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 line terminations. The anchor date for the measures on this report is the termination date of the contract line.

The report headings and calculations are explained in Report Headings and Calculations on page 12-22.

Terminations Detail Report Click the link in the Value column for details on the terminated contracts. The link is enabled only for view by Product, reason, and the sales representative level due to performance reasons. The resulting report shows the headings listed below.

- **Contract:** Contract with the value of lines terminated. (The contract might also have 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 on page 12-7.
- **Reason:** Termination reason for the terminated lines.
- **Contract Start Date:** The start date from the contract header.
- **Earliest Termination Date:** Earliest of the termination dates of the 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 with the terminated lines.

Other headings are explained in Report Headings and Calculations on page 12-22.

Terminations Trend Report This report contains the following column:

Terminated Value: Sum of the terminated remaining value of all contract lines with termination date period to date, mainly the prorated value of the 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 lines.

Graph

The Terminated Remaining Value graph displays the current period and prior period terminated remaining value for the selected View By option.

Personalization

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: Personalizing Pages. See: Personalizing Reports.

Related Reports and Links

For information on the related reports see: Service Contracts Management Page on page 12-9.

Additional Information

For information on null values, see: Common Concepts on page 12-2.

For information on factoring, and other general information, see: General Page Behavior.

See also: Currency Conversion on page 12-5.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview.

Service Renewals Management Page

The Service Renewals Management page shows information for renewals only, not for new business.

Using Service Renewals Management, 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 past due opportunities (renewals with a start date on or before the selected date that have not yet been booked or cancelled).

The Service Renewals Management page includes contracts of the contract category Service, Warranty, or Extended Warranty. It includes all Service, Warranty, and Extended warranty lines.

Based on contract 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 page uses the following activity dates to place contracts in the proper bucket:

- Sub-line creation date, derived from the sub-line on the contract.
- Expected close date, derived from the Estimation Date in the Summary Administration tabbed region of the contract.
- Cancelled date, derived from the Date Cancelled 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 on page 12-2 for more information on time periods.

This page is available to service contract managers and executives using the Service Sales Manager, Service Contracts Manager, or Daily Service Contracts Intelligence responsibility.

Page Parameters

The Service Renewals Management page contains the following parameters:

- **Date**
- **Period Type**

- **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 on page 12-2 for more information.
- **Currency**

See Common Concepts on page 12-2 for a description of all the parameters except Period Type and Compare To. See Parameters for a description of these parameters and for more information on how page parameters affect the results on pages and reports.

Reports and Graphs

This page contains the following report regions:

- Service Renewals Management KPIs on page 12-28
- Renewal Bookings and Renewal Cancellations on page 12-30
- Period Renewals on page 12-37
- Booking to Renewal Activity on page 12-41
- Renewals Backlog on page 12-43

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview.

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 on page 12-37 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 system 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 on page 12-30.

- 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.

- Line amount. If the 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/Reduction 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 on page 12-5.

Note: Accessing data for a deleted sales representative produces an error. See Common Concepts on page 12-2 for more information.

Service Renewals Management KPIs

Key performance indicators (KPIs) in service contracts are described in this section. See Page Parameters on page 12-25 for a description of the parameters on this page.

This section discusses the KPI headings and calculations and the Renewal Bookings Trend graph.

KPI Headings and Calculations

- **Booked Value:** Sum of the value of all renewal contract lines that have been booked (signed) in the selected period, to date, regardless of their Start Date.

  See Renewal Bookings and Renewal Cancellations on page 12-30.

- **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 lines multiplied by the estimation percentage in the renewal header. 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. Going back to an as-of 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 on page 12-30.

- **Uplift/Reduction:** Sum of (Renewal Contract Line Value - Original Expired Line Value), for all renewal lines that have been booked in the selected period, to date.

  See Renewal Bookings and Renewal Cancellations on page 12-30.

- **Period Renewals Value:** Sum of the value of all renewal contract lines that start in the selected period.

  See Period Renewals on page 12-37.

- **Period Booked Value:** Sum of the value of renewal contract 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 on page 12-37.

- **Period Renewal Rate:** Period Booked Value / Period Renewals Value

  See Period Renewals on page 12-37.

- **Period Uplift/Reduction:** Sum of (Renewal Contract Line Value - Original Expired Line Value) for all Period Renewal Bookings.

  See Period Renewals on page 12-37.

- **Booked to Renewal Ratio:** Booked Value / Renewals Value

  The Renewals Value is the sum of the value of all renewal contract lines with a start date in the selected period, to date. See Booking to Renewal Activity on page 12-41.

- **Past Due Percent:** Past Due Backlog / Open Backlog

  The Past Due Backlog is the value of entered renewal contract 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 lines that have a creation date on or before the selected date that have not yet been booked or cancelled. See Past Due on page 12-43.

Change is given between the current and previous time period. For complete information on how change comparisons work, see: General Page Behavior.

Graph

For information on the Renewal Bookings Trend graph, see Renewal Bookings on page 12-30.

Related Reports and Links

For information on the related reports see: Service Renewals Management Page on page 12-24.

Personalization

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: Personalizing Pages. See: Personalizing Reports.

Additional Information

For information on factoring, what None means, and other general information, see: General Page Behavior.

For more information on Daily Business Intelligence, see: Daily Business Intelligence Overview.

Renewal Bookings and Renewal Cancellations

This section explains the following reports:

- Renewal Bookings Summary
- Renewal Bookings Detail
- Top Renewal Bookings
- Late Renewal Bookings
- Late Renewal Bookings Aging
- Renewal Cancellations Summary
- Renewal Cancellations Detail

The Renewal Bookings reports answer the following questions:

- How effective is my company's renewal process?
- What is the status of renewal bookings to date?
- Using the uplift / reduction 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 booking, expected bookings, forecast, cancellation, and uplift / reduction 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 / reduction).

The Late Renewal Bookings reports display whether the period-to-date booked renewal 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.

See Common Concepts on page 12-2 for a description of all the parameters except Period Type and Compare To. See Parameters for a description of these parameters and for more information on how page parameters affect the results on pages and reports.

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 on page 12-2 for an explanation of value, change, and time period. See Service Renewals Management Page on page 12-24 for information on how the reports determine in which time bucket to report the data.

- **Booked Value:** Value of all renewal contract 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:** ((Bookings Current Period - Bookings Previous Period) / Bookings Previous Period) * 100.

  Percent change in bookings between the current and previous time period. For complete information on how change comparisons work, see: General Page Behavior.
- **Expected Bookings:** Sum of the estimated value of all renewal contract lines, to date, with an expected close date in the selected period that have not been booked. 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 line value by the estimation percentage. That is, the 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 line value is not multiplied by the estimation percentage. Forecast at full value indicate 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/Reduction:** Sum of (Renewal Contract Line Value - Original Expired Line Value), for all 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 line values over the original expired contract line. A negative value indicates a net reduction in the renewal contract line values. The anchor date for this measure is the signed date of the contract.

- **Change:** ((Uplift or Reduction Current Period - Uplift or Reduction Previous Period) / *Absolute value of* Uplift or Reduction Previous Period) * 100.

  Percent change in the uplift or reduction between the current and previous time period. For complete information on how change comparisons work, see: General Page Behavior.

- **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 on page 12-7.
- **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 are explained in Report Headings and Calculations on page 12-31.

Renewal Bookings Detail Report This report shows details for the booked contract renewals that are in the Renewal Bookings Summary report. Access this report by clicking the Renewal Bookings Summary report title, then clicking the Links, or by clicking the booked value for a sales representative. The following headings display:

- **Contract**
- **Customer**
- **Sales Representative**
- **Contract Start Date**
- **Contract End Date**
- Signed Date on page 12-33
- Booked Value on page 12-32

All headings are explained in Report Headings and Calculations on page 12-31.

Top Renewal Bookings Report This report displays the top value renewals booked period to date. Headings are explained in Report Headings and Calculations on page 12-31.

Renewal Expected Bookings Detail Report This report shows details for the expected bookings contract renewals that are in the Renewal Bookings Summary report. Access this report by clicking the Renewal Bookings Summary report title, then clicking the Links, or by clicking the expected bookings value for a 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 on page 12-32
- **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 line) * Expected Bookings Percent.

Headings not explained here are explained in Report Headings and Calculations on page 12-31.

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 Previous Period.

  Change in the Percent Late between the current and previous time period. For complete information on how change comparisons work, see: General Page Behavior.

- **Late after Grace Period:** Bookings with a Date Signed that occurs after the Grace Period End Date, plus one day, on the original expired 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 line, a grace period of 0 is assumed. In this case, the line value is considered in the Late after Grace Period measure.

- **Percent Late after Grace Period:** (Late after Grace Period / Bookings) * 100.

- **Change:** Percent Late after Grace Period in the Current Period - Percent Late after Grace Period in the Previous Period.

  Change in the Percent Late after Grace Period between the current and previous time period. For complete information on how change comparisons work, see: General Page Behavior.

- **Average Days Late:** Average days late of the late bookings, not using the grace period.

Booked Value is explained in Report Headings and Calculations on page 12-31.

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:** ((Late Value Current Period - Late Value Previous Period) / Late Value Previous Period) * 100.

  Percent change in the Late Value between the current and previous time period, for renewal contract lines that fall into the corresponding Days Late bucket. For complete information on how change comparisons work, see: General Page Behavior.

- **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 This report includes the following headings:

- **Cancelled Value:** Value of all cancelled renewal contract lines in the selected period, to date, regardless of the line Start Date. The anchor date for this measure is the cancelled date of the contract.
- **Change:** ((Cancelled Value Current Period - Cancelled Value Previous Period) / Cancelled Value Previous Period) * 100.

  Percent change in the Cancelled Value between the current and previous time period. For complete information on how change comparisons work, see: General Page Behavior.
- **Percent of Total:** Cancelled value divided by the total value of the column.

Renewal Cancellations Detail Report This report 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 on page 12-31 for more information on reasons.
- **Contract Start Date**
- **Cancellation Date:** Date Cancelled, from the Summary Administration tab of the renewal.
- Cancelled Value on page 12-36

Headings not explained here are explained in Report Headings and Calculations on page 12-31.

For information on factoring, what None means, and other general information, see: General Page Behavior.

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 on

page 28 for definitions of Booked Value and Forecast. The Total Booked Value legend on the graph is not used; it is the same as Booked Value. 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

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: Personalizing Pages. See: Personalizing Reports.

Related Reports and Links

For information on the related reports see: Service Renewals Management Page on page 12-24.

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 page, see the Additional Information section on page 12-26 for Service Renewals Management.

See also: Currency Conversion on page 12-5.

Period Renewals

This section explains the following reports:

- Period Renewals Summary
- Period Renewals Detail

The Period Renewals reports answer the following questions:

- 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 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/reduction).

Report Parameters

The Period Renewals reports contain the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**

See Common Concepts on page 12-2 for a description of all the parameters except Period Type and Compare To. See Parameters for a description of these parameters and for more information on how page parameters affect the results on pages and reports.

Report Headings and Calculations

This section explains the headings and calculations that are common to many of the Period Renewals reports. See Common Concepts on page 12-2 for an explanation of value, change, and time period.

- **Booked Value:** Value of renewal contract 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/Reduction:** Sum of (Renewal Contract Line Value - Original Expired Line Value) for all renewal booking lines with a Start Date in the period. (The sum of the Renewal Contract Line Value is the same as the Renewals Value.)
- **Change:** ((Uplift or Reduction Current Period - Uplift or Reduction Previous Period) / *Absolute value of* Uplift or Reduction Previous Period) * 100.

Percent change in the uplift or reduction between the current and previous time period. For complete information on how change comparisons work, see: General Page Behavior.

- **Renewals Value:** Value of all renewal contract lines with a Start Date in the period, regardless of their current status (such as entered, booked, or cancelled). These are renewal lines with a Start Date that occurs on or between the start and end dates of the selected period.
- **Renewal Rate:** (Booked Value / Renewals Value) * 100.
- **Change:** Renewal Rate Current Period - Renewal Rate Previous Period.

  Change in the Renewal Rate between the current and previous time period. For complete information on how change comparisons work, see: General Page Behavior.

Period Renewals Summary Report This report includes the following headings:

- **Cancelled Value:** Value of renewal contract 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 on page 12-38.

The anchor date for the measures on this report is the start date of the contract line.

Period Renewal Bookings Detail Report Access this report by clicking the Period Renewals Summary report title, then clicking the Links, or by clicking the booked value for a sales representative.

This report contains 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 on page 12-7.
- **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 on page 12-38

Graphs

The Period Renewal Trends graph displays period renewal rates over time, by year, quarter, or month. Headings and calculations are explained in Report Headings and Calculations on page 12-38.

Personalization

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: Personalizing Pages. See: Personalizing Reports.

Related Reports and Links

For information on the related reports see: Service Renewals Management Page on page 12-24.

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 page, see the Additional Information section on page 12-26 for Service Renewals Management.

See also: Currency Conversion on page 12-5.

Booking to Renewal Activity

This section explains the Booking to Renewal Activity report and the Booking to Renewal Ratio Trend graph.

The Booking to Renewal Activity report answers the following questions:

- 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 report contains the following parameters:

- **Sales Group**
- **Operating Unit**
- **Currency**
- **Product Category**
- **Product**

See Common Concepts on page 12-2 for a description of all the parameters except Period Type and Compare To. See Parameters for a description of these parameters and for more information on how page parameters affect the results on pages and reports.

Report Headings and Calculations

See Common Concepts on page 12-2 for an explanation of value, change, and time period. See Service Renewals Management Page on page 12-24 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 lines with a Start Date in the period, to date, regardless of their current status (such as entered, booked, or cancelled). These are renewal 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 line.
- **Booked Value:** Value of all renewal contract 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 on page 12-33.

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 for a definition of ratio.

Personalization

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: Personalizing Pages. See: Personalizing Reports.

Related Reports and Links

For information on the related reports see: Service Renewals Management Page on page 12-24.

Additional Information

For information that applies to all reports on the Service Renewals Management page, see the Additional Information section on page 12-26 for Service Renewals Management.

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 on page 12-5.

Renewals Backlog

This section explains the following:

- Backlog report
- Past Due Renewals Detail report
- Past Due Percent Trend graph

The Renewals Backlog reports answer the following questions:

- 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 contract 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**

See Common Concepts on page 12-2 for a description of all the parameters except Period Type and Compare To. See Parameters for a description of these parameters and for more information on how page parameters affect the results on pages and reports.

Report Headings and Calculations

See Common Concepts on page 12-2 for an explanation of value, change, and time period. See Service Renewals Management Page on page 12-24 for information on how the reports determine in which time period to report the data.

Backlog Report This report includes the following headings:

- **Open Value:** Value of entered renewal contract 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 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 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 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:** Past Due Value Current Period - Past Due Value Previous Period / Past Due Value Previous Period

- **Past Due Percent:** (Past Due Value / Open Value) * 100.

- **Change:** Past Due Percent Current Period - Past Due Percent Previous Period

  Change in the Past Due Percent between the current and previous time period. For complete information on how change comparisons work, see: General Page Behavior.

Past Due Renewals Detail Report This report shows the sum of line values that are past due, grouped by the contract they are in. This report includes 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 on page 12-7.
- **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 line value of the past due renewal 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 as of date and the selected period, the sum of the value of lines times the estimation percentage in the renewal header. Lines cancelled or booked are not considered in the Expected Bookings Measure.
- **Past Due Value:** The full value of affected contract lines.

Graphs

The Past Due Percent Trend graph displays the past due percentage over time, by year, quarter, or month. See the Backlog report for a description of the headings and calculations.

Personalization

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: Personalizing Pages. See: Personalizing Reports.

Related Reports and Links

For information on the related reports see: Service Renewals Management Page on page 12-24.

Additional Information

For information that applies to all reports on the Service Renewals Management page, see the Additional Information section on page 12-26 for Service Renewals Management.

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 on page 12-5.

13

Using Daily Business Intelligence for Supply Chain

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 on page 13-2
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  - Fulfillment KPIs on page 13-10
  - Fulfillment Performance on page 13-12
  - Backlog and Past Due Schedule Value on page 13-19
  - Fulfilled Return Value on page 13-26
- Shipping Management Page on page 13-29
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- Inventory Management Page on page 13-48
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  - Cumulative Bookings and Revenue on page 13-119
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  - Bookings, Revenue and Revenue Backlog Trend on page 13-123

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 pages, the reports display the inventory organizations from the Ship From Organization on order lines.

  On the Manufacturing Management page 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.

  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 established during the Oracle Daily Business Intelligence setup. Some pages also show a secondary currency, which can be established during Oracle Daily Business Intelligence setup.

  If the global currency is different from the functional currency, then all functional and global currencies will be selectable on the Currency parameter.

  For example, assume the following available organizations and currencies:

Table 13–1 Example of Organizations and Currencies in an Enterprise

Organization	Currency
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 page displays for the organization and the currency you select:

Table 13–2 Data Displayed with the Example Organizations and Currencies

Selected Organization	Available Currency	Data on Page
Vision Manufacturing	USD at Corporate, and EURO	Data on the page 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 page displays in the global currency, for the Vision Subassembly Plant organization.
All	USD at Corporate	Data on the page 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: Parameters.

- **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 page and reports accessible from the page, 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:** Reporting is done solely on products, not on service items. All overview pages and reports that are based on order lines (such as the Customer Fulfillment Management, Shipping Management, Product Cost Management, Product Revenue, Bookings and Backlog pages 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."

- **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/sales group pair.

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters.

Promise Date All reports on the Customer Fulfillment Management and Shipping Management pages that use the Promise Date from the sales order line assume that

your company is using the Promise Date consistently with the Request Date, as intended by Oracle Order Management.

The Request Date can be one of the following types: SHIP to indicate that it is the requested shipment date, ARRIVAL to indicate that it is the requested arrival date, or blank. Oracle Order Management intends that you use the Promise Date consistently with the Request Date type. For example, if the Request Date indicates the date that the shipment was requested to ship, then the Promise Date should be a shipment date, too.

This information applies to both the Customer Fulfillment Management and Shipping Management pages.

Firmed Date The firmed date can be used in the Customer Fulfillment Management, Shipping Management, and Product Revenue Bookings and Backlog pages 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 page includes past due values. The Shipping Management page includes 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-2004 and you change the date to 1-Jan-2003 on the report, the past due data is based on the latest snapshot taken as of 1-Jan-2003. That snapshot may have been taken 31-Dec-2002.

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. Otherwise, the booked date is used. For example, you could have only 10 orders booked so far this month, giving a value of 46 thousand, but a past due value of 128 thousand. 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 Type 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 name for the item. This is the Primary UOM of the item as defined for the organization in Oracle Inventory.

Additional Information

For information on factoring, null values, report totals, and other general information, see: General Page Behavior.

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

For information on reports, refer to the section that discusses the page to which they belong:

- Customer Fulfillment Management Page on page 13-8
- Shipping Management Page on page 13-29
- Inventory Management Page on page 13-48
- Manufacturing Management Page on page 13-48
- Product Cost Management Page on page 13-89
- Plan Management Page on page 13-98
- Product Revenue Bookings and Backlog Page on page 13-116

Customer Fulfillment Management Page

The Customer Fulfillment Management page presents data from a customer satisfaction perspective for both shippable and non-shippable items. Bookings and fulfillment values on this page also indicate potential revenue.

The Customer Fulfillment Management page 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 page 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 on page 13-12.
- 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 on page 13-12.

- 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 on page 13-19.
- View the value of fulfilled returns, return rates, and reasons by organization, product category, item, and customer. See: Fulfilled Return Value on page 13-26.

The Customer Fulfillment Management page is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Fulfillment Intelligence responsibilities.

Page Parameters

For information on the following parameters, see Common Concepts on page 13-3:

- Organization
- Currency—You can choose among primary and secondary global currencies

For more information on how page parameters affect the results on pages, see: Parameters.

Additional Information

When reviewing the Customer Fulfillment Management page 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 on page 13-12.

> **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 page exclude service items. For details, see information about the Item parameter in: Common Concepts on page 13-3.

The Customer Fulfillment Management page 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 on page 13-5.

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 Page Behavior.

Reports and Graphs

This page contains the following report regions:

- Fulfillment KPIs on page 13-12
- Fulfillment Performance on page 13-12
- Backlog and Past Due Schedule Value on page 13-19
- Fulfilled Return Value on page 13-26

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview.

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 on page 13-12.

  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 on page 13-12.

  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 on page 13-12.

  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 on page 13-19.

  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 on page 13-19.

  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 on page 13-26.

Related Reports and Links

For information on the related reports, see: Customer Fulfillment Management Page on page 13-8.

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 on page 13-26.) 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 on page 13-3:

- 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 page parameters (including time periods) affect the results on pages and reports, see: Parameters.

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:** ((Booked Value Current Period - Booked Value Previous Period) / *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 Page Behavior.

- **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:** ((Fulfilled Value Current Period - Fulfilled Value Previous Period) / *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 Page Behavior.

- **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.

  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:** Book to Fulfill Ratio Current Period - 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 Page Behavior.

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 page. 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 on page 13-7. **Booked Quantity:** See Item-Level Reports on page 13-24.

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 Page Behavior.

Requested Shipping Lead Time Trend This report displays the lead times of order lines from when they are booked to their scheduled ship date; it also displays the lead times of the order lines from when they are booked to their requested ship date.

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 on page 13-7.
- **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 Page Behavior.

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

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Customer Fulfillment Management Page on page 13-8.

Additional Information

For general information on how ATO, PTO, and kit items are handled, see the Additional Information section in: Customer Fulfillment Management Page on page 13-8.

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 (late) 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 (late) 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 on page 13-3:

- 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 page parameters (including time periods) affect the results on pages and reports, see: Parameters.

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 This report includes 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 Page Behavior.

- **Percent of Total:** (Backlog Value for Row / 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 on page 13-6.)

  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:** ((Past Due Schedule Value Current Period - Past Due Schedule Value Previous Period) / *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 on page 13-6.)

  For complete information on how change comparisons work, see: General Page Behavior.

- **Percent of Total:** (Past Due Schedule Value for Row / 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 include the following columns:

- **Past Due Schedule Value**: See Backlog and Past Due Schedule Value on page 13-21.
- **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 on page 13-6.

  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 on page 13-6.

  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:** ((Past Due Value Current Period - Past Due Value Previous Period) / *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 Page Behavior.
- **Percent of Total:** (Past Due Value for the Row / 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 on page 13-7.
- **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 Page Behavior.

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 on page 13-6.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Customer Fulfillment Management Page on page 13-8.

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 on page 13-5.

Past due values are captured as snapshots. To understand how to interpret these values, see Snapshots on page 13-6.

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 Page on page 13-8.

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 on page 13-3:

- 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 page parameters (including time periods) affect the results on pages and reports, see: Parameters.

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:** ((Return Value Current Period - Return Value Previous Period) / *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 Page Behavior.

- **Return Rate:** (Return Value / (Fulfilled Quantity * 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 Page Behavior.

- **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:** (Return Value for Reason / 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 on page 13-7.
- **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 Page Behavior.

Graphs

The Fulfilled Return Value Trend graph shows the return value over time.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Customer Fulfillment Management Page on page 13-8.

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 Page on page 13-8.

Shipping Management Page

The Shipping Management page shows data for shippable items only, from a shipping and operations perspective.

The Shipping Management page displays reports based on information in Oracle Order Management. Because the intent of this page 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 page 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 on page 13-33.
- 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 on page 13-33.
- View book-to-ship cycle time by organization, inventory category, item, and customer. See: Book to Ship Days on page 13-39.
- 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 on page 13-39.
- 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 on page 13-42.
- View the number of lines that are in backorder status by organization, inventory category, item, and customer. See: Past Due Schedule Performance on page 13-42.
- 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 on page 13-31.

The Shipping Management page is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Fulfillment Intelligence responsibilities.

Page Parameters

For information on the **Organization** parameter, see Common Concepts on page 13-3.

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters.

Additional Information

The Shipping Management page 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 page 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 on page 13-5.

For information on factoring, null values, and other general information, see: General Page Behavior.

Reports and Graphs

This page contains the following report regions:

- Shipping KPIs on page 13-31
- Shipping Performance on page 13-33
- Book to Ship Days on page 13-39
- Past Due Schedule Performance on page 13-42

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview.

Shipping KPIs

Shipping key performance indicators (KPIs) are described in this section.

KPI Definitions

- **Lines Shipped:** Total number of sales orders lines that have shipped.

  See also: Shipping Performance on page 13-33.

  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:** (Total number of lines shipped late after the Schedule Ship Date on the sales order line / Lines Shipped) * 100.

  See also: Shipping Performance on page 13-33.

  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:** (Total number of lines shipped late, after the Promise Date on the sales order line / Lines Shipped) * 100.

  See also: Shipping Performance on page 13-33.

- **Book to Ship Days:** For all order lines, the average of (Shipped Date - Firmed Date). If a firmed date is not available, booked date is used. See Firmed Date on page 13-6 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 on page 13-39.

  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 on page 13-42.

  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 Page on page 13-29.

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 on page 13-3:

- 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.

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 Page on page 13-29.
- **Change:** ((Lines Shipped Current Period - Lines Shipped Previous Period) / 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 Page Behavior.
- **Lines Late to Schedule:** (Lines Shipped Late to Schedule / 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 Page Behavior.

- **Lines Late to Promise:** (Lines Shipped Late to Promise / 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 Page Behavior.

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:** (Lines Shipped Early / 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.

- **Percent On-Time:** (Lines Shipped On-Time / 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:** (Lines Shipped / 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:** (Sum of (Actual Ship Date - Schedule Ship or Promise Date) for all late lines) / 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 - Firmed Date). If a firmed date is not available, booked date is used. The booked date is from the sales order line. See Firmed Date on page 13-6 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 on page 13-7.
- **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 Page Behavior.

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

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Shipping Management Page on page 13-29.

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 Page on page 13-29.

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 firmed 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 on page 13-3:

- 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.

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 - Firmed Date). If a firmed date is not available, the booked date is used. The booked date is from the sales order line. See Firmed Date on page 13-6 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 Page Behavior.

Book to Ship Aging This report includes the following columns:

- **Book to Ship Days:** Buckets of cycle time, in days, between the firmed and ship dates. (Booked metrics consider the firmed 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.

- **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:** ((Lines Shipped Current Period - Lines Shipped Previous Period) / 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 Page Behavior.
- **Percent of Total:** (Lines Shipped for the Row / 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 Page Behavior.

Graphs

Booked to Ship Days Trend shows the book-to-ship cycle time in days, over time.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Shipping Management Page on page 13-29.

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 Page on page 13-29.

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 late (past the scheduled shipment date). They also display the average days late 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 on page 13-3:

- 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.

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 on page 13-6.)

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 on page 13-6 for more information.
- **Change:** ((Past Due Lines Current Period - Past Due Lines Previous Period) / 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 on page 13-6.)

  For complete information on how change comparisons work, see: General Page Behavior.
- **Percent of Total:** (Past Due Lines for the Row / 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 on page 13-43.

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 ships 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 late over the 10 order lines for that customer (if viewed by customer). For more information on the Snapshot Date, see Snapshots on page 13-6.

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 on page 13-43.

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:** Actual Ship Date - Schedule Ship Date.

  Number of days that the line shipped past the Schedule Ship Date. (The Actual Ship Date comes from the delivery line details in Oracle Shipping.)

  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 Shipping.)

  In Oracle Shipping, 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 line and 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 on page 13-6.)

For complete information on how change comparisons work, see: General Page Behavior.

- **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:** ((Backordered Items Current Period - Backordered Items Previous Period) / 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 on page 13-6.)

  For complete information on how change comparisons work, see: General Page Behavior.

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 in backorder status.
- **Schedule Date:** Schedule Ship Date from the sales order line that is in backorder status.
- **Days Late to Request:** Snapshot Date - Request Date.

  Number of days the line is late, 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 on page 13-6.

  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 late. 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 late, 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 on page 13-6.

  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 on page 13-7.
- **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 Page Behavior.

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 on page 13-6.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Shipping Management Page on page 13-29.

Additional Information

Backorder and past due lines are captured as snapshots. To understand how to interpret backorder and past due data, see Snapshots on page 13-6.

For information on how assemble-to-order (ATO), pick-to-order (PTO), and kit items are handled, see Additional Information in: Shipping Management Page on page 13-29.

Inventory Management Page

Use the Inventory Management page 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)

Page Parameters

For information on the following parameters, see Common Concepts on page 13-3:

- **Organization**
- **Currency**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters.

For information on factoring, null values, and other general information, see: General Page Behavior.

Reports and Graphs

This page contains the following report regions:

- Inventory Management KPIs on page 49
- Inventory on page 13-50
- Inventory Turns on page 13-56
- Cycle Count on page 13-60

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview.

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

  Annualized COGS = (COGS / 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.

  Average Daily Inventory = Sum of Daily Ending On-hand Inventory Balance / Number of Days
- **Hit/Miss Accuracy:** (Total Hit Entries / 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:** (Total Gross Adjustment Value/Total System Inventory Value)*100

  Gross Adjustment Rate is the value of the Gross 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:** (Total Match Entries / 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 Page on page 13-48.

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 page parameters (including time periods) affect the results on pages, see: Parameters.

- **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, Viewing On-Hand Quantities, Viewing Inventory Positions, and Requesting the Multi-Organization Quantity Report 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 Journaled 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 sub-assemblies 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:** ((Total Value Current Period - Total Value Previous Period) / *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 Page Behavior.

  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.

Inventory Value Summary Headings are explained in Report Headings and Calculations on page 13-52.

Inventory Value Trend Headings are explained in Report Headings and Calculations on page 13-52.

Inventory Value by Type 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.

On-Hand Inventory Detail Headings are explained in Report Headings and Calculations on page 13-52.

Intransit Inventory Detail Headings are explained in Report Headings and Calculations on page 13-52.

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

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Inventory Management Page on page 13-48.

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:

Table 13–3 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:

Table 13–4 Inventory Value by Category for All Organizations

Category	Total Value
Category 1	1600 USD
Category 3	300 USD

Table 13–5 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		

Table 13–6 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 are 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
- Currency

See Common Concepts on page 13-2 for a description of these parameters.

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 Type 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 On-hand 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. 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 on page 13-59.

- **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 Page Behavior.

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 Page Behavior.

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

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Inventory Management Page on page 13-48.

For information on the Planned Inventory Turns report, see: Planned Performance on page 13-110.

Additional Information

The following table demonstrates an inventory turns calculation where the date parameter is 15-Feb-2002 and the period type is Week (in other words, the week beginning February 11, as of February 15).

Table 13–7 Inventory Turns Example

Date	Total Inventory Value (in thousands)	COGS (in thousands)
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
Average Daily Ending Inventory:	39,251	
Total COGS:	—	617
Annualized COGS for the week as of 15-Feb-2002:	—	32,172
Turns:	—	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.

Table 13–8 Example of 0 Inventory Turns

Month	Average Daily Inventory	Annualized COGS	Inventory Turns
Jan-2002 *	—	—	—
Feb-2002 *	—	—	—
Mar-2002	4,258	0	0.0
Apr-2002	6,547	1361	0.2

*The organization does not display in the reports during these months.

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?

The Inventory Management page is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and the Daily Inventory Intelligence responsibilities.

Report Parameters

- For information on the **Currency** parameter, see: Common Concepts on page 13-2.
- **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 and Oracle Process Manufacturing Inventory Management.
- **Cycle Count Class:** Groups of items that are included in a particular Cycle Count. This is 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 then 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 no 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. From this column you can drill down into 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. From this column you can drill down into 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:** The total absolute adjustment made for an item during a cycle count. This is calculated as:

    Total Positive Adjustments + Total Negative Adjustments
  - **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:** The difference between total positive and negative adjustments for an item. This is calculated as:

    Total Positive Adjustments - Total Negative Adjustments
  - **Rate:** This measure provides the 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 those 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 those 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 on page 13-62.

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

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Inventory Management Page on page 13-48.

Manufacturing Management Page

Use the Manufacturing Management page to view manufacturing performance:

- Compare actual production values with planned production values. See: Production to Plan on page 13-70.
- 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 on page 13-77.
- 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 on page 13-80.
- 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 on page 13-74.
- Compare the value of utilized resources and available resources, and view the percentage resource utilization. See: Resource Utilization on page 13-82.
- 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 on page 13-94.
- View scrap values, compare these with gross production values, and see the percentage of scrap, for all jobs (open or closed). See: Scrap on page 13-86.

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 on page 13-94 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 page is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Manufacturing Intelligence responsibilities.

Page Parameters

For information on the following parameters, see Common Concepts on page 13-3:

- **Organization**
- **Currency**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters.

For information on factoring, null values, and other general information, see: General Page Behavior.

Reports and Graphs

This page contains the following report regions:

- Manufacturing Management KPIs on page 13-68
- Production to Plan on page 13-70
- Material Usage Variance on page 13-74

- Resource Utilization on page 13-82
- Scrap on page 13-86

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview.

Manufacturing Management KPIs

Manufacturing Management key performance indicators (KPIs) are described in this section.

KPI Definitions

- **Production to Plan:** (Produced Standard Value / 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 on page 13-70.

- **Manufacturing Cost Variance:** ((Actual Cost - Standard Cost) / 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 on page 13-77.

- **Material Usage Variance:** ((Actual Usage - Standard Usage) / 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 on page 13-74.

- **Resource Utilization**: (Resource Cost Charged / 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 on page 13-82.

- **Resource Variance**: ((Actual Resource Cost - Standard Resource Cost) / 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 on page 13-94.

- **Scrap**: (Scrap Value / 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 on page 13-94), and the coproduct impact is reflected in the Material Usage Variance report (see Material Usage Variance on page 13-74).

See also: Scrap on page 13-86.

Related Reports and Links

For information on the related reports, see: Manufacturing Management Page on page 13-48.

Production to Plan

This section explains the following reports:

- Production to Plan
- Production to Plan Trend
- Cumulative Production to Plan

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 on page 13-3:

- **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 page parameters (including time periods) affect the results on pages and reports, see: Parameters.

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:** Planned Quantity * 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 Page Behavior.

- **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.

- **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 Page Behavior.

- **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 Page Behavior.

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

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Manufacturing Management Page on page 13-48.

For information on the Past Due Schedule Line Summary report, see: Past Due Schedule Line Aging on page 13-42.

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 page 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

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 on page 13-77.) Variances are shown for both standard and actual (average) costing organizations.

Report Parameters

For information on the following parameters, see Common Concepts on page 13-3:

- **Organization**
- **Currency**
- **Inventory Category**
- **Item**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters.

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.
- **Change:** ((Variance Amount Current Period - Variance Amount Previous Period) / *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 Page Behavior.
- **Variance Percent:** ((Actual Usage - Standard Usage) / 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 Page Behavior.
- **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 Page Behavior.

Graphs

The Material Usage Variance Trend graph shows the Variance Percent over time.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Manufacturing Management Page on page 13-48.

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

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 on page 13-3:

- **Organization**
- **Currency**
- **Inventory Category**
- **Item**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters.

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.
- **Change:** ((Variance Amount Current Period - Variance Amount Previous Period) / *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 Page Behavior.
- **Variance Percent:** (Variance Amount / Standard Cost) * 100.

  Manufacturing cost variance as a percentage of the standard cost.
- **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 Page Behavior.
- **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 Page Behavior.

Graphs

The Manufacturing Cost Variance graphs show the Variance Amount and Variance Percent over time.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Manufacturing Management Page on page 13-48.

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 report.

The Current Unrecognized Variance report 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 on page 13-3:

- **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.

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.
- **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 Page Behavior.

Graphs

The Current Unrecognized Variance graphs show the Variance Amount and Variance Percent for the items in the selected organization.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Manufacturing Management Page on page 13-48.

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 on page 13-94

- Resource Efficiency Trend—See Resource Variance on page 13-94
- Resource Variance—See Resource Variance on page 13-94
- Resource Variance Trend—See Resource Variance on page 13-94

> **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.

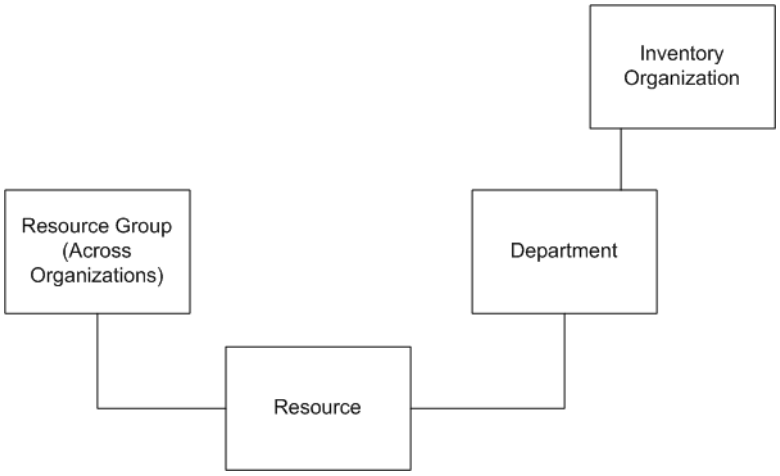
The Resource Utilization Trend report lets you see resource utilization over time. This report shows the metrics for several previous periods and lists the change from the previous period in the column.

Report Parameters

For information on the following parameters, see Common Concepts on page 13-2. For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters.

- Organization
- Currency

- **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:** (Resource Cost Charged / 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 Page Behavior.

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 Page Behavior.

Graphs

The Resource Utilization Trend graph shows the Utilization percentage for all resources in the selected organization, over time.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Manufacturing Management Page on page 13-48.

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

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 on page 13-94), and the coproduct impact is reflected in the Material Usage Variance report (see Material Usage Variance on page 13-74).

Report Parameters

For information on the following parameters, see Common Concepts on page 13-3:

- **Organization**
- **Currency**
- **Item**
- **Inventory Category**

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters.

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 in the *Oracle Cost Management User's Guide.*)
- **Change:** ((Scrap Value Current Period - Scrap Value Previous Period) / *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 Page Behavior.
- **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:** (Scrap Value / Gross Production Value) * 100.

  Percentage of the gross production value that is scrap.
- **Change:** Scrap Value Percent Current Period - 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 Page Behavior.
- **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 Page Behavior.

Graphs

The Scrap Trend graph shows the percentage of the gross value production that is scrap, over time.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Manufacturing Management Page on page 13-48.

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.

Product Cost Management Page

Use the Product Cost Management page to view information about factors affecting product gross margin, such as the fulfilled value of orders and 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 material usage variance amount and percent by organization, inventory category, and item.
- 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 page 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 page is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Product Cost Intelligence responsibilities.

Page Parameters

- Organization
- Currency

For more information on how page parameters affect the results on pages, see: Parameters.

Reports and Graphs

This page contains the following report regions:

- Product Cost Management KPIs on page 13-90
- Product Gross Margin on page 13-91
- Material Usage Variance on page 13-74
- Resource Variance on page 13-94

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview.

Product Cost Management KPIs

Product Cost Management key performance indicators (KPIs) are described in this section.

KPI Definitions

- Product Gross Margin (Fulfilled Value - COGS / Fulfilled Value) * 100

Fulfilled Value = Fulfilled Quantity * Selling Price for sales order lines.

COGS = Total item costs associated with the products shipped.

- Manufacturing Cost Variance ((Actual Cost - Standard Cost) / Standard Cost) * 100

  Actual Cost = Actual cost charged to all closed jobs.

  Standard Cost = Standard cost for all closed jobs.

- Material Usage Variance ((Actual Usage - Standard Usage) / Standard Usage) * 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 Page on page 13-98.

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.

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) and as a percentage of total fulfilled value. This report is useful for managers responsible for product profitability and percentage gross margin.

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
- Currency
- **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 on page 13-2 for information on these report parameters.

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters.

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 on page 13-2.

  (The Margin (%) is displayed on the Product Cost Management page; the Margin is displayed when you view the full report.)
- **Margin (%):** (Fulfilled Value - COGS / 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 Page Behavior.

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 Page Behavior.

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

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Product Cost Management Page on page 13-89.

Material Usage Variance

See Material Usage Variance on page 13-74 for information on these reports.

Resource Variance

This section explains the following reports:

- Resource Variance
- Resource Variance Trend
- Planned Resource Utilization—See Resource Utilization on page 13-82
- Resource Utilization Trend—See Resource Utilization on page 13-82
- Resource Utilization—See Resource Utilization on page 13-82
- Resource Efficiency
- Resource Efficiency Trend

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 on page 13-2 for information on the **Organization** and **Currency** parameters.

For a description of the **Resource**, **Resource Group**, and **Department** parameters, see: Resource Utilization on page 13-82.

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters.

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.
- **Change:** ((Variance Amount Current Period - Variance Amount Previous Period) / *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 Page Behavior.

- **Variance Percent:** (Variance Amount / 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 Page Behavior.

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:** (Standard Hours / Actual Hours) * 100.

  Percentage of standard to actual hours for each resource.

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 Page Behavior.

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

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Product Cost Management Page on page 13-89.

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 Page

Use the Plan Management page 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 on page 13-103.
- 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 on page 13-103.
- View a trend of the planned revenue, margin, and costs by month, quarter, and year. See: Planned Revenue and Margin on page 13-103.
- 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 on page 13-110.

- 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 on page 13-110.
- 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 on page 13-110.
- Monitor key performance measures in planned revenue, margin, margin percentage, inventory turns, on-time shipment percentage, and resource utilization. See: Planning KPIs on page 13-103.

The Plan Management page uses information from the following application area:

- Oracle Advanced Supply Chain Planning

The Plan Management page is available to the Supply Chain Manager, Daily Supply Chain Intelligence, and Daily Planning Intelligence responsibilities.

Page Parameters

For more information on how page parameters (including time periods) affect the results on pages and reports, see: Parameters.

- **Period Type:** 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 and Period Type 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.

- **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 on page 13-2.

  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 Play 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 Page Behavior.

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: *(Cost of Total Demand in the Period * (365 / Number of Days in Period)) / 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 *(Cost of Total Demand in the Period * (365 / 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.

Table 13–9 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 page contains the following report regions:

- Planning KPIs on page 13-103
- Planned Revenue and Margin on page 13-103
- Planned Performance on page 13-110

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview.

Planning KPIs

Planning key performance indicators (KPIs) are described listed above. These are the same KPIs visible in the planner workbench in Oracle Advanced Supply Chain Planning.

KPI Definitions

- **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 on page 13-103.

- **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 on page 13-103.

- **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 on page 13-103.

- **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 on page 13-110.

- **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 on page 13-110.

- **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 on page 13-110.

The Variance shows the absolute change between the Plan and Compare Plan.

Related Reports and Links

For information on the related reports, see: Plan Management Page on page 13-98.

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 page parameters (including time periods) affect the results on pages and reports, see: Parameters.

For information on the following parameters, see Plan Management Page on page 13-98:

- **Organization**
- **Currency**
- **Period Type**
- **Plan**
- **Compare Plan**

For information on the following parameters, see Common Concepts on page 13-3:

- **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:** The value of what is planned to be shipped. Planned Revenue = (total shipment units) x (standard price) x (standard discount)
- **Revenue Shortfall:** The value of what is planned to be shipped after the scheduled ship date or for which there are supply exceptions. Revenue Shortfall = (total shortfall in shipment units) x (standard price) x (standard discount)
- **Variance (Revenue Shortfall):** Variance between the Plan and Compare To Plan for the Revenue Shortfall measure.

- **Firm Revenue:** The portion of the Planned Revenue that is projected to ship on time, without supply exceptions. Firm Revenue = Planned Revenue - Revenue Shortfall
- **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 on page 13-107.

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 on page 13-7.
- **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 Page Behavior.

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

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

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 Page on page 13-98.

For information on the Product Gross Margin report, see: Product Gross Margin on page 13-91.

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 Page on page 13-98:

- **Organization**
- **Currency**
- **Period Type**
- **Plan**
- **Compare Plan**

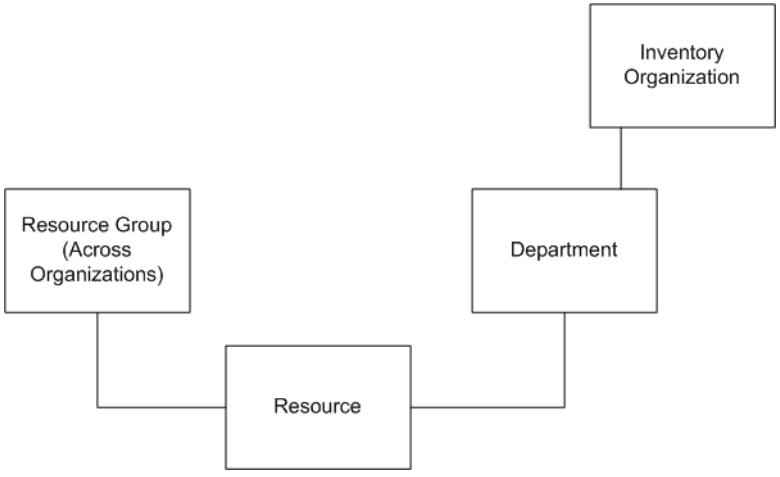
For information on the following parameters, see Common Concepts on page 13-3:

- **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 page parameters (including time periods) affect the results on pages and reports, see: Parameters.

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:** (Cost of Total Demand in the Period * (365 / Number of Days in Period)) / 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 in the *Oracle Advanced Planning and Scheduling Implementation and User's Guide.*

- **On-Time Shipment:** ((Total Number of Order Lines - Number of Late Order Lines) / 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:** (Hours of Capacity Planned / 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 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 on page 13-113.

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 on page 13-113.

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 on page 13-113.

For information on factoring, null values, and other general information, see: General Page Behavior.

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

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

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 Page on page 13-98.

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 on page 13-56
- Shipping Performance on page 13-33
- Resource Utilization on page 13-82

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

The Product Revenue Bookings and Backlog overview page 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 page 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 page is available to the Daily Sales Intelligence and the Sales Manager responsibilities.

Page Parameters

For information on the following parameters, see Common Concepts on page 13-3:

- Sales group
- Product category
- Currency—You can choose among primary and secondary global currencies

For more information on how page parameters affect the results on pages, see: Parameters.

Reports and Graphs

This page contains the following report regions:

- Revenue, Bookings & Backlog KPIs on page 13-117
- Cumulative Bookings and Revenue on page 13-119
- Revenue Overview on page 13-120
- Bookings, Revenue and Revenue Backlog Trend on page 13-123

For more information on Oracle Daily Business Intelligence, see: Daily Business Intelligence Overview.

Revenue, Bookings & Backlog KPIs

Revenue, Bookings & Backlog key performance indicators (KPIs) are described in this section.

KPI Definitions

- **Net 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 positive value while others, for return lines or RMAs, are for 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 booked value is based on the booked date. See Firmed Date on page 13-6 for more information.

Calculation: Net Booked = (Total Value of Order Lines Booked) - (Absolute Value of Total Value of Return Lines Booked)

- **Revenue**: Revenue recognized from the sale of products, but not services. Any value within this column links to the Product Revenue report with the context of the sales group for that row preserved as a display parameter.

  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, 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 page will not be 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 net of any transactions / events that impact a Revenue table (for example, 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 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. Any value within this column links to the Product Revenue report with the context of the sales group for that row preserved as a display parameter.

  In order for revenue to be considered booked and recognized in the same period, the Booked Date from the order and the GL 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 the revenue has not been recognized by Oracle Accounts Receivable; and the negative value of return order lines that have been booked, but the revenue has not been recognized by Oracle Accounts Receivable.

Related Reports and Links

For information on the related reports, see: Product Revenue Bookings and Backlog Page on page 13-116.

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 on page 13-3:

- Sales group
- Product category
- Currency: You can choose among primary and secondary global currencies
- Customer

Report Headings and Calculations

- **Period:** Dynamically set to the period specified in parameters
- **Net Booked for selected period:** The cumulative value of net bookings for the period selected through the As-Of Date parameter and the 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 selected through the As-Of Date parameter and the 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 and 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

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Product Revenue Bookings and Backlog Page on page 13-116.

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 on page 13-3:

- Sales Group

- Product Category
- Currency
- Customer

Revenue Overview Report Headings and Calculations

- **Net 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 positive value while others, for Return lines or RMAs, are for negative value.

  Net Booked = (Total Value of Order Lines Booked) - (Absolute Value of Total Value of Return Lines Booked)

- **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 with the context of the sales group for that row preserved as a display parameter.
- **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 with the context of the sales group for that row preserved as a display parameter.
- **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 Accounts Receivable and posted to the General Ledger. The value within this column links to the Product Revenue Backlog Report with the context of the sales group for that row preserved as a display parameter.
- **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:** Product Revenue Backlog is the total value of order lines for products that have been booked in Oracle Order Management but the revenue has not been recognized by Oracle Accounts Receivable, plus the negative value of Return Order Lines that have been booked but the revenue has not been recognized by Oracle Accounts Receivable.

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 Accounts Receivable. 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 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; Hyperlink to Order Detail.
- Line Number: Specific line number for Sales Order Line displayed.
- Operating Unit: Operating Unit associated with Order Header.
- Booked Date: Booked date from Sales Order Line.
- Customer: Customer from Sales Order Line.

- Item: Master Product Number from Sales Order Line.
- Description: Master Product description.
- Sales Group: Sales Group credited with the Booked Value for the Line Item.
- Booked Value: Default sort, highest to lowest.

Personalization

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Product Revenue Bookings and Backlog Page on page 13-116.

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 returns 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 Accounts Receivable. The value within this column links to the Product Revenue Backlog Report with the context of the sales group for that row preserved as a display parameter. This graph shows these values over time.
- Revenue Trend: Revenue recognized in Oracle Accounts Receivable 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 Accounts Receivable 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

You can personalize reports, such as caching parameters and e-mailing a report. See: General Page Behavior.

Related Reports and Links

For information on the related reports, see: Product Revenue Bookings and Backlog on page 13-116.

A

Responsibility and Page Matrix

This appendix provides a matrix of all of the responsibilities in Daily Business Intelligence and the pages they provide access to.

Table A–1 Responsibility to Pages

Responsibility	Pages
Business Intelligence Administrator	■ Daily Business Intelligence Setup
Commodity Manager	■ Commodity Spend Management ■ Commodity Supplier Management ■ HR Management ■ Expense Management ■ Payables Management
Cost Center Manager	■ Expense Management ■ HR Management
Daily Commodity Manager	■ Commodity Spend Management ■ Commodity Supplier Management
Daily Financials Intelligence	■ Expense Management ■ Profit and Loss ■ Profit and Loss by Manager
Daily HR Intelligence	■ HR Management
Daily Interaction Center Intelligence	■ Email Center Management ■ Inbound Telephony Management

Table A–1 Responsibility to Pages

Responsibility	Pages
Daily iStore Intelligence	■ Store Management ■ Store Top Activity
Daily Marketing Intelligence	■ Lead Management ■ Marketing Management ■ Sales Management ■ Opportunity Management ■ Quote Management
Daily Payables Intelligence	■ Payables Management ■ Payables Status
Daily Procurement Intelligence	■ Procurement Management ■ Procure-to-Pay Management
Daily Product Intelligence	■ Product Management - Engineering ■ Product Management ■ HR Management ■ Expense Management
Daily Project Intelligence	■ Projects Profitability Management ■ Projects Operations Management ■ Capital Projects Cost Management ■ Contract Projects Cost Management ■ Expense Management ■ HR Management
Daily Quoting Intelligence	■ Quote Management
Daily Sales Intelligence	■ Lead Management ■ Marketing Management ■ Sales Management ■ Sales Management Comparitive Performance ■ Opportunity Management ■ Sales Forecast Management

Table A–1 Responsibility to Pages

Responsibility	Pages
Daily Service Contracts Intelligence	■ Service Contracts Management ■ Service Renewals Management
Daily Service Intelligence	■ Customer Support Management
Daily Supply Chain Intelligence	■ Customer Fulfillment Management ■ Shipping Management ■ Manufacturing Management ■ Plan Management ■ Inventory Management ■ Product Cost Management ■ Product Revenue Booking and Backlog
Email Center Manager	■ Email Center Management ■ Expense Management ■ HR Management
Engineering Manager	■ Product Management - Engineering ■ HR Management ■ Expense Management
HR Line Manager	■ HR Management ■ Expense Management
Inbound Telephony Manager	■ Inbound Telephony Management
Marketing Manager	■ Lead Management ■ Marketing Management ■ HR Management ■ Opportunity Management ■ Quote Management ■ Sales Management

Table A–1 Responsibility to Pages

Responsibility	Pages
Procurement Manager	■ Procurement Management ■ Procure-to-Pay Management ■ Payables Management ■ Expense Management ■ HR Management
Profit Center Manager	■ Expense Management ■ HR Management ■ Profit and Loss ■ Profit and Loss by Manager
Project Executive	■ Projects Profitability Management ■ Projects Operations Management ■ Capital Projects Cost Management ■ Contract Projects Cost Management ■ Expense Management ■ HR Management
Sales Manager	■ Opportunity Management ■ Sales Management ■ Sales Management Comparative Performance
Service Contracts Manager	■ Service Contracts Management ■ Service Renewals Management ■ Expense Management ■ HR Management
Service Sales Manager	■ Service Renewals Management ■ Expense Management ■ HR Management

Table A–1 Responsibility to Pages

Responsibility	Pages
Supply Chain Manager	■ Customer Fulfillment Management ■ Shipping Management ■ Manufacturing Management ■ Inventory Management ■ Product Cost Management ■ Plan Management ■ Expense Management ■ HR Management
Vice President eCommerce	■ Store Management ■ Store Top Activity
Web Store Manager	■ Store Management ■ Store Top Activity ■ HR Management

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